

## ACME ROLE ABOVE PAR IN U.S. GOLF OPEN

Acme has a long experience supplying the disposable food service needs for the sports and entertainment world both on a season-long basis at stadiums and arenas as well as at special events, such as music festivals like the 25th anniversary of the famed Woodstock gathering held in upstate New York, the Olympics and several All Star Games. All such situations involve knowing how to service large crowds under pressing time restrictions and uncertain weather conditions.

One such recent event was the United States Open Golf Tournament held in Olympia Fields near Chicago in June, 2003. The U.S. Open has been called the nation's

"tribute to golf." It is the largest and most significant golf tourney held in our country and is considered the most difficult to win.

As with many similar major events, the U.S. Open posed a number of supply challenges, including how to adjust to the weather and to fan turnout as it affected food consumption and how to respond to the restrictions and requirements imposed by the United States Golf Association.

Acme was responsible for coordinating the food service supplies and setting up storage and distribution sites from which food was served to spectators, corporate sponsors and the news media during the intense two-weeks leading up to and including the four-day golf competition. This meant keeping full-service kitchens, as well as corporate hospitality villages, fully stocked with a wide range of food service materials and equipment.

The logistics involved were formidable and took weeks of preparation. The required supplies were first brought into Acme's Savage, Md., warehouse. Three trailer loads of merchandise were then shipped to Chicago, where items were sorted, repacked, and shipped on six special holding trailers to various sites around Olympia Fields.

The lead person for Acme in all of this was Scott Attman, who literally grew up in the business. As the son of Acme Vice President Ronald Attman and grandson of Acme President Edward and Mildred Attman, he, along with his brothers Andy and Keith, are third generation family members to be involved in Acme Paper.

"This is a true sales success story and a great credit to Scott," said Acme General Sales Manager Jim Haire, who had experience servicing the 3-day Woodstock anniversary celebration. "He became the on-site coordinator, working literally 15 to 18 hours a day on the premises to make certain all ordered items arrived, were sorted and delivered to various sites, and did a daily inventory check to keep these sites fully stocked."

Scott, a 1999 graduate in business administration from the University of Maryland, said his background working in the company and in various facets of the industry helped because "I knew what needed to be done from similar events we've handled and I had the experience and support of people in all six of our divisions to call on. This was a team effort by a great team."

Among the Acme team who worked on the account with Scott were Acme's Director of Warehouse Operations Glenn Pollack, Jim Haire, and Carol Cooper, customer service representative.



More Great Ideas... Continued from page 2

- Comfort – The BigFold Z™ embossed design provides a softer hand drying experience.
  - The quality of BigFold Z™ towels is backed by a satisfaction guarantee from GP.
- Find out more about the BigFold Z™ towels from Acme today!

### CLEANING SOLUTIONS THAT MEASURE UP

New from JohnsonDiversey, RTD dilution control system that makes life simple.

They're safe, economical and accurate. Ready-to-dispense (RTD) cleaning solutions are the new maintenance-free way to dilute solutions and easily fill all of your cleaning containers. This self-contained environmentally friendly system in a bottle reduces chemical waste and over use. RTD has a portable maintenance-free dilution control system built right into the bottle. It's as simple as connecting an ordinary hose to your water supply so you save time, money and energy with only seconds of training. You'll also save money with accuracy because there is no need for measuring or adding too much or little of the solution to your water. The RTD dispensing system measures out the correct amount of solution every time.

### JohnsonDiversey



JohnsonDiversey, the second largest company in the institutional and industrial (I&I) market, has created an entire range of cleaners from All-purpose, to Bathroom, to Glass and more. Now Acme is working together with JohnsonDiversey to help you make smart and simple decisions that are not only good for your company but good for the environment. The RTD product line, a breakthrough in dispensing technology, will improve your efficiency and profitability. Contact Acme now to find out more about this exciting ready-to-dispense technology.

### WIN TWO TICKETS TO SEE THE BALTIMORE ORIOLES

July, August & September  
To be eligible, just e-mail, fax or mail your name, company name, address and phone number by June 1, 2004

SEND ALL ENTRIES TO:  
Acme Paper Orioles Tickets Drawing  
P.O. Box 422 • Savage, MD 20763  
E-mail to: dharding@acmepaper.com  
or fax to Diane Harding at 410-792-8403

# The Acme Paper REPORT

Vol.9/No.1/2004

## ACME IN THE NEWS

ORDERING WITH ACME IS AWARD-WINNING -- AND IT'S GETTING EVEN BETTER:

### ACME PAPER NAMED WINNER OF OPERATIONAL EXCELLENCE AWARD

Network Associates Inc. (NAI), the largest association of wholesale distributors in North America, has named Acme Paper & Supply Co., Inc. the winner of its Operational Excellence Award. The award is part of the NAI's NetMark Program, a benchmarking program in which Network members compete for excellence in operational performance.

