

# Press Release

January, 2011

## Solvent Issues Evaporate Into A Green Future

**F**lexo plate making at Labels, Inc./FlexPrint goes green, moving us into the future with our recent transition from a traditional solvent-based method into a new water wash system. This new technology uses good old-fashioned H<sub>2</sub>O rather than chemicals to process our Flexo printing plates.

This process change evolved through our QMS philosophy of “continuous improvement.” Throughout the organization, we encourage everyone to look for ways to improve productivity, performance and efficiencies while maintaining or exceeding our standard of quality.

With that said, about twelve months ago Neal Fitzgerald, our Prepress Supervisor, evaluated our flexo plate making and began exploring how quality flexo printing plates can be made faster and more economically. After initial research and meeting with technical representatives, the technologies to achieve our goals had been narrowed down to two different style processing systems. What really got us excited was the common element each of these systems shared; they do not use chemical solvents to process flexo printing plates.

Until recently, our plates had been produced in an internal plate room using a traditional solvent-based wash out system. While chemically washing out exposed plates had been the standard for years, the process has numerous drawbacks, including a lengthy processing cycle, safe solvent storage and handling, solvent recycling requirements and unpleasant chemical odors. So any viable system that removes all chemical solvents from flexo plate making piqued our interest. While environmental concerns were a major consideration, additional advantages recognized were improved productivity as well as cost and time savings.

With two efficient and environmentally friendly systems identified, it was time to evaluate them head-to-head in order to make the decision as to which one would be the best fit to support our business. To do this, we wanted to observe each system functioning in an everyday, real-time production environment.

Through coordination with our vendors, we made visits to flexo operations running these systems. This allowed us to see each system in action, actually making plates. These field trips also gave us the opportunity to talk with the staff running the equipment, as well as the people who made the decisions to bring each technology into their businesses.



Armed with this real-world knowledge, it was time to “kick the tires and go for a ride.” We had each vendor supply us with plate sets processed through their systems for various printing scenarios we typically run. This gave our Flexo Supervisor, Jenn Caster, and her staff the opportunity to run them up and evaluate how each plate type performed in our own printing environment.

With all of our questions answered and our curiosities satisfied, we turned to the numbers and at that point it was an easy decision to make. The Orbital-X flexo plate making system with Whirl-A-Way filtration by Anderson & Vreeland was the one for us. We flipped the switch and brought the system in. Because the logistic limitations of a chemical based process do not exist, we set up in a newly designed space within our Prepress Department. With the assistance of A&V’s technical advisor, John Mascolo, we were quickly up and running, making quality flexo printing plates.

Removing chemicals from the equation and processing with simply water is our way to move **green** into the future. The time it takes to make a plate is reduced by more than half. All the costs and environmental concerns associated with solvent chemicals are gone. This new system also gives us the opportunity for further “continuous improvement” by allowing us the flexibility to strategically position ourselves for a future evolution into digital direct-to-plate technology, thus becoming more efficient, eliminating more chemicals, more consumables and getting even leaner and **greener!** 🌱

—Mike Labrecque, Operations Manager

inside:



**How Can We Help?**  
Watch Us Soar!

**Living in the Material World**  
Rick Rokes Asks the Top 10 Questions

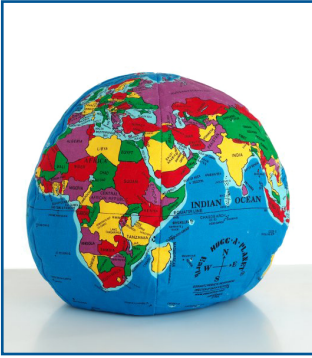


**Chris's Corner**  
Onward & Upward

**Employee Spotlight**  
Finance Vice-President Ed Paquette



# Living in the Material World



Ok, now that we are in agreement that Labels, Inc./FlexPrint is a qualified choice for labels and flexible packaging, it is important that the appropriate and best material (label, lid or pouch) be tested and specified to ensure product success.

That's where we shine. Our sales and customer service staff are trained to ask the right

questions—and find the right answers. Sometimes we will be asked by customers for “a white label that will stick to glass.” That's a good start. Now it's our turn to ask some questions.

