



Interstate Resources, Inc.  
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# Interstate News

Winter 2005

## Interstate Plants Set New Safety Records

### Fitchburg Reaches Two Years with No Injuries

Providing something to be very thankful for on Thanksgiving, the employees of Interstate Container - Fitchburg set a new safety record by completing **two years without an injury** on November 25. This remarkable achievement puts Fitchburg among the elite few in the sheet plant industry who excel in protecting employees from serious injuries. At any time in the US, there are only a few plants with comparable results.

It has been more than 731 days with more than 176,000 total employee hours worked in Fitchburg since the last injury in November 2003, which was a cut on the chin that required some stitches. The Occupational Safety and Health Administration (OSHA) establishes detailed standards for recording injuries. Any injury that requires stitches, lost days, or prescription medications, is automatically counted as a "recordable" injury. OSHA also requires companies to keep track of lost-days injuries, i.e., any injury in which a medical person recommends that the employee miss the next day's work or more. Fitchburg has not had a lost-days injury since June 24, 2003 - that's almost 900 days, or 2½ years.

Safety is no accident. The employees of Fitchburg are focused on safety and helping each other succeed in one simple goal every day: everyone goes home after a day's work in the same condition in which he or she arrived.

What's next for Fitchburg? Gary Potvin, Fitchburg's Operations General Manager, says the employees are focused on reaching 1,000 days without a lost-days injury this spring - and then three years without any injuries in November 2006!



(L to R): Gary Potvin with John Reis - HR Manager, and George Champagne - Plant Manager, Interstate Container - Fitchburg

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*I believe the difference lies in allowing employees to feel that they each make a difference. Whether it's safety or the product that is produced, listening to employees and acknowledging positive behavior improves the operation. Employee contributions and participation in safety makes all of us more confident and secure in our environment. Empowering employees sounds like a cliché, but it does make a difference. We have to make our places of business more than just a place to pick up a paycheck. Allowing employees the opportunity to make a difference and then recognizing their efforts really works!*

Gary Potvin, Operations General Manager,  
Interstate Container - Fitchburg

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Interstate News is the quarterly newsletter of Interstate Resources, Inc., and its affiliates.

Dedicated to Enhancing the Effectiveness of the Company Through Open Communication

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**Wishing Everyone in the  
Interstate Family a Safe  
and Prosperous New Year**



Don't let anyone say  
you can't do it.

John Ilhan

From Cover Page ...

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*The Fitchburg facility has a history of very good safety results. The people have a mindset oriented toward working safely. Interstate has enhanced this mindset by implementing a formal safety program. The results over the last two years clearly reflect the success of these efforts.*

*Over the last two years, an OSHA inspector was so impressed by our documentation and results, he quickly concluded his visit. Our workers' compensation carrier calls us one of their premier policyholders.*

*I have the pleasure of working with multiple box plants. The Fitchburg facility exhibits a remarkably effective safety-first attitude. The team would still achieve the safety performance despite the much appreciated safety incentives.*

*John Reis, HR Manager  
Interstate Container - Lowell*

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## **Lowell Reaches One Year with No Injuries**

A year without an injury is a rare accomplishment for a box plant in the US. The employees of Interstate Container - Lowell celebrated this feat on November 12 when they completed their day's work.

At about 250,000 total hours worked per year, Lowell is in a class of US box plants that have large, complex operations involving many employees performing physically demanding jobs. The exposure to risk results in an industry average for this size box plant of five injuries per year. No injuries is phenomenal and places Lowell in first place in the industry's box plants.

Completing a calendar year without any injuries results in public recognition by industry associations, so Lowell is focused on reaching December 31 with their safety record intact.

The first shift at Lowell also wants everyone to know that they have worked two years without an injury!

## **Interstate is Fast Approaching a Record Year for Safety in 2005**

As of the end of November 2005, Interstate is on target for its safest year in the recorded history of the company. At an OSHA injury rate of 2.4 (representing approximately 2.4% of all employees), the company is hovering at the border for the top quartile in the industry for safety.

The previous Interstate low was recorded in 2003 when the OSHA rate was 3.8 as a result of 39 injuries in just over 2 million hours worked company-wide. So far, there have only been 21 injuries in 2005.

