

**WITH SO
MANY
CLEANING
SUPPLY
COMPANIES
TO CHOOSE
FROM,**

**WHY
SHOULD YOU
OPEN THE
DOOR
TO M.D.
STETSON?**

AT M.D. STETSON, WE DON'T JUST SELL A PRODUCT. WE PROVIDE A PARTNERSHIP.

In 1938, Max Stetson started his company with a simple philosophy; "Build relationships based on trust." Today, that culture continues at M.D. Stetson Company, now in its third generation of family ownership and proud to be the leading independently owned and operated cleaning supplies distributor in the region. Whether you need cleaning supplies, equipment, paper products or value-added programs, Stetson delivers. Our company is built on a foundation of dedicated professionals committed to customer satisfaction.



M.D. Stetson has a long-standing commitment to innovation. From 1960 when we invented the *Strapavac*, the world's first backpack vacuum, to 1980 when we developed *Stetco Maintainer*, the world's first mop-on restorer, we have regularly transformed our industry. Stetson was also one of the first cleaning chemical manufacturers to launch a line of environmentally preferable products. That creative culture continues today with our unique, value-added tools, such as the Faci-tech Staff Analysis System, Partner One Quality Assurance

System, Vendor Managed Inventory Service, and the "Catch the Training!" program. Recent accolades, such as the Toxic Use Reduction Institute 20th Anniversary Leadership Award and the New England Institute of Chemists Distinguished Chemist award, exemplify our achievements in environmental and innovative leadership.

WHEN IT COMES TO VALUE-ADDED SERVICES, STETSON LEADS THE WAY.

DEDICATED CUSTOMER SUPPORT TEAM

We believe continuity is key to excellent customer service. That's why our customers are teamed

with both an account representative and a dedicated customer service associate. Together, they become intimately familiar with the needs



of your operation. In conjunction with Stetson personnel that assist in training, inventory and other customer services, you have a dedicated support team always ready to be of service.

At mdstetson.com, you can place an order, review your order history, or check your invoice history, any time, day or night, seven days a week.



STAFF TRAINING

MD Stetson provides a wide range of staff training through our "Catch the Training" programs. We offer on-site instruction in cluster as well as group formats. We

can customize and configure programs and formats according to your needs. Participants receive topic-specific materials and certificates of participation.



Training Programs Include:

- Procedural training for all facets of cleaning.
- Regulatory compliance for OSHA Standards taught by OSHA authorized instructors.
- Staff development for Team Cleaning, Zone Cleaning, Modified Team Cleaning, Area Type Cleaning, as well as customized formats.
- Quality Assurance programs for Field Auditing and Corrective Action Planning.

BUY CHEMICALS DIRECT

Since M.D. Stetson is a full-line chemical manufacturer, you have the advantages of purchasing your cleaning chemicals direct. Not only do you eliminate the cost of redistribution, but with an on-site chemist



available, technical assistance is only a phone call away. We are able to constantly test and improve our products, providing our customers with quality, efficient and safe chemicals for all their cleaning needs, and a wide array of "green" certified products.

EQUIPMENT REPAIR

M.D. Stetson has one of the largest service departments in the region, offering shop service, on-site repair, and emergency equipment pick-up. We service all brands and types of cleaning equipment. Stetson's repair staff receives continuing education from the manufacturers regarding all current equipment technology. Our fully stocked service vans allow our technicians to come to you and repair your equipment in a timely manner. We assist



our customers in maximizing the life cycle of their equipment by performing routinely scheduled maintenance checks according to their Preventive Maintenance programs.



PARTNER ONE QUALITY ASSURANCE SERVICE

Partner One is a fee-based service consisting of quality assurance and corrective action, planning and continuous process improvement. This highly customized program provides modules for in-house programs and software tools with technical support for implementation.



VENDOR MANAGED INVENTORY SERVICE

This valuable money and time saving tool helps to control ordering and inventory costs, freeing your personnel to focus on core functions. VMI begins with an analysis of your entire maintenance program. Based on your custom analysis, our logistics experts identify ways to simplify ordering, delivery and



stocking processes to control product usage and reduce waste. Scheduled visits to stocking locations ensure constant access to supplies and reduces excess inventory and carrying costs.

LOGISTICS

As a building services provider, you need a reliable partner to support your operation. M.D. Stetson's state-of-the-art distribution center is able to provide all the cleaning supplies and equipment you require, quickly and efficiently. We can easily customize shipments to your specific needs. Whether transporting to a loading dock or to a custodial closet, our delivery team can accommodate all types of deliveries, when and where you want them.



FACILITECH STAFF ANALYSIS PROGRAM

The fee-based Facilitech program has been developed by M. D. Stetson Company to meet the needs of today's Facilities Maintenance Departments. Facilitech is an optimal combination of people and technology, offering cutting edge reengineering services and on-going field support programs including Staff Justification, and Workload Analysis.



GREEN IS THE NEW RED, WHITE AND BLUE.

Our 3-step approach will assist you to:

- 1. Create a green plan**
- 2. Develop green cleaning standards**
- 3. Switch to green cleaning products**



Our award-winning Code: Green program includes consulting, training, support materials and green certified products. Whether you want to gain LEED certification* or just “green” your buildings, Stetson can lead the way.

*** Adherence to the Code:Green program will satisfy the requirements for obtaining Credits for LEED-EB: as it pertains to green cleaning.**

M.D. Stetson is an authorized distributor for the following manufacturers.

SUPPLIES

3M
Rubbermaid
Continental
Impact
Carlisle
Odell
Lagasse
Calico
Unger
Glit
Tolco
Golden Duster
Steele Canvas
Tucker
White
Lynn Ladder
Anderson Mats
Malish
P & G
Bobrick
Glaro
Geerpress
Crown Mats
Flo-pac

EQUIPMENT

Nobles
Windsor
Clarke
NSS
Kaivac
Royal
Hoover
Pro-team
Crusader
Sanitaire
Host
Von Shrader
Koblenz
Cam Spray
Ariens
Fas-Trac

CHEMICALS

Stetco
Product Central
3M
Claire
Pak-it
Portion Pak
Nu-safe

HAND SOAPS

Stetco
Gojo
Kutol

LINERS

Pitt
Berry
Beta

PAPER

SCA
Georgia Pacific
Alliance
Hospital Specialty

GLOVES & SAFETY

Impact
Edmont Wilson
Akers
Lyman

AIR SYSTEMS

Vectair
Vaportec
Waterbury
Technical Concepts
Claire
Impact



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