

BRC and You: Facility II Reflection and Perspectives Questions & Answers

Lessons learned from Bridgewater's BRC Certification launch. How other Hall's facilities can prepare, and what to expect when their certification gets underway.

As 2016 came to a close, Hall's Bridgewater Warehouse Operations, guided by the leadership of Facility Manager Chris Christ, is positioned to receive its BRC Certification, The Global Standard for Storage. The audit was completed at the end of September and yielded two non-conformances (NC), both classified as minor in impact.

The NC's related to the Mock Recall Policy and Allergen Risk Assessment (Likelihood and Severity). The audit response was submitted in the beginning of November and on November 22nd, the auditor shared that he has forwarded his report within AIB for further processing and certification.

This a major milestone for Hall's — our second facility to achieve BRC Certification. For Bridgewater, Chris, and his team, it didn't happen overnight or without effort and buy in.

The Division of Compliance began its efforts in May of 2016 leading up to the audit that was conducted at the end of 3rd quarter. A realistic expectation is to receive



Pictured (l-r) front row: Rolando Raymondi, Robert DeGirade, Carlos Vazquez, Domingo Lopez. Second row: Facility Manager Chris Christ, Jeri Lee Pavinski, Renee Harris, Felix Bercerril. Third row: Jaime Mejia, Santiago Texeira, Miguel Galo, David Mroz

the official certification by year's end, but as the Facility Manager understands, the heavy lifting is just beginning. When installing a high performing compliance operation, the most important post accreditation characteristic that must be at the forefront is maintaining and sustaining the program.

We are sharing the thoughts and reflections of the Bridgewater team throughout Hall's to bring clarity, and expectations for future rollouts to temperature controlled facilities and beyond, which is slated to start in January 2017. The following is from a Q&A session with Chris Christ and Facility Supervisor Dave Mroz.

Q: Describe your initial perspective, and how the change management played out?

A: My experience with BRC started as a struggle that has grown into normal, everyday, logical policy. As with all things, change is difficult as it challenges our established way of thinking and acting. With Director of Compliance James Downey's and Compliance Consul-

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"Winter is the time for comfort. For good food and warmth, for the touch of a friendly hand and a talk beside the fire; it is the time for home."

~Edith Sitwell

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Cover Story

BRC Bridgewater Facility II Q&A (con't)

tant Mark Ogonowski's physical presence, positive encouragement and lead-by-example leadership, I have come to embrace the change and look forward to more BRC structure and harmonization across the company.

Q: Tell us about the idea around a consistent harmonized approach and the socializing of this cultural change in behavior?

A: I feel that BRC has been very beneficial not only to myself, but the entire operation here. I feel the entire operation benefitted from having a "standard" and structure. Since BRC was implemented from the ground level up, it was a testament to the guys on the floor who put in the effort and hard work to make the physical inspection a great success, and applied themselves to adhere to the SOP's.

Q: We hear a lot about the documentation requirements, "If it's not documented, it didn't happen" edict. Did this bring about a lot of extra work?

A: With minimal "extra" work, much of what we were already doing, but in varied formats, we have built into a unified structure of policies and practices that we all follow, starting from the bottom up.

Q: How do you see the program growing in the months/years ahead?

A: The benefits of a universal company-wide structure and the implementation of quality practices and procedures could be enormous. The biggest benefit for me personally is that we all worked together as a team to achieve an actual goal. We embraced it positively and succeeded. No obstacle was too big to overcome. It's an attitude change from "We can't" to "Why can't we?"

Q: How has your team accepted this "change in how we work" model?

A: Through the BRC process, our team has banded together to keep our building and premises in audit-ready condition at all times. We all follow the guidelines and procedures mandated in the BRC requirements and now function as one cohesive unit. Already, on many occasions, our use of standardized approved forms has put Hall's Warehouse in a better light when it comes to adverse situations. We now have the documents to prove that we are operating with the best practices for Hall's Warehouse and its customers on a consistent basis.

Q: How would you describe your view, post audit?

A: As the BRC program continues to grow in concept and in different areas, I am confident that our roles and strengths as a unified organization under BRC will prepare and elevate Hall's Warehouse and Trucking to the top tier of the global standard.