Another important measure of safety performance is the widely used metric Days Since Last Lost-Days Injury. Five of Interstate's eight operations have no lost-days injuries for 2005. In addition, there are three locations that have no injuries at all: Lowell, Miami and Fitchburg.

On November 16 last year we had our 43<sup>rd</sup> and final injury of 2004.

Driving the company's safety performance in 2005 is the Container Division. The Division has had only 12 injuries in 2005 through the end of November. This produces an OSHA rate of 2.2, less than half of the previous best year ever in 2003. All operations in the Division are contributing to this remarkable safety year. Interstate Container - Reading, the largest operation, continues to improve. Here's a quick comparison of the last few years at ICR:

	Injuries	OSHA Rate	Lost-Days Injuries	Total Lost Days
2002	20	10.2	16	919
2003	6	3.1	0	0
2004	12	5.9	3	117
2005	4	2.2	1	32 (est.)

# Interstate Resources

## Getting To Know Each Other ...

Debra Schultz has been with Interstate for 10½ years. As a member of the IT Group, she wears multiple hats. As IT Manager for UCI, Debra is responsible for implementation, troubleshooting, and programming all IT functions at UCI; she monitors all EDI activity and also supports ICI.

During her time with the Interstate Family, Debra has seen growth in the company's IT group. She believes being a 20-year veteran in the IT industry and working in environments from manufacturing facilities to educational institutions has helped in her current position.

Debra has always known that Interstate fostered a family-type environment. However, she didn't realize just how deeply these same values ran in her own family - not until something came up during a vacation last year ...

*“My husband, daughter and I decided to meet for lunch and because it was during the Holiday season the restaurant was busy and service was slow. Following lunch, my husband had to return to work, so Elizabeth and I waited to pay the bill. The waiter brought the check and when I went in my purse for my wallet, I suddenly realized I had pulled it out of my purse that morning looking for a receipt and forgot to put it back. As you can imagine, I was quite embarrassed. After failed attempts to reach any of my other children and family members, I was truly at a loss. While trying to find a way out of my predicament, my daughter continued to interrupt me. “Please Elizabeth, I have to think. Give me a minute, I have a problem here,” I told her. Elizabeth, however, was very persistent and once she had my full attention, all she said was “Duh, Mom - work.” It completely knocked me off my chair when I realized she was right. I could contact the office and someone would come over and help us out - and that’s exactly what I did. Although I still hear the jokes around the office, what a wonderful feeling it is to know that no matter what the problem, I could rely on my Interstate Family to help me - and most importantly, even my seven-year old knew that.”*

*Editor’s Note: EDI or Electronic Data Interchange is a way for two parties, like Interstate and a customer, to electronically exchange business documents such as invoices, bills, and purchase orders.*

An organization’s ability to learn, and translate that learning into action rapidly, is the ultimate competitive advantage.

Jack Welch

## “Interstate News” Available in Spanish

Looking for a Spanish version of our newsletter?  
Check out the version posted on the IRI website  
([www.iripaper.com](http://www.iripaper.com)).

Many thanks to Lisa Hibble at ICI for this initiative!

### Interstate Noticias

Contenido

#### Ayuda para Huracán Katrina Victims

Queridos Empleados del Alamo que,

El mes pasado, investigamos lo que parece ser la comunidad laboral más grande en la historia estadounidense. Se que algunos de ustedes habrán leído y seguro en Mississippi, Louisiana y Alabama y seguro para la seguridad de sus familias.

Después del huracán Katrina, las agencias de ayuda, las organizaciones de comunidad y los ciudadanos individuales están tratando de proporcionar la ayuda a aquellos en la necesidad. Por eso queremos asegurarnos de que todos los empleados de Interstate puedan recibir ayuda a través de IRI para apoyar esfuerzos de ayuda. Una contribución mensual de \$1000 dólares ha sido hecha por los empleados. Además, tenemos planes de donar para el alivio, independientemente de la cantidad que contribuyan.

Las donaciones pueden ser hechas como personal pagado “a la Cruz Roja Americana” “a la Espina de California” o como una donación de efectivo.

