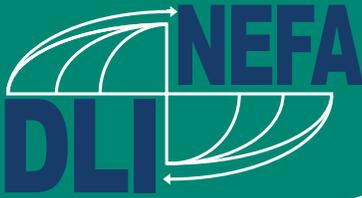


Headlines & More



North East Fabricare Association
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Get Ready for Fall Fest '16



MARK YOUR CALENDARS NOW FOR THE WEEKEND OF NOVEMBER 12TH AND 13TH. NEFA WILL BE RETURNING TO PROVIDENCE RI FOR ITS ANNUAL CONFERENCE AND CONVENTION.

NEFA is strengthening the speaker slate this year and features all new topics and presenters. Leading off with Trudy Adams of 21st Century Drycleaning, and featuring Economist Chris Kuehl of Armada Corporate Intelligence.

The Providence Biltmore will remain the host hotel, and while the location is the same, there will be major changes in the conference. Some of the changes include more emphasis on the vendors that support the association, new speakers, and a greater opportunity for peer-to-peer interaction. NEFA is also featuring and new innovative topics that we have not touched on in previous conferences. The basic format will remain including the popular "Silent Auction and Cocktail Party", time to visit the exhibitor tables, and great food & drink.

Saturday will feature a presentation by Trudy Adams, widely known in the drycleaning industry from her days with Cleaner's Supply, designed to create and implement customer relationship programs. Her topic will be "The Magic of a Touch Point." She will also be presenting "Creating a Super CSR on Sunday morning.

"We are really looking forward to some great speakers this year, and are really excited by some of the new faces we are able to bring in," offered Peter Blake, NEFA Executive Vice President. "Trudy has spoke all over the country, but has never been to a NEFA event, and I know people will really get a lot out of her presentations. We also wanted to return to having Sunday Morning's program focus on the front end of the counter for managers as well as key customer service personnel.

"Fall Fest '15 had the best overall attendance," continued Blake, "including the most vendor participation, and highest number of plants represented then we have ever had and I think with these changes -- we can do even better."

CHECK ON WWW.NEFABRICARE.COM FOR UPDATES!

MAY/JUNE 2016

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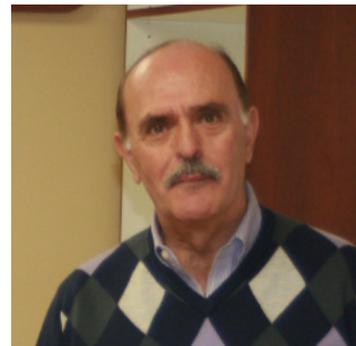
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PRESIDENT'S MESSAGE...

Lets Talk About Membership

FIRST OF ALL, I AM SO IMPRESSED WITH THE WAY MY MEMBERSHIP INVESTMENT HAS BEEN GROWING. THERE ARE MORE USEFUL SERVICES NOW THEN THERE HAS EVER BEEN.



John Dallas, NEFA President

Both NEFA and DLI are investing in our future. They are giving us incredible tools to use to succeed. With the DLI Encyclopedia of Drycleaning, the DLI App, the Garment Analysis App, and the weekly e-mails I receive I am an expert on almost everything drycleaning related. It is remarkable how much information I have at my instant disposal.

Think about it. With the DLI App you have directions on how to remove stains for a multitude of fabrics instantly. Not only that, but a help number to call if you have trouble right on the same page, and a full list of TAB Bulletins you can refer to in helping customers. As if that weren't enough, it is also in Spanish! I am completely impressed with the way DLI has been embracing technology and improving our member experience.

Just this week, I logged into the DLI website to check on something -- and noticed a new feature. A chat window popped up with a membership representative live, online to help me find what I was looking for. Now that is GREAT customer service.

NEFA is also doing its part to add to the mix. Peter has done an outstanding job in helping members grow their business. He has taken all his years of working with drycleaners and developed a terrific marketing workshop. He is going to be visiting all areas of NEFA presenting the workshop and outlining some great association programs that will help you get business.

Did you know that NEFA has a program to e-mail your customers on your behalf? The CleanLine is a NEFA service that customizes e-mails for members. the e-mail looks just like it came right from your desk, is completely personalized and branded -- and all you have to do is review, proof read for accuracy, and either share access to your Constant Contact account, or share your customer e-mail addresses with NEFA under the strictest of confidence.

