

Robert-James Sales, Inc.

PIPELINE

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Cleveland Branch

**1988
Manager of the
Year
presentation!**



Pictured from left to right:
Mike Luich, Jim Bokor Sr.,
Bob Glidden & Bill Barto

From the Desk of Mike Luich...

In case you are wondering if you grabbed an old edition of the Pipeline, no you did not. You will find that as years go by (time does speed up by the way) you have a tendency to reminisce about those good old days. It seems like it was just a few years ago when I received my first Managers award down in Florida at our sales meeting in December of 1988. You can see by the picture that we really have not changed that much. Only kidding of course, not only have we changed but our business here in Twinsburg has changed. Business seems a lot harder today than it did back then, or does it just seem that way? Most people I talk to that are my age agree, business today is a lot tougher. As we move forward throughout 2013, we will need to work harder and smarter than our competition. Our management has given us the tools needed to be successful. As Vince Lombardi once said, "When the going gets tough, the tough get tougher." We look forward to another profitable year in 2013.

Here in Twinsburg, as do most of our branches, we cover a fairly large marketing area. Our three main markets include Cleveland, Ohio, Pittsburgh, Pa., and Detroit, Michigan. Two of our smaller markets are Columbus, Ohio and Toledo, Ohio.

We just came off of a pretty good year in 2012, thanks in part to a company we have been dealing with for over 30 years. It is amazing to look over the customer lists and see how many of our customers have such a long history with Robert-James Sales Inc. It is quite a tribute to our company. That customer is in Ashtabula, Ohio. We have a short history written by Joe Olszewski, our Cleveland area salesman.

Forecast for Ashtabula, OH is 'Cristal' clear

Ashtabula is a beautiful, quiet lakeshore city in Northeast Ohio not far from the Pennsylvania border. It has lakeside parks and marinas and a number of excellent restaurants. It is also home to one of Robert-James Sales long time customers. Cristal, formerly known as Millennium Chemical is a large chemical company which has been in business there for over 50 years. The company has changed names and ownership many times during their existence. Names such as Lyondell, SCM, Gulf and Western, New Jersey Zinc and Cabot Titanium are now in the past and so are the financial struggles they endured for a good portion of their history. They were most recently purchased in 2007 by a Saudi Arabian company and are now simply known as 'Cristal'. Cristal is a global corporation operating in 6 countries on 5 continents. They are the 2nd largest producer of Titanium Products in the world behind DuPont Corporation. The main product they produce is Titanium dioxide. It is a white powder pigment and is found in many products such as house paint, cosmetics, rubber, plastics, textiles, paper, pills, tattoo inks and skim milk.



The process used to produce titanium dioxide is to feed dry ore into a chlorinator together with petroleum coke and chlorine to make titanium chloride. Next, burning the titanium chloride with oxygen and a combustible gas, oxidizes it. Then, seeding this mixture with crystals forms solids that are filtered from the gas and milled as powder. Treatment of the final product is important for brightness, opacity and reflective qualities. In fact, titanium dioxide is one of the whitest materials known to exist on Earth, which has earned it the nickname "[titanium white](#)." For this reason, it is often included in many cosmetic preparations to reflect light away from the skin. It is also a major component of sun block to deter the absorption of ultraviolet (UV) rays from the sun, the concentration of which determines the product's Sun Protection Factor, or SPF. It also lends brightness to toothpaste and some medications. However, it is also used as a food additive and flavor enhancer in a variety of non-white foods, including dried vegetables, nuts, seeds, soups, and mustard, as well as beer and wine.

Forecast for Ashtabula continued...

Robert-James Sales supplies materials both directly and indirectly to Cristal. We sell Alloy 600 piping directly to them for flue pond requirements and we sell Stainless Steel and Nickel Alloy piping indirectly to them through Ayrshire Inc., which is the main mechanical contractor they use for capital projects and process piping along with other maintenance work.

In 2010, they closed their Baltimore Facility leaving the Ashtabula plants as their only North American production facility that makes Titanium Dioxide. They continue to invest funds into these plants making sure that they will be competitive and around for many years to come. To the people of Ashtabula and the 450 employees of Cristal it means that the future looks as bright and clear as the Cristal name indicates.

Meet our newest Twinsburg employees



Above: Mick Studer

Michael Studer started at Robert -James in the fall of 2011. He is part of our inside sales team. He was born and raised in Solon, Ohio and currently lives in Twinsburg. Graduated from high school in 2004 and then later from the University of Mount Union College in 2009. Before coming to Robert -James Sales he was employed at Ferguson Waterworks for roughly 2 years. Michael is 26 years old and enjoys golf, football, and anything outdoors.

Doreen Formica started on July 25, 2011. She is our main receptionist. Besides her normal daily office duties, she backs up the data entry requirements in our office. She has been a great addition to our office and our customers have complimented me countless times on her phone etiquette. The first person our customers contact will set the tone for that sales call. We are glad to have her.



Above: Doreen Formica

Meet a few more Twinsburg employees...



Another load ready to go, our Twinsburg warehouse personnel with their time of service listed. Chris Nichols(3.5yrs) Ryan MacFarlane (3yrs) Tony Barbuscio (6.5yrs) Joe Nader (6yrs) Roger Dillie (7.5yrs) Experience is the key in running a successful branch. As you can see, not only our sales staff and office personnel, but also our warehouse staff has that experience to get the job done.