Siempre recibiremos el mismo agradecimiento por su apoyo y esfuerzo de colaboración de fondo para los víctimas de 11/9/2001 - participación del 100% de la Interstate Family.

Muchas gracias,

Charlie

*La unión de gracias será pronto sobre nosotros. Por favor manténgase de tener el tiempo un día para dar gracias por la que usted tiene, que también dice un día para aquellos afectados por Hurricane Katrina y Rita.*

## Happy Anniversary

Congratulations to Billy Haddad on reaching his five-year employment anniversary with IRI.

Don't limit yourself. Many people limit themselves to what they think they can do. You can go as far as your mind lets you. What you believe, remember, you can achieve.

Mary Kay Ash

# Our Culture: Safety

*Safety is the first tenet of our Culture; it is a state of mind that guides all our actions.*

*We are all expected to take personal responsibility for our own safety and the safety of others. This personal commitment is critical and never takes a second seat to anything.*

*It is clear that safety comes first.*

*Everyone has a responsibility to talk openly about safety and to watch out for others to ensure they work in a safe manner, letting them know when they are not.*

*Without constant awareness of safety, we jeopardize what we set out to accomplish.*

*Here are some examples of how the affiliates promote a safe working environment.*

## From NPT

Safety must be an integral part of each employee's actions and attitude to be effective in the workplace and away from the workplace. NPT's safety manual identifies safe actions while working in the office, scale house and wet storage area at Riceboro. Also specified are vehicular and field safety, since much of our exposure occurs on the roads and in the woods as we procure materials to meet IPC's fiber and energy needs.

Safe actions are a direct result of attitude and mind set. The first line of NPT's scorecard lists the annual safety goal: No lost time accidents and an OSHA Incident Rate of Zero. It is not only a goal, but an expectation that is intertwined throughout each work activity.

Whose responsibility is safety? NPT's safety manual states: "The prime responsibility for the safety of an employee and those working with him/her rests with the employee and coworkers. It is the definite responsibility of each individual to be alert to the progress and conditions of the work going on around him/her at all times."

## From ICL

Safety is a state-of-mind that is each and every employee's number one priority.

A company that is truly safe is one in which safety practices take place all of the time; especially "when no one is looking." Safety is both an individual and team event where each of us must be concerned for our own personal safety while we look out for others and truly care about their safe work practices. Each day we measure performance in production, sales and our internal efficiencies; but, our real daily accomplishment is when we return home after working another safe day.

## From ICR

How many of us were told by our mothers

- Don't run with scissors!
- You're going to put your eye out with that!
- Wear a coat or you'll catch pneumonia!

Why did Mom tell us that? We could give you a litany of reasons/rationale.

- Your injury would inconvenience the family.
- Your injury would cost a lot of money.
- Taking you to the doctor would take time away from her other duties.
- Who would do your chores while you're hurt?
- Dad might lose the family's insurance or have to pay more because you kept getting hurt, etc.

You can draw a parallel with each of the reasons above to Interstate and our employees. But, the essence of the need to be safe, whether dealing with "Dear Old Mom" growing up, or with Interstate, is their overwhelming concern for well being and health. All of the other reasons listed above pale by comparison.

Be safe like Mom wanted us to be!

# Our Culture: Safety

From Dave McQuade, Production Manager, ICB

Safety is a word that is understood by all here, no matter what language you speak. In this industry, we are measured daily by the amount of work we accomplish and the efficiency by which we do it. We all realize the importance of that. However, what's more important, is that we all return home to our families and friends the same way we came in that morning: safe. That statistic to me is without a doubt the most important one that I personally strive for every day. I am extremely grateful, also, that this whole organization, from top to bottom, feels the same way.

From UCI

This tenet was an addition to our original culture document, now holding the preeminent position as the first tenet in our culture

Safety is a value, which cannot be legislated or dictated. Good designs and procedures are the foundation but it really is a state of mind or attitude. We know statistically that 95% of all injuries are the result of unsafe acts, not unsafe conditions.

At UCI, our monthly safety inspections and follow-up team meetings devote 95% of the meeting to unsafe conditions. We do so to increase safety awareness, and demonstrate our commitment to prevent all injuries. It creates an atmosphere where we can expect both personal and team responsibility for safety.

