

THE Barrett Bugle

News and information for
and about the customers
and employees of Barrett
Distribution Centers

July 2007

Baltimore, here we come!

Barrett announces the opening of our newest distribution center in Baltimore, Maryland.

BY MARK SOTIR, DIRECTOR OF CUSTOMER RELATIONS

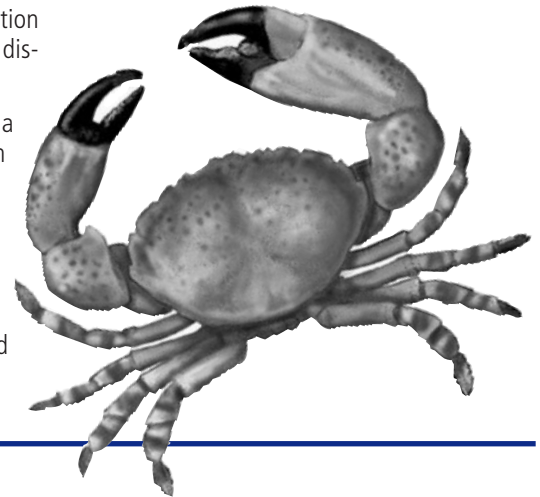
We are excited to announce the opening of our newest facility in Baltimore, Maryland. This distribution center will open in the Fall of 2007 and is conveniently located close to the Port of Baltimore. Baltimore is a deep water port, offering one-day distribution to the Northeast and Middle Atlantic regions. Our distribution center is also rail served, offering flexible distribution options in this busy market.

The acquisition of this facility is part of a master plan that focuses on future growth and expansion to new markets. We will have further details in the next edition of the Barrett Bugle.

We look forward to the launch of this new facility and the tremendous opportunities ahead for Barrett Distribution and

our customers. 🦀

If you have any needs in this market, please contact Mark Sotir by telephone at 508-553-8800 or by email at msotir@barrettdistribution.com



Our recipe for success

BY BRIAN DAVIS, ALBANY

Think about the last time you dined at your favorite restaurant. You scanned the menu, decided on something that you liked and ordered it. The meal came out nicely presented on your plate, and as you enjoyed your dinner you knew you would be back again for this pleasurable experience.

What you may not have realized, however, was that to provide you with a great dinner, the chef had to have the perfect recipe. The ingredients had to be just right—the right amount of this—not too much of that—to make your meal an unforgettable experience.

Similarly, Barrett wants to keep our customers coming back. How do we do it? With the perfect recipe—the 13 Guiding Principles. As we approach the mid-year point of 2007, now is a good time to review the relevance and importance of each.

Barrett Distribution's Guiding Principles

- ▶ I recognize the importance of my job
- ▶ I am enthusiastically enthusiastic
- ▶ I take advantage of every training opportunity that comes my way
- ▶ I follow up and follow through
- ▶ I concentrate on what I can do for customers, not what I cannot
- ▶ I see complaints for the opportunities that they really are
- ▶ I take care of my of customers by taking care of myself
- ▶ I am an active advocate for my customers' best interests
- ▶ I treat my customers better than I would want to be treated myself

- ▶ I get help when I need it and give it when others need it
- ▶ I am an intelligent source of information for my customers and my company
- ▶ I am thankful, grateful, and appreciative
- ▶ I choose to learn, to change and to grow

If we all have a true understanding of Barrett Distribution's Guiding Principles and follow them on a daily basis, then each of us will contribute just the right ingredient to provide our customers with the perfect recipe that will keep them coming back again and again. 🦀

If you have any questions or comments, Brian Davis can be reached by email at bdavis@barrettdistribution.com

The End of an Era

Barrett says goodbye to Methuen

BY ARTHUR BARRETT, PRESIDENT

It is with mixed feelings that we are closing our operation in Methuen. This is a positive step for the company, as we vacate a building that has presented many challenges to us in the past decade, in terms of infrastructure cost and operating inefficiencies. However, this decision also means we are saying *goodbye* to four longstanding, loyal and high achieving employees.

From 1960 to 1994, Methuen was our main distribution center and served as our company headquarters. This building was instrumental in establishing a firm foundation which Barrett Distribution has built upon over the past 13 years. So while we are growing the company to greater levels of revenues and profits year over year, it is important to me that we recognize what a strong foundation we are leaving behind in Methuen.

And that foundation starts with the people we are going to miss dearly. Since **Kevin Rich** joined our company in 1995, he has

played a key role in a number of accomplishments:

- ▶ Kevin drafted our original ISO documentation, and spearheaded our first registration to the ISO 9001:1994 standard.
- ▶ Kevin kept his staff motivated to meet the unique challenges of operating in a multi-story turn of the (19th!) century mill building.
- ▶ Kevin is a manager we always counted on to step in and help us meet a challenge presented to us by any client, in any location.