The announcement was made by NAI president James Alexy. According to Alexy, Acme was ranked against other NAI members with sales of \$50 million or more in five categories, including

productivity and efficiency. Among the factors the NAI cited in selecting Acme is the company's ability to implement speedy inventory returns; its skill at rapidly moving merchandise while keeping the company's costs -- including the price per piece of packaging, loading and delivering -

low; and Acme's fill rate, or the percentage of line items within orders that are filled. The NAI was further impressed by the modernity of Acme's warehouses, including the company's new automated warehouse management system, which enables Acme to meet customer expectations by delivering completed orders in a timely fashion.

"When compared against their peers, Acme came out with the highest overall score," said Amy Pattelli, NAI's manager of product and program accounting. "Acme's winning of this award, espe-

cially in a competition that involves all large companies in their category, shows that they stand out in the distribution industry."

Edward Attman, Acme president, noted the award is "especially welcome because it underscores our company's success in carrying out its mission to provide customers with products and unparalleled service at the most cost-effective prices in the industry. Our goal has always been to give customers what they want when they want it, which is why we have worked to make Acme best at warehousing and distribution, so that we can be best at delivering for customers."

He also cited the work of Glen Pollack, who was hired in 2002 to serve as Acme's Director of Warehouse Operations. Mr. Pollack has more than 20 years experience in warehouse management. "Glen has been a key player in making certain that our expanded

warehouse and greater capacity are utilized fully on behalf of clients large and small," said Ed Attman.

The NAI is an association of independent distributors throughout North America with \$7 billion in sales, servicing over 750,000 customer locations. NAI-member distributors provide house-keeping and maintenance supplies, industrial packaging and related products to the health care, manufacturing and facilities management and maintenance industries. Acme has been a member of Network since 1990.



Keith Attman, Andy Attman and Ronald Attman accept Network Associates' Operational Excellence Award.

### ACME SUPPLIES PHILLIES STADIUM

Acme Paper & Supply Company is serving as the primary supplier of packaging products for the Philadelphia Phillies in their new stadium, Citizens Bank Park, for the 2004 major league baseball season.

The Phillies, who also utilized Acme's services during 2003 when they played their last season in Veterans Stadium, thereby continued to be among a long list of clients in the sports and entertainment industry who rely on Acme for their packaging needs. Among the products Acme supplies to stadium concession stands and other sports venues are snack and meal containers, promotional and souvenir cups, pizza boxes, nacho trays, beverage containers and kid's meal cartons. All of Acme's beverage and food containers fit into



Acme's patented oversized concession tray with pop-up cup holders and handles, enabling it to hold more items than any other tray on the market.

Acme is the primary packaging supplier for a number of major league teams throughout the country, including the Baltimore Orioles at Oriole Park at Camden Yards. Numerous minor league teams also rely on Acme for their packaging needs, including the Albuquerque Isotopes, Frederick Keys, Trenton Thunder and Bowie Baysox.

Acme's clients know they can turn to Acme to supply the packaging they need to create the profits they want. Acme either has the package in stock or custom designs packaging through its specialty division, Alpha Products.

Acme's Alpha Products developed a number of innovative packaging products and ideas for the Phillies for their new home. Among such items are a food tray shaped like a glove with the Phillies logo, souvenir cups specially designed for the Phillies, and, in a joint effort with concession sales, a popcorn megaphone.

Acme supplies the concession stands at the Phillies stadium with packaging products created for Aramark, Inc., a leader in the managed services industry. Aramark, headquartered in Philadelphia, specializes in diversified outsourcing services and helps to provide on-site management of non-core functions for various enterprises.

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Visit [www.AcmePaper.com](http://www.AcmePaper.com)  
and learn more about:

- Acme's Six Divisions
- Many of the products and services we offer
- A previous issue of our newsletter
- How to order online
- Plus other ways Acme can help you

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## Acme...much more than paper

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## Janitorial Equipment and Supply A Look at Acme's Fastest Growing Division

Acme's Janitorial Equipment and Supply division has developed into the company's fastest growing division. From disinfectants, floor finishes and vacuum cleaners, to degreasers, towels and everything in between, Acme's janitorial division can meet a client's complete housekeeping needs with an impressive variety of janitorial products and equipment. In addition, the division also offers a full service janitorial repair facility.