We may need to solve problems not by removing the cause but by designing the way forward even if the cause remains in place.

Edward de Bono

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## Airfare Discounts for Interstate Employees



### **FLYiBIZ** CORPORATE TRAVEL PROGRAM

Independence Air offers low cost fares to many destinations across the US.

Interstate Resources, working with Independence Air, is pleased to offer to each of our employees a 10% discount on all business AND personal flights.

Just type the following URL into your Internet browser and sign up. There is nothing else to do but log on and take advantage of the discount.

<https://www.flyi.com/flyibiz/employee/invitation.aspx?ckey=IRIPaper>

It is not the strongest of the species that survive, nor the most intelligent, but the one most responsive to change.

Charles Darwin

# United Corrstack

## The Business Beat

During the past several months UCI has experienced conflicting business conditions that have required us to change how we traditionally think and act.

Going into the month of July, the mill's finished goods inventory was at record high levels, with rolls stored in several outside warehouses. The combination of the July boiler outage, and a strong Fall demand, drove inventories to record low levels. Mill personnel responded quickly by delaying and reducing downtime from 72 to 32 hours. This provided additional tons for the market and improved service. November and December product demand continues to be strong, despite the traditional slowing that typically occurs after October.

## Cost, Cost ... and Cost!

Hurricane Katrina took a bad energy situation and made it worse, driving mill energy costs to record high levels: UCI had to absorb transportation surcharges and other energy related charges that could not be passed on to customers. Large integrators like International Paper, Smurfit-Stone, Weyerhaeuser, and Georgia Pacific announced dramatic changes to their organizations, including the closing of many high energy cost sites. UCI is currently looking for additional productivity to reduce costs by adding refining capacity and additional drying.

## Market Trends

As our customers continue to consolidate and change, we are changing with them. We are aggressively going after business to help trim the machine, including the addition of narrow corrugators. Moving forward we will continue to make the changes that make sense for the business. New customers, new sheet requirements, new grades, new equipment, and energy alternatives, all for the sake of driving a healthy profitable business.



## Happy Anniversary

Congratulations to each of the following UCI employees upon reaching these anniversary milestones:

- 5 years      **Matt Myers, Gary Willders, and Rocco Piccone**
- 10 years     **Ken Day, Mike McMiller, Chip Roupp, and Ruben Acevedo**
- 15 years     **Brian Griffith**

## Energy Solution Update

Energy costs continue to be UCI's biggest financial challenge: natural gas costs increased 67% from October 2004 to October 2005. UCI's operating team is focused on reducing energy consumption through chemical trials and thermal debottlenecking. The boiler has been converted to #2 fuel oil for the coming months as a means to reduce cost.

## Reading Affiliates Support United Way

We are proud to say that Reading employees contributed over \$43,000 to United Way, including a company match from UCI and ICR. This is a dramatic increase over prior years and one that is particularly encouraging.

We would be remiss if we didn't point out the phenomenal representation by our own Loan Campaign Specialist, **Lottie Fortson**. She was absolutely infectious with her enthusiasm!

UCI and ICR have much to be proud of in the past decade. This is another indication of your collective "hearts and souls." Thank you all!

*Jeff Coleman, General Manager ICR  
David Stauffer, General Manager, UCI*

# Interstate Paper

## New Production Records

Congratulations to the entire IPC team for producing over 900 tons on 42# and 69# twice during the month of May.

## Condolences

Our prayers go out to the following employees who recently lost loved ones: Leonard Hughes, Keith Pitts, Jeff Westberry, Chris Stacy, Chris Dozier, and Greg Middleton.

## Stepping for a Cure

IPC did it again! Interstate Paper's Super Walkers participated in the American Heart Association's Annual Heart Walk in October. Walking for IPC were Shelyn McCollum, Deborah Wynn, husband Tommy Sr., and son T. J. IPC raised over \$1,200 for the fight against stroke and heart disease. Way to go IPC!

## Safety Tip: Use Teas to Fight Colds

Contributed by Ronnie Moore,  
Safety & First Aid Officer

Benefits: Boost Immunity  
Clear Sinuses  
Ease Coughs  
Promote Rest  
Relieve Congestion  
Sooth a Sore Throat

Try: Licorice Root – relieves sore throats  
Ginger – treats the chills  
Chamomile – overall soother  
Garlic – fights infection

Fast Fact: Antibiotics will not cure a cold, which is caused by a virus. These drugs only treat bacterial infections.