These questions and answers are just a small sampling of what we posed to the management team at Bridgewater. Other conversations included additional improvements and thanks to support groups, specifically Maintenance, Transportation, IS and Human Resources.

An additional reward during this period was identifying a Hall's employee with skills and qualifications in the IT space. William Jurado was offered and accepted a position with Wil Biscardi's team based in South Plainfield. That's the best progress — internal staff advancing their careers and adding value to the organization. It is truly an amazing phenomena and proof of what can be achieved when we all work together.

New Employees

501 Warehouse

Juan Valencia-Gonzalez
Thomas Deschaine
Michael Mocerino, Jr.
Aleisha Jones
Roger Sohindra
Hendrikus Kaseger

401 Warehouse

Alexis Orozco-Andrade
Teresa McCray

601 Warehouse

Laurito Manego
Kenneth Crellin

Bridgewater

Jaime Mejia

Dispatch

Bobbiejane Walp

Drivers

Carlos Munoz
Arquimides Portillo

Edison

Kevin Houston

Human Resources

Katina Gonzales

Maintenance

Joseph Italiano

Oak Tree

Nancy Zipfel

Finance

Claudine Ciullo

*Welcome
Aboard!*

Customer Service Appreciation

Throughout the week of October 2nd, we recognized the efforts of ALL of our Customer Service and Shipping and Receiving Coordinators and the dynamic work they do all year long!

These service professionals work on the front lines where the company meets the customer, and where supply meets demand. With responsiveness and simple courtesy, our customer service and shipping and receiving professionals are a critical part of ensuring customer satisfaction and loyalty.

Pictured below are members of Customer Service teams across Hall's: **1.** 601 Warehouse **2.** Hall's Fast Motor Freight **3.** 401 Warehouse **4.** Bridgewater **5.** Oaktree **6.** Edison **7.** 501 Warehouse.



Driver's Appreciation Week



Hall's once again celebrated National Truck Driver Appreciation Week in mid-September, honoring all drivers who play a vital role in connecting us with our customers and suppliers. Hamburgers, hotdogs, water and other treats were provided for all drivers who came through our facility.



Anniversaries



40 Years

Lawrence Smith

35 Years

Jeffrey Johnson
Scott Vernborg

30 Years

Rodolfo Concha

25 Years

Patrick Butler
Danny Channel
Frederick Diem
Victor Malu
Michael Norrod
William Pope
Bruce Raymond
Kevin Riley

Kevin Schneider
Patricia Sigur
Peter Wagner

20 Years

Johnny Cummings
Craig Mitchell
Yunus Ruhukay

15 Years

Luis Bohorquez
Aaron Coley
Nitza Cseko
Daniel Defalco
Salvador Espinoza
Eric Maxfield
Elizabeth Montalvo
Placentino Retuerto
Franklin Villavicencio

10 Years

Alejandra Baron
Herry Karongkong
Jorge Martinez
Freddy Ramirez
Freyd Rojas Betancourth
Patrick Sahradiuk
Alfredo Santiago
Benjamin Thornton
Marthen Watung

5 Years

Przemyslaw Blazejowicz
Bernard Caleon
Antonio Caraballo
Tony Mendoza
Leszek Podstawka
Jorge Rajo
Chris Ramprashad

Word Search Solution

B	*	*	A	T	T	A	I	N	A	B	L	E	W	*
R	E	L	A	T	I	O	N	S	H	I	P	S	A	*
I	N	S	P	E	C	T	I	O	N	*	R	*	L	*
D	*	T	*	*	*	O	*	*	*	B	E	*	G	*
G	*	R	*	*	*	B	M	*	*	R	C	M	R	I
E	*	E	*	*	R	S	A	C	*	A	T	O	E	N
W	*	S	*	*	I	T	D	O	*	Z	A	T	E	G
A	*	S	*	*	H	A	O	U	*	I	N	I	N	R
T	*	*	*	*	A	C	N	G	*	L	G	O	S	E
E	*	*	*	*	N	L	N	A	*	*	U	N	*	D
R	O	U	T	I	N	E	A	R	T	*	L	*	*	I
*	*	*	*	*	A	S	*	*	*	U	A	*	*	E
C	H	I	L	D	C	A	R	E	*	*	R	*	*	N
*	*	*	*	*	R	E	T	I	R	E	M	E	N	T
C	E	R	T	I	F	I	C	A	T	I	O	N	X	S

Wulan Rumambi
Alfonso Soler
Daniel Turner
Kevin Weaver

Congratulations!