*For instance...*

- Will there be any variable printing downline? (Laser, Thermal Transfer, Direct Thermal, Hand Writing, Typewriting, etc.)
- Are there any regulatory requirements related to the material? Will the labels be automatically applied and if so, what type of equipment and at what speeds?
- Should the label adhesive bond quickly or over time to the application surface?
  - At what temperature will the labels be applied?
- Will there be product already in the container upon application and if so, what is the temperature of the contents?
- What happens to the labeled product after filling? Is it exposed to any extreme conditions, i.e. water, low or high temperatures, or chemicals?

*For pouches, some of the questions we will be asking include...*

- What is going to be inserted in the pouch? Is there any liquid or gel within the product?
- Does the product need to be protected from moisture or vapor getting in or out of the pouch? If so, at what levels must they be protected?
- Is puncture resistance important?
- How will the pouch be filled, by hand or through automation?
- How will the pouch be opened, by tearing or peeling?
- What will the graphics look like?
- Will the outside of the pouch be exposed to high or low temperatures, chemicals, or rubbing?

Good questions, you say. That's what we often hear from customers who maybe didn't think of these things. There are literally thousands of label and pouch materials available, and finding the right one for our customers' product is what we do best.

The success and expertise of the entire team at Labels, Inc./FlexPrint, along with our broad material supplier base, give us the resources to provide you with answers to the “critical to quality” questions. Asking the right questions and providing the right answers are what we do every day to make sure your label or packaging project gets off to a successful start for the validation process. Then watch us shine as we work hard to exceed your expectation for repeatable, dependable and economical labels and flexible packaging.

Please give us a call today so that we can send you the Labels, Inc./FlexPrint **Right Material Choice Checklist**, or to discuss any project where it is critical to have a quality label or pouch for your consumable or disposable product. 🐾

—Rick Rokes is our Regional Sales Manager

## How Can We Help? *Not Your Typical Converter*

Did you know that Labels, Inc./FlexPrint is more than just another label or pouch manufacturer? We also provide:

- **Inserts** ~ for instructions or marketing.
- **Die cut plastics** ~ for insulators and bonding.
- **Frangible or burst seal pouches** ~ for products with multiple components that need to be kept separate until application.
- **Pattern laminated labels** ~ to protect a hand or type written serial number, lot code or other variable data.
- **Zipper and tape closure pouches** ~ for multiple use pouches or tamper evidence.
- **Pattern adhesive coated film and foils for lidding** ~ where product exposure to adhesive needs to be considered.
- **Coupon or piggy-back style labels** ~ for marketing or retention.
- **Patient labels** ~ to cross-reference a disposable product to a chart or other required documentation.
- **Tamper-resistant or evidence seals** ~ to assure resistance to or evidence of opening a pouch or other container.
- **Seals and lids** ~ used in microbiology to contain samples.
- **Printed, laminated roll stock** ~ for form fill and seal applications or automated lid processing.

Our professional and dedicated Sales Team will be happy to meet with your Marketing, Engineering, Process Support and Materials Teams to review our capabilities and show you how Labels, Inc./FlexPrint is not your typical converter. 🐾



# Zake's Place

Wow! There goes another year. Seems like just yesterday that it was summer. I would like to thank clients, vendors and the Labels, Inc./FlexPrint family for another fine year. To survive in these hard economic times is tough but to exceed last year's numbers is a real accomplishment. Great job JC, Ed and the crew.

The holidays were a wonderful time for the Zakian family. Will's mother came from Missouri to spend Thanksgiving with us and tour Berwick Academy where Will is enrolled in the eighth grade. Christmas was a fun time as Cara and Charlie were here and on Christmas morning, Jim came with the grandchildren to open their gifts. New Year's Eve was a different story as Donna and I shared a pizza and watched a movie at home. I guess that means that we are now officially old-timers.

In 2010 I got a good start on my bucket list. Visited Turkey, the birthplace of my father, finally got Donna to Hawaii and did a boat trip with my grandson. Life has been very kind to my family and me and I am ever so thankful for that.

I am confident that you will like the new format and 4 color process printing of this and future issues of the *Press Release*. Also, check out the new Labels, Inc./FlexPrint van graphics on page 2!

