



Customer Case History: Irving Tissue

Q: Can you tell us a little more about yourself, your role at Irving Tissue, and what Irving Tissue is and does?

A: I'm the logistics ops leader here at Irving Tissue and my team is roughly 70 personnel and responsible for basically scheduling and the movement of production materials and finished goods here at the site for Irving Tissue. Our company is family owned and operated and we've pretty much grown to become one of North America's largest manufacturers of household paper and products, which includes both private label and branded bathroom tissue, facial tissue, paper towels, napkins, that sort of thing. (Consumers probably know us best for our Scotty's brand facial tissue.)

From a facility standpoint, we've got several manufacturing sites throughout North America and here at Ford Ed, I believe we have roughly 300 personnel and, combined, our total facilities amount to something close to 1,000,000 square foot — which allows us to ship from here to pretty much anywhere in North America.

Q: Is your facility involved in both manufacturing and distribution?

A: Exactly. We do all the manufacturing here, but we also warehouse some of our product here on site and then we also ship to other warehouses across the U.S. as well.

Q: Can you elaborate on both inbound and outbound traffic - and on what role materials handling equipment like fork lifts plays in both aspects of your logistics?

A: The material that enters our facility is comprised of everything from the large parent rolls of paper that come in, also pulp, plastic-wrap for the finished goods, and cardboard that's the inner part of our products (aka: rolls). All of these things are needed to manufacture our final products - and my team is responsible for getting them in here, delivering them to the converting machines that make the product, then taking them off the line in the form of finished goods and shipping them out to warehouses that are nearer to and serve our customers.

Q: What does your fleet of fork lifts look like?

A: Our fleet is roughly 60 lift trucks total and it's made up of a variety of types of lift trucks, starting off with the very basic forklift truck that we use to deliver vitals and then load finished goods. Next we have clamp trucks that take our parent roll paper from the paper machine to converting and these can weigh over a ton. Then we also have what we call a specialty 'broke' truck, which handles the refuse or waste that is produced when we when we make an item. And we also have specialty scales. All of the trucks are maintained by T&J.

Q: You mentioned batteries... Is Food Bank of CNY's fleet electric?

A: At this time we are entirely electric and have been as long as I can remember. We just feel they are more



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compatible given the space we have and the kinds of food we're moving. Plus we try to be a good community member in every way that we can, so we are aware of the overall benefits of electric as far as being green is concerned. Running electric fleets and servicing electric forklifts is also an area of expertise at T&J, so that's a match too.

Q: Is it fair to say that managing all of that, and making sure those vehicles and pieces of equipment operate well, is important to your business?

A: Yes, it's critical to our business because we're a 24/7 operation. We have to keep the lines running to make product and if the lift trucks aren't operating safely, efficiently and kept up then that affects our overall operation and it has a negative impact on our operation. So it's vitally important that they run reliably.

Q: Is that where Thompson and Johnson comes in?

A: Absolutely. We have a full maintenance contract with T&J that basically equates to having two technicians on site with us full time, plus other technicians come and go as needed. They are here to handle any breakdowns or issues that arise, plus preventive maintenance, and they also do what we call "blow downs" three or four times a week per truck - which is a critical part of running a fleet in a paper plant that involves removing remnants of pulp, scraps of paper, dust, anything that can get into the engine compartment and poses a fire risk.

Q: Can you recall when T&J first started its relationship with Irving Tissue?

A: I've been here probably close to nice years and have been here since T&J started. In fact, we had a previous partnership with another company and essentially that's why T&J ended up with the business, because of our previous reliability issues and that sort of thing. Since then, T&J has been great to partner with and I think the key is their responsiveness and

reliability. They address lift truck issues quickly, they have great follow up, and they're also really proactive with preventative maintenance like blowdowns I just mentioned and just keeping up with the fleet in tip top shape, because we've got so much going on here at the site.

Another thing they're on top of has to do with safety: When T&J first did their walk through years ago, they noticed a lot of our equipment had data plates that weren't always accurate - things like runtime, weight limits, and such. Since we've been with T&J, the data plates and paperwork associated with them has not been an issue, so we stay compliant with OSHA and really add an important measure of safety for our fork lift operators. Irving Tissue has high standards so that everybody's protected here on site.

“ We can genuinely trust [T&J] to get the job done without a lot of follow-up from us. ”

Q: Is there any instance you can point to where T&S went the extra mile for Irving Tissue or your facility?

A: When you move as much material as we do, you also work your fork lifts hard. So, while I can't point to one story, I would say issues arise pretty much weekly here or even on weekends, so when they do - like a hydraulic leak or something having to do with one of the clamp trucks that are so critical to our operation - our T&J guys can be trusted to just take care of it. Whether that means an ordinary on-site fix or, if the issue is

more complicated, setting us up with a rental so we don't skip a beat.

Q: Irving Tissue's website touches on community-oriented efforts and ongoing efforts to utilize green technology. Has your warehouse operation made an effort to migrate to electric trucks as part of that?

A: We've certainly had to introduce electric trucks into our operation because we're cognizant of the environment inside and can't have too many gas trucks. At this point, more than half our fleet is electric, which is not all that common in the paper industry. Here again, T&J is a big help, with everything from rotating batteries to get more life out of them, getting equalization charges, giving us charging procedures to follow, or what have you.

Q: Anything else you'd like to share or emphasize in closing?

A: Without naming names, I would just shine a light on the relationship we have with T&J technicians. They're very passionate about what they do, very knowledgeable, and they work well with us. They're also flexible in working on any brand of equipment, they take initiative, and we can genuinely trust them to get the job done without a lot of follow-up from us. And that, right there, is a huge weight off our shoulders: When you got a lot of other things as priorities in logistics on site, like we do, just knowing we can trust them with our fleet is huge.

If you would like to join the ranks of T&J's loyal and satisfied customers, contact Tim Gaughan today for a capabilities presentation or initiate a quote.