To succeed in life in today's world, you must have the will and tenacity to finish the job.

Chin-Ning Chu

# Interstate Container - Brunswick

## Welcome!

Please join us in welcoming Pedro Vargas, Machine Operator Trainee, to the Brunswick family.

## Getting To Know Each Other ...

Henry Raymond, Designer, has been with ICB for 10 months. He is responsible for providing designs for Brunswick's sales staff and managing and maintaining the cutting and printing dies. Henry's 15 years in our industry has given him the knowledge and experience to provide samples to customers, ultimately promoting their product in the market.

One of Henry's major challenges is to create and produce samples that will ultimately sell and be profitable.

As part of the Interstate group, Henry likes the trust, teamwork and friendship of his co-workers. *"This makes it a pleasant working environment,"* he says.

Henry envisions ICB expanding their display-producing capabilities, enabling Brunswick to grow within the corrugated industry.

# Interstate Container - Fitchburg

## Getting To Know Each Other ...

David Bourgault, Shipping Manager, has been with the company since 1983 (or 22 years). Starting as General Help in 1983, David worked on most machine centers before becoming a Receiver/Shipper in 1985. He was then promoted to Shipping Manager in 1989. David's current responsibilities include warehousing, distribution, and forklift operation.



David Bourgault

The major challenge that David faces is working in an old facility with antiquated elevators and limited docks. This can be difficult for a growing distribution warehouse business.

David likes that Interstate has a retirement plan that is one of the best in the industry, allowing him to better plan for his family's future.

What does David see in the future? *"My vision for the company in five years is steady growth with more equipment and drivers to handle increased warehouse distribution/product manufactured, also adding more warehouse personnel to ensure on time accurate delivery."*

## Happy Anniversary!

Congratulations to the following employees on reaching their employment milestones with Fitchburg:

- |          |  |
|----------|--|
| 15 Years | Benjamin Easler and Wayne Homoliski                  |
| 1 Year   | Margaret Whitcomb, Edwin Marrera, and Ronald Tellier |

## Congratulations ...

Best wishes to Jamie Pohl-Hodges (Design) and John Hodges, who were married on August 20.

## Happy Easter ... ?

That's right! Happy Easter. While most of us are thinking about the upcoming holiday season, IPP staff are hard at work on customer orders for Easter.

Pictured right, employees put together an Easter project for Lindt.



# Interstate Container - Reading

## The Sales Process

Contributed by Bruce Berger, Sales Representative

Coastal Sunbelt Produce buys and re-sells various products to restaurants and the entire foodservice industry. Our initial contact was a cold call to show the "stock" produce boxes manufactured in Cambridge.

We learned that Coastal felt that the "right" packaging could help promote their product, and after observing their current unprinted box, agreed its structural integrity was in question. I requested permission to work on a structurally improved box and also to convert the packaging to an advertising piece to promote brand loyalty. However, Coastal desired a new brand; one not related to the Coastal name, but that would be appealing and recognized with an upscale image. Josh Kalwat, graphic and structural designer at ICR, attended multiple follow up meetings with the customer, and together we created the new brand name that Coastal desired. Josh amazed Coastal when he developed multi-color graphics utilizing the new name and presented a printed prototype for them to consider. Following a few minor revisions, Coastal's previously plain tomato box is now a four-color process merchandising and advertising piece.



# Interstate Container - Reading

## FEFCO Conference and Visit to Sister Companies

Contributed by Joe Venditti, Sales Manager

I recently attended the European Federation of Corrugated Board Manufacturers (FEFCO) conference in Istanbul, Turkey. The focus of this conference was:

- Redefining Mix – Studies show that if you raise prices by 10%, you can cut 30% of your lowest priced business with no loss of profit
- Reviewed Ten Points of Pricing
- The need for “storms in culture” – at times you need to totally disrupt things to inspire a positive change
- How to avoid cost based pricing, i.e., box prices follow paper
- Mechanics of a good business model
- Challenges in the European market
- How to inspire change
- RFID and the challenges faced by our industry
- Sales force training

The conference was beneficial. It was good to hear that the European Market shares many of the same challenges we have in the United States.