At Acme, knowledgeable account representatives are more than just personnel; each is an experienced janitorial supply consultant who can advise about the most efficient and cost-effective way to meet a cleaning problem, as well as offer guidance about the vast selection of equipment that Acme stocks, including high-speed burnishers for glossy floors, carpet extraction machines, and automatic scrubbing machines for hard floor surfaces.

"Our experienced account representatives offer hands-on education to customers about the various housekeeping supplies and equipment that we sell so that customers can find the best way to be more productive at less cost," says Ron Schwartzman, General Manager for the Jan/San Division.

In fact, the success of Acme's janitorial division is due in large part to the efforts of its hard-working account specialists, as well as Melvin Beatty, service manager, and Michelle West, customer service representative.

"They personalize the service they offer so that customers feel comfortable," says Ron, who has thirty-six years of experience in the janitorial supply industry. "Customers know that on the other end of the phone is someone who has the experience and expertise that can help them."

Perhaps what is most unique about Acme's janitorial division is that it also offers an on-site, fully equipped service repair department, plus a service vehicle that enables repairs to be made at a customer's location. So customers can feel confident that they can rely on Acme to help maintain any equipment they purchase.

Acme's janitorial division serves a varied client



Ron Schwartzman, General Manager  
for the Jan/San Division

base that includes operators of office buildings, health care facilities, athletic clubs, supermarkets, lodging facilities, building service contractors, light manufacturers and hospitals. Among the companies whose products are handled by Acme are such industry leaders as Betco, Georgia Pacific, Johnson-Diversey, Katy Industries, Powerlite, Procter and Gamble, Rubbermaid and Windsor Industries.

Recently, Acme became the primary chemical and paper supply provider to OneSource, a prominent national company that provides landscaping

and building services to malls, universities, and other facilities. OneSource is among the specialized service industry's leading contract cleaners. As its primary supplier, Acme has enabled OneSource -- whose clients include the World Bank in Arlington, Virginia -- to improve its customized cleaning and carpet care programs, as well as the company's floor maintenance and window cleaning services.

Acme recently became primary supplier to a number of other contract cleaner and maintenance companies, including the Red Coats, a Virginia-based company responsible for servicing a number of major buildings in Virginia, including the World Trade Center in Norfolk. Red Coats relies on Acme as its primary supplier for towels, tissues and chemical dispensing systems.

A full range of janitorial products and equipment, an in-house repair operation, a knowledgeable sales force committed to customer satisfaction -- these are some of the reasons why Acme's Jan/San division is leading the way in showing that, as our slogan says, Acme is much more than paper.

Among the many products that Acme's janitorial division sells are air fresheners, bathroom and carpet cleaners, all purpose cleaners, housekeeping chemicals, floor finishes, brooms, brushes, deodorants, window cleaners, detergents, standard and high-speed floor machines and glass cleaners. The division also specializes in furniture polish, grill and oven cleaners, hand soaps, disinfectants, insect spray, laundry products, mopping equipment and trash receptacles.

## Acme Awarded Contract to Supply Chemical Dispensing Systems to Fairfax County Schools

Acme Paper & Supply Company, was recently awarded a five year contract to provide cleaning chemicals and chemical dispensing systems to the Fairfax County, Va., government and school system. Among the janitorial supplies Acme will provide Fairfax County are floor care products and general cleaning supplies.

Acme was selected by the Fairfax County Government in a competitive bidding process whose result directly reflects on Acme's consistent performance in the janitorial supply industry since the company's establishment in 1946. The process of securing the bid was an involved one, requiring Acme to set up numerous test sites in Virginia under the leadership of janitorial sales representative Doug Bishop with help from Sally Murphy, who worked at the field level to insure successful product performance.

Acme, which is one of the Mid-Atlantic's largest distributors of janitorial supplies and disposable products, will provide Fairfax County schools with products and systems created by JohnsonDiversey, Inc., a leading global provider of cleaning and hygiene solutions to the institutional and industrial marketplace. Acme relies on JohnsonDiversey, Inc. as a frequent supplier of floor care and commercial cleaning products.

"After months of testing competitive chemical dispensing systems and products, Acme is pleased to have been awarded a multi-year contract for Fairfax County schools for JohnsonDiversey products," said Ron Schwartzman, General Manager of Acme's Jan/San Division. "Much time was devoted to this project by Acme personnel and the Johnson field support team. It was through this joint effort we were able to secure this valued account."