For Your Health

Building A New Healthy Habit

“Motivation is what gets you started. Habit is what keeps you going.” ~ Jim Ryun

Most people believe it takes 21 days to form a habit. While it would be great to have a set date, how long it takes to form a habit depends on the individual, the habit being formed, environmental factors, etc.

What is a habit? A habit is any activity that a person does deliberately at first, and then after repetition, continues to do without focus or thought.

Often when we set goals, we dream big and get disappointed when we don't get quick, dramatic changes. To successfully make a healthy lifestyle change and set goals that stick, you need to create intrinsic motivators (being motivated to do things internally, not through punishments or rewards) and find a way to balance dreaming big with your daily activities to produce results that will happen over time. This is done by setting “macro goals” and “micro quotas.”

Goals should be the big picture items you wish to accomplish. An example of a long-term macro goal is to lose 10 pounds in 6 months. Your quotas are the minimum amount of work that you must get done every single day to make your goal a reality. Choosing one tiny habit, or micro quota, and setting a low threshold for starting can make the task seem more accessible and actually increase the likelihood of success. An example of a tiny habit or micro quota is to exercise 10 minutes a day. This does not mean you couldn't exercise longer, but telling yourself it is only 10 minutes sounds more attainable than 30 or 60 minutes. Focus on training the behavior and not analyzing the behavior. If you set your goal for a longer time, you might over think why the time is too long and why you can't exercise today, and then you get nothing done.

Find A Spot In Your Routine

For something to become a habit there needs to be a regular trigger that tells you to perform this behavior.



“Exercise 10 minutes a day” is not a habit, because there is no regularly occurring trigger to make it a routine behavior. Instead, identify when and where you will take a specific action to reach your goal: “Take a 10 minute walk after lunch every day.” The specific spot in your routine (eating lunch) acts as a trigger for your new habit. Perform your routine on this cycle as often as you can.

If-Then Planning For Obstacles

Running into obstacles is a normal part of the process of developing a new healthy habit. To overcome obstacles, develop your If-Then plan. First identify the obstacle or trigger you would like to control. Then, create your If-Then plan to help you stick to your healthy habit. An example of a trigger would be errands or household chores on the weekend. Example of a plan: “If I have errands or household chores to do on the weekend, I will walk in the morning after breakfast.” If-Then planning helps you stick to your plan without wasting time deciding what you should do next.

Visualize Your Habit In Motion

Think about your tiny habit, your micro quota, and what it is like to practice it. Can you describe yourself going through the process? What are you doing? How do you feel in the moment? How do you feel afterwards? Visualizing the process helps focus on the steps needed to reach your goal and visualizing the individual steps can reduce anxiety about what needs to be done.

A key part of habit formation is having the mental energy to commit to new habits. Avoid having to make too many decisions, and look for shortcuts that prevent you from having to use willpower and make quick decisions. By setting micro quotas and determining when the behavior will occur, you are reducing the amount of thought that must go into building a new healthy habit.

You Can Still Take Advantage of Hall's Discount at Club Ricochet

The special rate for Hall's employees is only \$30/month. There are also family member discounts! The Club At Ricochet Health & Racquet Center is at 219 St. Nicholas Avenue in South Plainfield. Contact **the Human Resources Team** to sign up today!

Employee Assistance Program

Your Employee Assistance Program (EAP) and Work-Life Services

Striking a balance between work and personal needs leads to job satisfaction, increased productivity and decreased stress, but achieving this balance can be challenging. To provide support, Hall's offers a wide range of benefits and services to meet your unique needs and help you manage life events. As part of this commitment, Hall's is providing EAP and Work-Life services through AIG Benefit Solutions and Harris, Rothenberg International (HRI), Inc.

What is an Employee Assistance Program (EAP)?