*At the FEFCO Conference (L to R):  
Maroun Khoury, Sales Manager, Easternpak  
Samir Aoun, Sales Manager, Unipak Nile  
Pierre Akl, Deputy General Manager, Easternpak  
Joe Venditti, Sales Manager, ICR  
George Salloum, Technical Sales Resource Manager, ICR*

On my way to the FEFCO conference, I had the good fortune to visit our sister companies in Lebanon.

I toured the Personal Products Plant and the Flexible Packaging Plant. I then went to Indevco where I took an extensive tour of the facility. I found the asitrade most fascinating. It is also the best opportunity for synergy along with the flexible packaging. I was also able to tour the plate making operation.

I took part in sales calls with **Mira Frem**, Regional Marketing Manager - Unipak, in Beirut, where we visited the following accounts:

- Diageo – The world’s leading premium drinks company with brands such as Smirnoff, Johnnie Walker, and Guinness – We presented samples to the Senior Brand Manager. Discussions centered around trends in printing and product bundling as well as promotional items often marketed in concert with liquor in the United States.
- Liban Jus - A manufacturer of juice and ice cream - We met with the company’s President and discussed some new products his company is developing for the Middle Eastern market and the trends in juice products in the United States. On my return home I put together 6-7 samples, as well as a publication, and sent it to Mira to forward to him.

The experience in Lebanon was incredible. My new friends from Unipack and Indevco are the most gracious hosts imaginable. The food is more than exceptional and the country is beautiful. I was especially impressed with the rebuilding of the city. I am extremely grateful that I was afforded this opportunity to explore the synergies we may develop.

## Welcome!

Please join in welcoming Yolanda Santiago and Edward Wynn to the production team.

If you don't act now while it's fresh in your mind, it will probably join the list of things you were always going to do but never quite got around to. Chances are you'll also miss some opportunities.

Paul Clitheroe

Leaders need to be optimists. Their vision is beyond the present.

Rudy Giuliani

## Interstate Container - Miami

### Welcome!

Please join us in welcoming Lucas Delgado, Pastor Miranda, Juan Suarez, and Ayner Fernandez to the Miami team.

## Interstate Container - Cambridge

### Supporting a National Cause

On October 7, ICI participated in the Lee National Denim Day for Breast Cancer Research by wearing pink and pink ribbons. Pictured (below) are some of the employees who participated in this cause: Jamie Hernandez, Chip Potterton, Lisa Hibble, Heather Malone, Chad Brown, CJ Walker, Pete Bugas. Not pictured: Bob Kramer, Darren Todd, Charles Frey, Turhan Opher, Jim Henderson, Bill Berg, Marsha Green and Russell Hubbard.



### Getting To Know Each Other ...

**Chip Potterton**, Logistics Manager, has been with Cambridge for just over 1½ years. Chip handles the scheduling of the corrugator and converting equipment, ordering roll stock and wax, and coordinating shipping loads going out each day. He also helps with IT support for the plant. Chip came to Interstate after seven years with another corrugated box company.



*Chip Potterton*

Chip's biggest challenge is adjusting to the daily changes of ICI's demanding customer base and developing plans that are going to take the plant to the next level [from a volume standpoint].

When we asked Chip what he likes the most about Interstate, he replied, "*Commitment to growth of the business as well as the employees as individuals. The leadership group here at ICI really stresses a team atmosphere.*"

In the next three to five years, Chip looks for Interstate to continue to grow and add plants where there is a good fit for the corporation.

### Happy Anniversary

Congratulations to Elmer Young on reaching his five-year anniversary at Cambridge ... and also the following employees on reaching their one-year anniversaries: Dionicio Ramirez, Michael Batson, Joseph Hall, Eduardo Garcia, Jesus Sanchez, and Don Dittmar.

# Interstate Container - Lowell

Regardless of how well a studio is run, it's only as good as the product it produces.

Vince McMahon

Congratulations to the second shift manufacturing group for completing one-year accident-free.