This program has done wonders for NEFA members and has really helped members market their business effectively and economically. It is a very powerful tool. If you haven't checked it out, do so. It is impressive.

Even the bi-monthly magazine, Headlines&More is getting better and better. With more timely and more in-depth articles on happenings and business matters, it moves to the top of my reading list. The website continues to be a great source of information on not only current activities but the archives of past newsletters, government assistance tools, and regulatory information is critical. Membership is always getting better -- and more valuable!

John Dallas

Fabricare House
781-337-4495 / JohnD3473@aol.com

European Cleaning Solvent, Ktex by Bardahl, Now Available in the US and Canada

Submitted By James Mayberry, R.R. Street & Company, Inc



EUROPEAN
CLEANING
SOLVENT, KTEX
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NOW AVAILABLE
IN THE US AND
CANADA FOR THE
FIRST TIME, EX-
CLUSIVELY AVAIL-

ing led it to a natural expansion into the textile cleaning industry.

SOLVENT CURRENTLY USED WORLDWIDE

According to Bardahl, Ktex “offers a system which cleans better, is efficient, and costs less to use.” The solvent, commercially introduced about two years ago in France, is currently used in more than 60 plants in France, and numerous plants around the world, but has not been available in the Canada or the US until now. A non-halogenated cleaning solvent, Ktex is approved for use only in FMB’s Firbimatic, Realstar and Union drycleaning machines and is a drop in solvent for all these brands of modern Class IIIA dry cleaning machines.

Ktex cleaning solvent is available in the United States and Canada exclusively through the Industrial Division of the Street, Adco, Laidlaw Companies with both central and local technical support.

FOR MORE INFORMATION

For more information on Ktex contact your Street-Adco-Laidlaw Regional Sales Manager or Greg Reinhardt at Street-Adco-Laidlaw:(800)-821-7556 ext. 3801 or visit www.ktexcleaning.com.

HAVE NEWS?

This Press release was sent in to us by R.R. Street & Company. NEFA is always looking for information to publish in its newsletter and is always accepting press releases , however, NEFA reserves the right to edit based on space and editorial review. We do our best to publish those articles that members like to read about.

AVAILABLE THROUGH STREET/ADCO/LAIDLAW.

Mountain Spring Cleaners, in Wetaskiwin, Alberta, Canada is the first cleaner in North America to install Ktex by Bardahl, a new professional textile cleaning solvent that has seen rapid growth outside North America.

A Union Kreussler K4 machine was successfully converted to Ktex at Mountain Spring Cleaners, which is located in Alberta’s oil country. In addition to regular retail work, a significant proportion of what Spring Cleaners processes are heavily soiled oil-drilling work coveralls. According to owner, Sharon Strickland, “Ktex does a great job of cleaning and with a much lower over-all processing time. Our efficiency has increased dramatically. It was a real eye opener to have that time added back into the day.”

Since taking over Mountain Spring Cleaners, Sharon has invested in replacing over eighty percent of their equipment. “Our goal is to be on the leading edge of technology, to be an industry leader, to be a more efficient operation and to provide our customers with a better end product. The switch to Ktex certainly does that,” Notes Sharon, “With Ktex we have had zero complaints.”

KTEX SOLVENT EUROPEAN ROOTS

Ktex solvent was developed in Europe through a cooperative effort between Bardahl Manufacturing Corporation, one of the world’s leading manufacturer of automotive fuel additives, lubricants and cleaning products, and Finanziaria Macchine Bolognese SPA (FMB Group) one of the world’s leading manufacturers of dry cleaning machines, including Firbimatic, Realstar and Union brand machines.

Bardahl has been a leader in the additive and chemical industry for more than 75 years. Its products are sold today in more than 90 countries worldwide. Bardahl is famous for sponsoring motorsports teams, which have competed around the world since 1939, including Daytona and Indy 500. Bardahl currently is a lead sponsor of Sébastien Loeb Racing (SLR), among other prominent racing teams. Bardahl reports that its decades of experience in cutting edge development, technology and manufactur-



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NEFA Clean Classic To Be Held July 20



NEFA'S ANNUAL SUMMER EVENT WILL BE BACK AT BLACKSTONE NATIONAL GOLF COURSE IN SUTTON, MA ON WEDNESDAY, JULY 20 AT 9:45.