## Acme People

### HERSCHEL M. PAZORNICK NAMED GENERAL MANAGER OF ACME'S RESTAURANT EQUIPMENT AND SUPPLY DIVISION

Acme Paper & Supply Co., Inc., one of the Mid-Atlantic's largest distributors of food service, janitorial supplies and disposable products, is pleased to announce the appointment of Herschel M. Pazornick as general manager of the company's Restaurant Equipment and Supply Division.



Herschel M. Pazornick

Prior to joining Acme, Mr. Pazornick, a native of D.C. with thirty years of experience in the hospitality industry, headed Paz & Associates, a restaurant equipment and supply company. Mr. Pazornick is a past president and founder of Allen & Wright Restaurant Equipment, a restaurant equipment and small wares supply company which at the time was a division of Yorkshire Global Restaurants, Inc. As a member of Yorkshire's principal management team, Mr. Pazornick played a critical role in the turnaround of visiting companies, including A & W, Inc. and Long John Silver's. Yorkshire was later

sold to Yum, Inc., which owns such companies as Kentucky Fried Chicken and Taco Bell.

Mr. Pazornick is a member of the Certified Food Service Professional, a certification issued by the National Association of Food Equipment Manufacturers. After being named Division Manager, Mr. Pazornick and his wife, Lyn, moved to Baltimore from Louisville, Kentucky, where they had been residing.

Acme's Restaurant Equipment and Supply Division supplies a wide range of commercial equipment, seating, kitchen-related products and supplies -- from walk-in cooler/freezers and stainless steel tables to complete exhaust systems -- to a wide range of markets, including health care facilities, fast food restaurants, caterers and arena. The division prides itself on being able to supply clients with everything they need for the kitchen... except the food.

### Acme Paper Hires Director of Marketing Communications

Acme Paper announces the appointment of Diane Harding as their director of marketing communications. Diane brings with her solid experience in brand creation and management, promotion planning, designing collateral and press materials, and web development and strategy.

Diane joins Acme after moving back to the Maryland area from southern California, where she was a marketing communications manager at Wingcast, and consultant in the technology industry. Before joining Acme, Diane was also a web application developer for both Booz Allen & Hamilton and Ocean Systems Engineering government consultant firms.



Diane Harding

"We look forward to making use of Diane's expertise to help us keep the public informed of Acme Paper's expanding lines of products and services," said Ronald Attman, Acme's Vice President.

"I am pleased to join the Acme Paper team," said Diane. "I believe every company should have a strong marketing strategy and I'm excited for the opportunity and look forward to contributing in this industry."

Diane holds a B.S. degree in Marketing Management from Virginia Tech. She is also a member of both the American Marketing Association (AMA) and the Web Marketing Association (WMA).

## More Great Ideas From Acme Paper

Acme Paper enjoys a close working relationship with a number of the country's most prominent suppliers. In this issue, we take a look at some of the latest products from two of these companies -- Georgia-Pacific and JohnsonDiversey:

### BigFold Z™ from Georgia-Pacific

**Delivers Image Enhancement,  
Cost Reduction**

*Premium Brand Towel Provides Affordable Way  
to Upgrade Washroom*

Georgia-Pacific North American Commercial Business' new BigFold Z™ provides operators with a way to easily transform their traditional C-Fold dispenser into an image enhancing, cost-efficient towel-dispensing machine. The BigFold Z™ is a distinctive embossed towel with an upscale appearance and a 'Class A' feel. The unique benefit of BigFold Z™ is that the towels can be used in traditional C-Fold dispensers without the aide of costly

adapters -- while offering users a soft and pleasant hand drying experience.

The BigFold Z™ towels provide unique benefits that help reduce maintenance, improve hygiene and enhance business image -- all reducing operational costs and improving the bottom line.

*Benefits include:*

#### Reduced Maintenance

- Easy Loading -- The BigFold Z™ design prevents towels from being loaded incorrectly. Unlike C-Fold towels, no matter which end is inserted into the dispenser, the result is a properly loaded dispenser which prevents over-usage of towels.



**Georgia-Pacific**

North American Commercial Business

- One-at-a-Time Dispensing -- The configuration helps prevent extra towels from being pulled from the dispenser, reducing usage and maintenance costs for restocking.

#### Improved Hygiene

- Increased Absorbency -- The embossed design of the towel provides higher absorbency than standard towels, allowing for a more effective hand drying experience.
- 11" Towel -- The large size of the BigFold Z™ towels provides better coverage, promoting fully dried hands and helping to prevent cross-contamination.

#### Enhanced Image

- Affordable Luxury -- The detailed pattern embossing of the BigFold Z™ delivers style, comfort and elegance to customers.

*Continued on back panel*