## A Safer Environment for Everyone



On November 21, a number of ICL employees attended a class at Saints Memorial Medical Center to be recertified in CPR and First Aid. In cases of medical necessity, these employees can provide aid to others at the plant, employees and visitors alike.

Pictured L-R: Mark Melo, Dave Peppard, Eric Bettencourt, John Reis, Mike Carmody (instructor), Bob Fewtrell, Rick Therrien, and Joe Mello.

## Getting To Know Each Other ...

ICL would like us to get to know a husband and wife employee team who have been married for 45 years: Jane and Bill Annis.

Jane works first shift as a General Helper in the Sheet Plant and has been with Lowell for ten years. Prior to working at ICL, Jane held various manufacturing positions in different companies. Bill has been with ICL for 20 years and has worked on the corrugator the entire time. Prior to coming to ICL, he held various positions, including a mechanic in the card room of a wool mill.



Jane and Bill Annis

The Annis' said they enjoy working at ICL because of the way people help each other. Both Jane and Bill remember, when their grandchildren were young, the fun they would have at the Annual Children's Holiday Party. Jane and Bill have two grown children, seven grandchildren and their first great-grandchild is on the way.

## Condolences

Our sympathies to the family of Jerry Donovan, who passed away on November 5 after a short battle with cancer. Jerry had been a truck driver with ICL since 2000.

## Happy Retirement

Best wishes to Richard "Ziggy" Sabotka (23 years of service), Bob Conant (29 years of service) and Ray Couture (11 years of service) who recently retired from ICL. Richard was a rollstock driver; Bob and Ray were truck drivers.

## Welcome

Please join us in welcoming Donna Peters, Customer Service Representative, to ICL.

## Congratulations

Congratulations to Eric Bettencourt on his promotion to Shipping Clerk. Eric has been with ICL since 2002.



Bob Conant (left) with Shipping Supervisor Dave Miles

Encourage your people to be committed to a project rather than just be involved in it.

Richard Pratt

## Interstate a Finalist for Ethics Award

In October, Interstate was honored to be named one of two finalists (in the large companies category) for the National Capital Business Ethics Awards (NCBEA). Established in 2001, the NCBEA are presented annually by the Greater Washington and Northern Virginia Chapters of the Society of Financial Service Professionals, in partnership with George Mason University. These Awards recognize businesses outside the financial services industry, which exemplify a strong commitment to business excellence and to the highest standards of civic and social responsibility, integrity and ethical conduct.

Entries submitted for consideration in the awards program were judged on a number of criteria, including:

- A clear demonstration of the company's executive commitment to business ethics as demonstrated by speeches or other correspondence and communications from the CEO and other senior officers.
- A corporate code of ethics, credo, code of conduct, mission statement or philosophy that clearly communicates the company's requirement for honesty, integrity and compliance with the law in all business dealings.
- A means for employees, customers and other parties to bring ethical problems or conflicts to the attention of management and a mechanism for resolution that ensures fair and consistent treatment of the parties involved.
- A clear communication of the company's ethical standards, corporate culture, and expectations of employee behavior in company publications, employee handbooks, training courses and other materials.
- A clear indication that employees throughout the organization understand and accept the company's ethical standards, as indicated by survey results or internal audits.
- A narrative description of business ethics in action demonstrated by the company's response to a specific challenge affecting its operations or its industry, or by evidence of how ethical decisionmaking is a part of the company's everyday operations, philosophy and culture.
- A consistently high quality of products, services, business and production practices, including demonstrated awareness of environmental impact, if appropriate.
- A corporate commitment to providing a work environment that is safe, free from harassment or inappropriate discriminatory behavior of any kind, and that fosters growth and opportunity.
- A community commitment that is demonstrated by involvement in local, regional and/or national issues, corporate philanthropy, support of civic and charitable endeavors through foundation grants, contributions, or gifts of time and materials.

Being among a select few finalists is a testament to the efforts of all Interstate employees to promote an ethical work environment. Congratulations everyone.

### Interstate and Employees Donate Generously to Hurricane Victims

Interstate and its employees gave a combined total of \$61,084 to the American Red Cross and the Salvation Army for victims of Hurricane Katrina.

IRI started each fund with a donation of \$5,000 and then matched employee donations.

Many thanks to those who donated to this worthy cause.