An EAP offers face-to-face or telephonic, short-term counseling with licensed, professional counselors to help you and your household family members cope with issues you face in daily life. Counselors can help you with:

- Relationship problems
- Grief and loss
- Legal and/or financial concerns
- Stress
- Alcohol or substance abuse
- Depression or anxiety
- Coping with a serious illness
- Addiction
- Domestic abuse

What are Work-Life Services?

Work-Life specialists carry out research for you and provide referrals, keeping in mind your needs, preferences and financial situation. For example, specialists can locate child care or adult care providers, schools, stores that deliver, movers, pet caretakers, home repair providers, activities for children on vacation, tickets to events, and many other services and providers. In addition, you have access to many online Work-Life tools including articles, assessments, locators to find child care, elder care and daily life resources, podcasts, webinars and calculators.

All employees and their household family members may use the EAP program. All services are confidential per law. Hall's assumes all costs for use of the EAP for employees and household family members. If additional assistance is necessary, referrals will take into account your preferences, medical plan and financial circumstances. (Please refer to your insurance plan booklet or the human resources department for specific plan provisions.)

To Access Your EAP

Call **888.673.1149**

Visit **aigbenefits.com/eap**

Username: **aig** ■ Password: **eap**



Cougar Color 5k Run

Thank you to all the members of Team Hall's who participated in the Nathan Weiss Memorial Cougar Color 5k on October 16th at Kean University in Union, NJ. Kelly Timmins worked tirelessly to coordinate our participation for this great event in honor of the school's late president. Congratulations to our medalists (pictured on left) Dale Jayne, Kelly and Luis Bohorquez!



Word Search

B D J A T T A I N A B L E W N
R E L A T I O N S H I P S A P
I N S P E C T I O N J R X L Q
D A T G U V O O W A B E O G T
G T R L D N B M K U R C M R I
E P E Y V R S A C H A T O E N
W F S M B I T D O C Z A T E G
A Q S V X H A O U P I N I N R
T H B S M A C N G N L G O S E
E V X Y E N L N A P C U N W D
R O U T I N E A R T J L X Q I
G S F N W A S P Z V U A Q S E
C H I L D C A R E A G R L Y N
A P I E M R E T I R E M E N T
C E R T I F I C A T I O N X S

Attainable	Inspection	Relationships
Brazil	Madonna	Rectangular
Bridgewater	Motion	Retirement
Certification	Naturex	Rihanna
Child Care	Obstacles	Routine
Cougar	Stress	Walgreens
Ingredients		

REMEMBER The BRC 5S Standards For ALL Work Areas

SORT	Eliminate whatever is not needed.
STRAIGHTEN	Organize whatever remains.
SHINE	Clean the work area.
STANDARDIZE	Schedule regular cleaning and maintenance.
SUSTAIN	Make 5S a way of life.

Did You Know?



Tech Tip #8 Highlighting Rectangular Blocks In WORD

You are no doubt familiar with highlighting characters, words, sentences and entire paragraphs in Microsoft WORD to change the formatting of text to make it bold, underline it, etc. But did you know you can also change the formatting of a rectangular block of text by highlighting it using the ALT key?

For example, in the pseudo-Latin text below, we held down the ALT key while highlighting the rectangular block shown in gray.

Lorem ipsum dolor sit amet, consectetur
adipiscing elit, sed do eiusmod tempor
incididunt ut labore et dolore magna aliqua.

Then we changed the highlighted text to red, bold font as shown below:

Lorem ipsum **dolor sit amet**, consectetur
adipiscing elit, **sed do eiusmod** tempor
incididunt ut **labore et dolore** magna aliqua.

This technique may be especially useful for tabbed Word lists such as:

FIRST_NAME	MIDDLE	LAST_NAME
John	A	Smith
Mary	K	Jones

To highlight the LAST_NAME column in yellow, hold down the ALT key while dragging the mouse across the third column, then change the text to yellow highlight.

FIRST_NAME	MIDDLE	LAST_NAME
John	A	Smith
Mary	K	Jones

You can also do this one word at a time, but the ALT key helps make the task quicker!

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What would you like to know more about?

Whether it's a question, comment or suggestion, your thoughts are important to us. Send your email to newsletter@hallscorp.com to let us know what you think!