Blackstone National has hosted the past three years and participants have loved the course. It is playable, but challenging at times. NEFA will again be using a 2-score bramble Format this year. The format has met with great enthusiasm, and all those who played last year liked the new competitive nature, the course, and the great food. In this format, all players tee off, the group selects the spot of the best drive, and then all players hit their second shot from that spot and play their own ball in through the hole. The team then records the two best scores for the hole using the han-

dicap provided. This enables players to play more of their own shots, and the handicapping systems makes it fair for all players in all skill levels.

The cost is \$165/player which includes the Brad Friel Action Pack. The Action Pack includes 5 raffle tickets, and enters you into the skills competition. The registration fee includes greens fees, cart, lunch at the turn, dinner, prizes, and even a couple beers to help you beat the heat! This is an extremely popular event, so register early!

THE BRAD FRIEL MEMORIAL CLEAN CLASSIC

Several years ago the NEFA Board decided to re-name the tournament after long-time NEFA member, former NEFA President, and all-around fun loving friend to all -- Brad Friel. He passed away much too early after a battle with pancreatic cancer. Those who were fortunate enough to know Brad, and to have enjoyed his friendship, remember how much he loved this event and looked forward to seeing all his NEFA friends and associates on the links. The old adage *"it isn't the years in the life -- but the life in the years"* never fit anyone so well. He loved life, enjoyed golf, and enjoyed all his NEFA friends. It was in that spirit that we all remember him during this event!

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Top 4 Clues to Identifying Toxic Employees

Written by James Peuster, 21st Century Drycleaning & NEFA Board Member



1. They Externalize Failure

“WE CANS” have a culture of accountability. But those who are “toxic” would disagree -- they feel they can’t be held accountable. Their misfortune is never their fault which limits their ability to learn from their mistakes and fosters a culture of finger-pointing. Effective employees internalize their failures and setbacks. They honestly assess what went wrong in order to

avoid similar mistakes in the future. For instance, if a sale is lost to a competitor, self-aware employees examine what they could have done differently during the sales process, rather than deride the lost customer as “stupid” or allege that a competitor was unethical.

Red Flags: “They never gave me the resources I needed to succeed.” Or, “Production was weak. I could never get my clothes on time or clean.” And: “The owner was never around.”

2. Single-handed success

Toxic employees overvalue their contributions and exaggerate the

degree of their involvement in successful initiatives. Few successes are achieved by just one person. Self-aware candidates freely acknowledge the contributions of their teammates, or managers.

Red Flags: Frequent use of “I” and “me” instead of “us” and “we.” Statements like: “I generated 53 percent of the company’s sales.”

3. Them and they

Toxic people describe their past co-workers as if they themselves were never members of the organization, using pronouns such as, “they” and “them.”

Red Flags: “I tried to tell them that we needed more marketing materials or that production wasn’t great, but they wouldn’t listen.”

4. Everyone is ‘clueless’

Toxic staff members are the sole source of wisdom in their universe. Co-workers are clueless because they fail to appreciate their brilliance.

Red Flags: “My boss didn’t know what she was doing. She was totally clueless.” Or: “The manager’s didn’t have a clue, despite my repeated warnings that their strategy wouldn’t work.” And: “Marketing couldn’t generate decent leads.”

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www.ktexcleaning.com

MA Reporting Deadlines Coming Quickly



MASSACHUSETTS REMAINS ONE OF THE STRICTEST STATES WHEN IT COMES TO USING PERC.

NEFA strongly advises all members to review their use of the solvent and your compliance with both the state and federal guidelines.

“Compliance is critical”, warned Peter Blake, NEFA Executive Vice President, “and this is a

more full time equivalent employees (FTEs) are subject to TURA Filings and planning. The fines for non compliance are extremely punitive. If you fall into this category -- call NEFA immediately. The filing deadline for TURA is July 1, and NEFA can assist you in both the filing and the planning.

Haven't filed in the past? Unsure of your status or if the rule applies to you? Call NEFA to find out before the DEP finds you. We can help you return to compliance.

ENVIRONMENTAL RESULTS PROGRAM (ERP)

ERP Forms are due September 15, and will become available on-line June 15th. The forms are a self-certification that you are in compliance with all the rules and regulations regarding perc use. It is a multi-media checklist incorporating Air, Water, and Hazardous Waste regulations facing drycleaners. The Certification is a snap shot of your compliance with all the regulations, and also serves as a great reminder of exactly what you need to be doing each week. The workbook that goes with the cert form is a valuable resource and is a great tool to help make sure you are doing everything right.

time of year the DEP has been notoriously aggressive in checking up on the industry.