Our rich history of world-class service now spans seven decades. It is in the last decade that we have enjoyed breakthrough results in terms of revenue, profit, and customer satisfaction. **Rose Anne Morris** has been instrumental in helping us achieve these remarkable results:

- ▶ Rose Anne's unwavering commitment to customer satisfaction helped her build strong and lasting relationships with our customers.
- ▶ Rose Anne became the most experienced user of our legacy WMS, and she was instrumental in converting our Methuen warehouse to the Synapse WMS.
- ▶ Rose Anne's attention to detail and adherence to processes enabled us to maintain our ISO 9001:2000 registration.
- ▶ Rose Anne was greatly deserving of the Richard J. Barrett employee of the year award for 2004.

We hired **Ken Getsick** to manage the

7-Eleven contract in Norwood from 1998-2001. Ken then transferred to the Methuen operation, accomplishing the following:

- ▶ Ken was instrumental in establishing a high volume pick-n-pack operation for the 1803 footwear brand, where he increased efficiencies while maintaining world class shipping accuracy.
- ▶ Ken transitioned nicely from a dedicated operation managing the 7-Eleven account, to a multi-client 3PL operation.
- ▶ Ken worked extremely hard to complete the WMS conversion to Synapse at the end of 2005, and ensure that the implementation team met its deadline.

Jose Soto was originally hired as a laborer in 1999 to help out on projects in the warehouse. He soon proved himself to be a valuable contributor to our high standards for accuracy in receiving and order selection:

- ▶ Jose was our lead picker on the 1803 footwear account.
- ▶ Jose worked hard in our ESL classes to improve his English, and this paid big dividends for Jose when he mastered the RF picking routines.
- ▶ Jose became our go-to person for leading teams of spanish speaking temporary workers on projects.

Each of these four individuals stands out among their peers. We extend best wishes to each of you in your new endeavors, and a heartfelt *thank you* for all you did for this company in the past decade. 🙏

Success cannot come from standstill men. Methods change and men must change with them.

—James Cash Penney

The Great Game of Business update

Everybody plays, everybody wins

BY TOM SHIELS, DIRECTOR OF CUSTOMER INTEGRATION

At the start of 2006, Barrett Distribution rolled out The Great Game of Business. By introducing a program that included open book management and gain sharing, we increased opportunities for everyone to impact the company performance and to share in the profits of the company. Open book management is a process of sharing financial results with all employees on a weekly basis. This provides information that can improve decision making on a daily basis.

An initiative of this scale takes time and effort to succeed. We have begun to see an impact throughout the organization demonstrated in the ideas being generated to

improve service to our customers and to reduce our expenses. People throughout the organization have a better understanding of the important role they play in our success. We appreciate the effort we are seeing. While we are pleased with the progress, it is clear that we still have tremendous opportunities.

To create the impact we need going forward, we will need to improve communication at all levels. This includes looking at past performance to positively impact future performance. We need to be looking for better ways on a daily basis. Working smart can mean batching the pick process, eliminating steps or anything that makes a job more efficient.

The message to everyone at Barrett is that we can create profit that goes back in our pockets by providing superior service and by managing our costs. Every day we need to ask how we can be better today. Share your ideas at the weekly GGOB meetings and be a leader. We will continue to grow because we have a talented group of employees who are committed to our customers and the company. 🙏

If you would like more information about The Great Game of Business, check out their website at greatgame.com

Bright ideas



The warehouse staff in Franklin executed a brilliant plan for increasing capacity. They reconfigured the top levels of a shelving aisle to create additional pallet storage locations above the pick fronts. They now access these locations as double-deep pallet locations from the adjacent aisle—adding 120 new locations to our pallet rack system. Way to go guys!

Other bright ideas:

► The team working in the packing and manifesting stations in Franklin revised the layout of the area, improving product flow and throughput capacity. These changes have improved the packing efficiency by over 5% with no capital investment!

► The Best Buy team implemented a new racking system for *ASO Units* which has increased the storage capacity for these items and improved the picking efficiency. Nice work! 🚚

In case of emergency, put your cell on ICE

MICHELLE SICARD, LINDA SKRZAT, BARRETT MANSFIELD

In an emergency, first responders will search through your cell phone for clues to your identity and contact information. With so many contacts listed, whom should they call?

A national In Case of Emergency (ICE) campaign has been launched to help during these situations. The idea is to add ICE numbers into your cell phone in order to help the responders and hospital staff contact family members quickly and effectively.

Simply type the acronym ICE with the contact name and number and save in your cell phone. For more than one contact simply list them as ICE1, ICE2, etc. Hopefully it will never be necessary, but it would save a lot of time and also provide peace of mind to loved ones who may be worried about you. It only takes a few minutes to put your cell on ICE. 🚚

United we give

BY LINDA SKRZAT, BARRETT MANSFIELD

Barrett Distribution Centers held our annual United Way Campaign in March—and once again we had another successful campaign with 44% of our workforce contributing.