Twinsburg Data Entry Department



Left to right: Sherri Mowinski (16 years) Erica Putt (13.8 years)

OUR CUSTOMER

Is the most important person in our company.

OUR CUSTOMER

Is a human being with feelings like our own.

OUR CUSTOMER

Deserves our most courteous and attentive treatment.

OUR CUSTOMER

Does not interrupt our work; he/she is the purpose of it.

OUR CUSTOMER

Brings us his/her needs; it is our job to fulfill them.

OUR CUSTOMER

Is part of our company; he/she is not an outsider.

OUR CUSTOMER

Does not depend on us; we depend on him/her.

OUR CUSTOMER

“IS” our business.

Robert-James Sales, Inc.

President:

James Bokor, Jr.

Board of Directors:

James Bokor, Sr.

Robert Glidden, Jr.

James Bokor, Jr.

Joseph McIntosh

James Schmit

Gerard Mazurkiewicz

Robert Glidden, III

Anniversaries

30 Years

Robert Gomesky Buffalo 03/17/1983

27 Years

Donna Spellman Indianapolis 02/10/1986

19 Years

Lisa Slebioda Corporate 01/24/1994

16 Years

Sherri Mowinski Cleveland 01/13/1997

15 Years

Rich Dalton N. Carolina 03/09/1998

11 Years

Mark Dudzinski Buffalo 01/21/2002

7 Years

Al Calderone Corporate 03/27/2006

William Pavlisak New Jersey 02/06/2006

6 Years

Justin Ermlich Cleveland 02/13/2007

Brian Leonard New Jersey 01/15/2007

5 Years

Jeremy Erny Buffalo 02/04/2008

4 Years

Rowe Rhett Buffalo 01/05/2009

Roland Marshall New Jersey 01/29/2009

3 Years

Scott Dymanus Chicago 02/15/2010

David Lacey Cleveland 02/15/2010

2 Years

Jerome Rung III Buffalo 02/07/2011

(continued)

2 Years

Cherie Nichols Corporate 01/24/2011

Michael McIntire Indianapolis 01/31/2011

David Wozny Minneapolis 01/24/2011

1 Year

David Chojnacki Buffalo 02/27/2012

Jesica Langford Buffalo 03/19/2012

Thomas LoCastro Buffalo 02/07/2012

Michael Marshall Buffalo 01/09/2012

Richard Solomon Buffalo 02/06/2012

David Nowaczewski Corporate 03/26/2012

Michael Holisky Cleveland 01/02/2012

James Schenck New Jersey 02/06/2012

Welcome New Employees

Buffalo

Marilee Leach Purchasing 02/27/2013

Minneapolis

Derrick Harris Warehouse 03/26/2013

New Jersey

Michelle Pereira Clerical 02/26/2013

North Carolina

Lon Riznik Warehouse 02/18/2013



Mike Luich's Granddaughter Jocelyn is sporting her Robert-James Sales attire.

Cleveland skyline



Did you know???

* EACH YEAR THE CITY OF TWINSBURG HOLDS A TWINS DAY FESTIVAL THAT LASTS THE WHOLE WEEKEND. THE FESTIVAL STARTED IN 1976 WITH 36 SETS OF TWINS AND NOW HAS APPROXIMATELY 3,000 ATTENDEES EACH YEAR. THIS YEAR TWINS DAY TAKES PLACE AUG. 2-4. THE THEME IS TWICE UPON A TIME—TWINS ARE ENCOURAGED TO DRESS FOR THE THEME. SOME ACTIVITIES AND ENTERTAINMENT INCLUDE CORN HOLE, TWINS TALENT CONTEST, BANDS, A JUGGLER, A MAGICIAN, A CHURCH SERVICE ON SUNDAY, A PUPPET SHOW AND THIS YEARS' LINE UP WILL FEATURE THE WALLUT HILLS CLOGGERS, AND OF COURSE, A PARADE.

* ACCORDING TO THE 2010 CENSUS, TWINSBURG HAS A POPULATION OF 18,795 AND IS 13.80 SQUARE MILES. IN 1819 MOSES & AARON WILCOX , IDENTICAL TWINS FROM KILLINGWORTH CONNECTICUT,PURCHASED 4,000 ACRES OF LAND AND BEGAN "SELLING SMALL PARCELS OF LAND AT LOW PRICES TO ATTRACT SETTLERS. THEY OFFERED SIX ACRES OF LAND FOR A PUBLIC SQUARE AND \$20 TOWARDS STARTING THE FIRST SCHOOL IF THE RESIDENTS WOULD CHANGE THE SETTLEMENTS NAME FROM MILSSVILLE TO TWINSBURG."

NOTEABLE PEOPLE:

KELLY HERNDON—RETIRED NFL PLAYER FOR THE DENVER BRONCOS, SEATTLE SEAHAWKS AND TENNESSEE TITANS
ZOLTAN MESKO, NFL PLAYER FOR NEW ENGLAND PATRIOTS
JAMES POSEY, NBA PLAYER FOR NEW ORLEANS HORNETS

As the Columnist and Editor of the PIPELINE,
I welcome any input you may have with regards to
current events, suggestions and resources to share with other branches.
For those who contributed material,
thank you for making the newsletter more enjoyable.
Thank you.

Amanda Stelmach & Tammy Tout