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Contact NEFA Board Director-at-Large **Robert A. Fasanella** at Rubin and Rudman LLP.
Call Bob at 617.330.7018 or email him at rfsanella@rubinrudman.com



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CT Clean-Up Fund Status Report Meeting Set for June 21



AS ANNOUNCED IN 2014, DECD WILL HOST INFORMATIONAL MEETINGS TWICE PER YEAR TO PROVIDE UPDATES TO THE INDUSTRY ON THE ADMINISTRATION OF THE DRY CLEANING FUND AS WELL AS TO GATHER INPUT AND FEEDBACK FROM THE INDUSTRY.

The next of these meetings will be held Tuesday, June 21, 2016 from 4 to 5:30 p.m. at DECD's offices at 505 Hudson Street in Hartford (Room 466). Please register for this meeting by emailing drycleaning@ct.gov. Representatives of DECD, the Department of Revenue Services (DRS) and the Department of Energy and Environmental Protection (DEEP) will participate in this meeting to provide updates and answer questions.

Peter Blake of NEFA and members of the Hartford County Laundry and Drycleaning Association (HCLDA) will be participating

and all drycleaners are encouraged to attend and learn first hand how the fund is progressing.

"It is great to finally see some progress," commented Peter Blake, NEFA Executive Vice President, "and to see that the industry's voice is being heard. It is great to know that the hard work is paying off and we can potentially make the Clean-up fund a viable resource again. It is also a great opportunity to learn how the DRS is progressing in the effort of identifying potential plants that should have been participating, but aren't."

ENFORCEMENT ACTIVITY

Enforcement became very public last year with the arrest of one individual for non-payment which made national news. There were also numerous other cleaners that reported enforcement activity of the 1% mandatory surcharge. Everyone that is involved in the sale of retail drycleaning must pay a 1% gross receipts surcharge to the DRS on the drycleaning. This includes all tailors, laundromats, laundries who sell drycleaning, but have the work done elsewhere. This also includes all drycleaning regardless of what solvent you use. This is not an optional surcharge -- it is mandated. If you have questions, you are urged to contact NEFA: 603-635-0322.

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Department of Labor Releases New Salary Levels

FOLLOWING A PROCLAMATION OF INTENTION ABOUT A YEAR AGO, AND NEARLY 12 MONTHS OF ANXIOUS CONCERN AND SPECULATION BY EMPLOYERS, THE UNITED STATES DEPARTMENT OF LABOR HAS PUBLISHED THE FINAL RULE REGARDING INCREASED SALARY LEVELS FOR EXEMPT EMPLOYEES.

The news is not as bad as it could be but it still represents a seismic change for employers. Here is what we know:

1. The new exempt salary level will be \$913 per week, or \$47,476 per year. This means that every exempt employee must have a guaranteed salary, not subject to deduction, of at least \$913 per week. In Wage and Hour accounting, each week stands alone. Paydays may occur at other intervals, but employers must account each week separately.
2. The effective date of the change is December 1, 2016. As of that date, exempt employees must receive a salary of at least \$913 per week; otherwise, they must be classified as non-exempt, which means they must keep a time record and be paid by an hourly rate plus overtime.
3. There are no changes to the “duties” tests for exemption.

4. This change does not provide an exception for small businesses or non-profits.
5. The new exempt salary level of \$913 per week will be updated every three years, beginning January 1, 2020, based on a convoluted DOL formula.
6. For the first time in the history of Wage and Hour accounting, employers may now use commissions, incentives and non-discretionary bonuses to account for up to 10% of the salary. For example, an employee may receive a salary of \$822 per week and a commission, incentive or non-discretionary bonus of \$91 per week, which would bring the employee up to \$913 per week.

THE BOTTOM LINE

Employers have until December 1, 2016, to analyze the compensation of currently exempt employees. If these employees have salaries of less than \$913 per week, employers must either (1) increase them to \$913, if they are close, or (2) re-classify them to non-exempt, in which case they must keep a time record and receive overtime, if they work more than 40 hours per week.

For More information on the new levels, including reactions from Sandy Seay and others visit www.nefabricare.com.