The generosity of our associates along with the company matching contribution raised a total of \$7600! The United Way and the agencies they partner with provide services and support programs for children and families in need.

I would like to take this opportunity to thank Mr. Dan Politica, Director of Resource Development for United Way of Tri-County, who will be retiring this year. He has assisted Barrett with our annual campaigns since 2000. Dan truly represents what the United Way is all about and it has been a pleasure working with him. 🚚

Safety is the key

BY SUE WILSON, BEST BUY MANSFIELD

In this day and age, keeping yourself and your family safe from harm no longer requires investing in a sophisticated security system for your home. With the help of modern technology, there is a simple solution already in the palm of your hand.

Next time you come home for the night and you go to put your keys away, think of this: Your own car keys can be a security alarm system that requires no additional investment and no installation. Start keeping your car keys next to your bed on the nightstand when you go to bed at night. If you think someone is trying to get into your house, or if you hear a noise outside your house, just press the panic alarm on your car key chain. The panic alarm will sound your horn from just about anywhere in your home and will usually work even if your car is in the driveway or in front of the house. *Test it out!*

Intruders of any kind will not tolerate loud noises and will more than likely abort their mission. This is a great tip for those of you who have an elderly parent living on their own. Simple to use and familiar to the owner, the one with the key in their hand is the one in control! 🚚

Happy Birthday!

JULY

Anthony Dzikiewicz
Sean Patrick Murphy
Dennis Warmington
Jared Gagne
Christopher Ludwig
Tina Samayoa
Edy Molina
Cris Morin
Kevin Milligan
Rhonda Pryor

AUGUST

Shannon Shippee
Matthew Trainor
Deborah Doyle
John Bacci
Carlos Torrijos
Matthew Demers

SEPTEMBER

Tim Barrett
Bob Willert
Buddy Cannata
Tom Maloney
Pee Jay Laureta
Renee Moglia
Daniel Mitchell



Happy Anniversary!

Congratulations to the following employees who reach a milestone with Barrett this quarter:

JULY

Arthur Barrett • 23 year
Reinaldo Rodriguez • 7 year
Amado Santos • 6 year
Danette Mcdermott • 1 year
Andrew Keane • 1 year

AUGUST

Chuck Collins • 11 year
Keith Lawton • 4 year
Tomas Burgos • 3 year
William Ketchen • 2 year
Theresa Zerrien • 2 year
Luis Blanco • 2 year
Matthew Demers • 1 year
Dina Sullivan • 1 year

SEPTEMBER

Buddy Cannata • 8 year
Deborah Doyle • 7 year
Linda Skrzat • 4 year
Jose Medina • 4 year
Hugo Moreno • 4 year
Luis Blanco Sr. • 4 year
Kevin Moran • 3 year
Denise Canal • 3 year
Graciela Gutierrez • 3 year
Ernestino Tornez • 3 year
Thomas Lemoine • 3 year
Matthew Trainor • 2 year
Juan Pagan • 1 year

Welcome to the Team!

A big welcome to all those who have recently joined the Barrett team:

CORPORATE

Anthony Dzikiewicz, Meagan Covino

MANSFIELD

Sean Patrick Murphy, Edic Cruz

BEST BUY

Christopher Reid

FRANKLIN

Rhonda Pryor, Daniel Mitchell

15 Freedom Way
Franklin, MA 02038

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kudos!

🗨️ *"What a tremendous job your staff did in handling the April 30th fiscal year-end inventory for Lenbrook America. A result like this could only be achieved through the tight inventory controls you have in place combined with the dedication of your staff. The high level of service we receive from your company translates into a high level of satisfaction our customers feel in dealing with Lenbrook America. Partnering with a company that takes as much pride in its work as yours does is a key element in helping Lenbrook America's growth in the AVV industry."*

Greg Bielski
Lenbrook America

🗨️ *to the Franklin staff. "Great job receiving new containers and shipping out orders in timely fashion under last minute conditions—and sending out UPS samples to new customers for next day delivery!"*

Jim Corradino, President
Jagg Marketing

🗨️ *to Cris Morin. "I think you are amazing... I am so touched that you care so much about your friend and [your customers]."*

Joan Freeman
Belgium's Best Chocolates

🗨️ *"Roseanne and Kevin have been an absolute dream to work with. Everything is done fast and efficiently. Couldn't have picked a better place!"*

Jennifer Haley
Sale Administrator APAC & Americas
Astaro

🗨️ *"I just got a call from a customer saying how great Barrett was and how responsive. Keith is doing a great job for us, making our job easier!"*

Laurie Highland
General Mills

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