To all, a happy and prosperous 2011 and until the next Press Release, I wish you health and happiness. 🍷

—BZ

# Christmas Party 2010



Doug Dowie  
Employee of the Year



Mike & Sherry Labrecque



Matt & Elizabeth St. Martin



Kim McClain on vocals!

## Happenings & Events

Labels, Inc./FlexPrint held their annual Christmas party on December 11th, 2010 at the Ashworth by the Sea in Hampton, NH. Doug Dowie, Facilities Manager, named 2010 Employee of the Year! A warm welcome home to John Cardellicchio's son Jake who returned to the US on New Year's Eve from his deployment in Afghanistan.

## Employee Anniversary Dates

Kathy Natoli .....	23 yrs	Quality Assurance Supervisor
Heather Raymond .....	17 yrs	Administrative Coord.
Kim McClain .....	10 yrs	Accounts Receivable
Cecilia Meyer .....	7 yrs	Pouch Machine Operator
Tracy Whitman .....	5 yrs	Quality Assurance Technician
Daryl Barnes .....	3 yrs	Buyer/Planner
David Fieldsend .....	3 yrs	Flexo Press Operator
Cathea Scott .....	1 yr	Rewind Inspector



## Employee Spotlight



The spotlight of this edition of the Press Release features VP of Finance Ed Paquette.

Ed was born in Haverhill, MA in 1946, the youngest of nine children. He attended and graduated from St. James High School in 1964 and in 1965, enlisted in the U.S. Army.

1965 brought other changes to Ed's life as he met Pat, his future partner. In 1966 Ed received orders that sent him to Germany for the next two years. With the difficulty of carrying on a long distance romance with Pat, they decided that they would marry and she would join him in Germany. The wedding took place in Amberg and they spent the next eighteen months living there.

On the expiration of his enlistment, Ed and Pat returned to Haverhill when Ed enrolled at Suffolk University, graduating in 1971 with a BA in Business Administration and an associate degree in accounting. After graduation, Ed started a tax consulting business which eventually led to his association with Labels, Inc. In 1976, Ed wrote

a projection which was submitted to the bank to finance the expenses of starting a new company. Zake still tells the story of how Ed had to wait for almost a year before his invoice of \$50.00 was paid. Ed worked for many years as a consultant and tax expert for the company and in 1999, accepted the full-time position of VP of Finance.

In 1974 Ed and Pat were blessed with the birth of Matthew and in 1982 son Steven was born. The children grew up in Haverhill where they attended neighborhood elementary schools and both graduated from Haverhill High School.

Outside interests for the Paquettes include touring the New England countryside together in their van, but their favorite pastime is spending time with Violet, Matt's five year old daughter. Ed is also the activities coordinator for the Horizon Club, an organization for the disabled elderly, where he puts a weekly show together that usually includes comedy, karaoke, dancing and many other functions.

Ed's position with Labels, Inc./FlexPrint puts him in contact with many people and most know that when he calls, before business is discussed, a joke comes first. Ed has a kind word for everyone and is always there to listen to a tale of woe. If you have never had the pleasure and experience of talking or meeting with Ed, you don't know what you are missing. 🍷

# Chris's Corner

## Onward and Upward



Happy New Year to all of you taking in our first *Press Release* issue of 2011. It has been said that you are a mirror of your surroundings and this newsletter is no exception. As are many of the individual facets of our corporation, our *Press Release* is getting a technology upgrade. Future issues will feature a whole new look and feel as we

utilize capabilities added over the last year. Just like in Prepress, Pouch and so many of our departments, we have raised the bar and we want to show it off!

that the ownership of Labels, Inc./FlexPrint is showing their commitment all over the place! I welcome each of you to take advantage of our "Open Door" policy and stop by for a tour of the facility. We will be glad to walk you around so you can see exactly how your products get produced, or, better yet, what we have done to ensure they are produced *right!*

As always, I welcome your feedback either directly via email at [csnow@labelsinc.com](mailto:csnow@labelsinc.com) or on our website: [www.labelsinc.com](http://www.labelsinc.com).

*Safety, Security and Prosperity for all in 2011!*

—Chris Snow  
VP Sales & Marketing

This philosophy of continuous improvement is a wonderful thing, but it takes a serious commitment from the company ownership. In a nutshell, it is quite often a dollars and cents kind of decision and I am here to tell you