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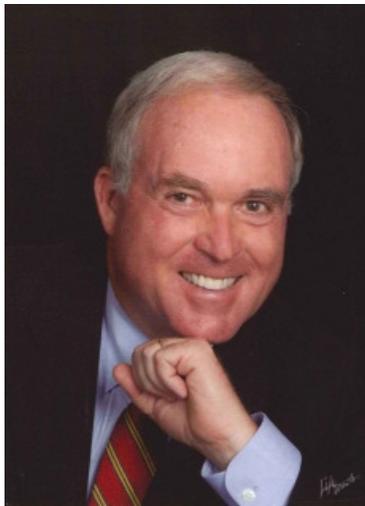
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2016 Human Resources Management Checklist

Part 3

Written By Raleigh F. "Sandy" Seay, Jr., PHD, Chairman of The Seay Management Consulting Firm



SEAY MANAGEMENT CONSULTING IS NOW PROVIDING DLI MEMBERS FREE CONSULTATIONS AND BASIC INFORMATION. AND THEY ARE A TERRIFIC RESOURCE OF INFORMATION FOR ALL YOUR HUMAN RESOURCE QUESTIONS.

Due to the importance and the scope of the information that goes into an effective HR Checklist, we have ex-

panded this article to three parts. This is the third and final installment of the series. Over the three issues, we reviewed key components of an essential Human Resource Management Program. If you missed the other parts, they are posted online at www.sefa.org in the archives section of the website.

DOCUMENTATION - Make sure all of your Human Resources decisions and actions are fully and comprehensively documented, that you have developed and implemented a system of Progressive Discipline and that all of your supervisors and managers have been fully trained.

UNEMPLOYMENT - Remember that the Unemployment Office is giving away unemployment benefits like chicklets. Keep in mind:

If you dismiss an employee within the 90 day probationary period, whatever benefits may be awarded should not be charged to your account.

Former employees should not be eligible for benefits if they are dismissed for misconduct or if they leave with "no good cause attributable to the employer."

Employees who are dismissed for performance reasons will almost always be awarded benefits.

NATIONAL LABOR RELATIONS BOARD - This agency covers both union and non-union employees and enforces the "Unfair Labor Practices" requirements. In addition, union membership is at a historic low and union organizing campaigns are going to increase, so it's critical to train your supervisors and managers in the landscape of what they can and can't do. Most managers and supervisors are surprised to learn that they can do more than they think they can. A one-half day supervisory training program will

resolve this issue. This is an emerging flash point that we must continually monitor.

EMPLOYEE OPINION SURVEY - Consider conducting an employee opinion survey every 18-24 months to find out what your employees think and how they feel about their work and their jobs. Many a serious employee problem has been prevented by having an employee opinion survey.

TIME RECORDS - The Wage and Hour Division of the Department of Labor is targeting the question of "working time," which regulations define laboriously as whenever an employee is "suffered or permitted to work."

If an employee is working, the employer is responsible for paying for this time, even if you didn't authorize it, and even if you didn't know about it. This could include travel time, meal periods, time before and after regular work hours, homework and other time.

Employers should have a clear policy on the use of smart phones and other devices at home and during other non-scheduled work hours to conduct company related business. Make sure all employees are recording all of their work time accurately and that you know when employees are working.

EXEMPT CLASSIFICATION - Verify all of your exempt employees are properly classified. Remember that one of the requirements for exemption is that employees must receive a guaranteed salary, not subject to deduction, in any week in which they perform any work at all.

ONLINE APPLICATION AND JOB POSTINGS - Consider having employees complete the application form online, through your website, rather than in person. This can be a more efficient and less expensive process and may more quickly identify those applicants who might be good candidates for the positions you have open. You might also want to list your open positions on your website.

HR MANAGEMENT COMPLIANCE AUDIT REVIEW - This will help you reduce or eliminate any potential liability or exposure, provide you with the comfort and assurance that you are in compliance with all of the employment regulations that cover you and check to see that you have the "best practices" you need to hire and retain good employees.

FOR MORE INFORMATION - We trust that this Human Resources Management Checklist will be helpful to you as you establish and refine your employment goals and objectives. The checklist will conclude in next month's "Headlines & More". Please contact Seay Management Consultants by phone (888-245-6272) or email (admin@seay.us) with any questions you may have.

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