



October 2014

A NEWSLETTER

# I&R QUARTERLY

Safety, Sales, and Superior Service

**“No Goal Is Too High If We Climb With Care and Confidence”**

**Truett Cathy**

## A Tribute to a Leader

Truett Cathy, American founder and former chairman of the Chick-fil-A company, died September 8, 2014 at the age of 93. Here are some highlights from an article written by Murtar Kent (the CEO of the Coca-Cola Company) about Truett Cathy's Lessons on Life and Business.

Six Qualities possessed by Truett Cathy:

1. He believed in himself. With only a high school education, he was an extraordinary optimist who built the \$5.5 billion Chick-fil-A restaurant organization.
2. He worked hard. In fact, he was 92 when he turned over the management of the company to his son, Dan.
3. He embodied the culture of service. He insisted on high quality for everything.
4. He never stopped innovating.
5. He was generous, very generous! In 1984 he founded the WinShape Foundation, which was named for its mission to “Shape Winners”.
6. He stayed humble. He and his wife lived in the same house for decades. He never took himself too seriously and was obsessed with helping others, especially children.



## Best Children's Hospital in Our Own Back Yard

Just a few blocks from the I & R Offices there is a place where every child's health and happiness matters. LeBonheur Children's Hospital has been recognized as one of the “Nation's Best Children's Hospitals”. Over 40 pediatric specialties are prepared to help children face whatever life throws at them.

Providing such a high level of care requires more than just medical personnel. The family-centered, exceptional care given at LeBonheur requires help from the whole community. Every hour volunteered and every dollar donated goes toward helping a child. Lebonheur is a non-profit hospital that provides exceptional care and conducts life-saving research. I & R Services is proud to support LeBonheur as a member of the “Good Hour Society” because “every hour spent with a child is a good hour”

In this Issue...

Are You Prepared?

Safety Rocks: Winter Weather

Think About It

Inspiring Quotes from Truett Cathy...

- You have to be very careful about what you say. More importantly, you have to be very careful about what you do.
- You never know how or when you influence people—especially children.
- Loyalty of your people is a key to most any business success.
- As a kid, I can't remember having anything to play with except a loose tooth. And that wasn't mine, it was my brother's.

**Think About It...** Contributed by Freddie Veteto

But I didn't want to seem a fool or argue over a safety rule. I knew he'd done this job before and if I said it wrong, he might get sore.

The chances didn't seem that bad I'd done the same, he knew I had. So, I shook my head and walked on by. He knew the risks as well as I.

He took the chance, I closed my eye and with that act, I let him die. I could have save a life that day but I chose to look the other way.

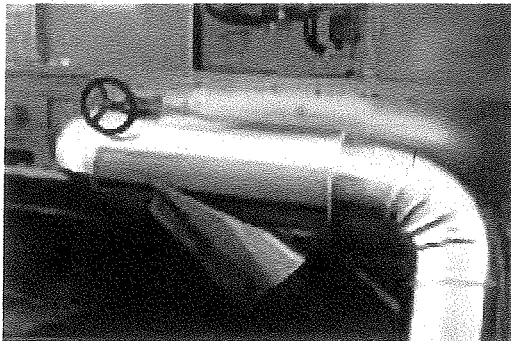
Now every time I see his wife , I'll know I should have saved his life That guilt is something that I must bear, but isn't something you need to share.

If you see a risk that others take that puts your health or life at stake, the questions asked, or the things you say could help someone live another day.

If you see a risk and walk away, I hope that you never have to say that I could have saved a life that day but I chose to look the other way.

**Be Prepared: More than Just a Scout Saying**

As nature prepares for the winter, so should we. The Bible tells us to "Go to the ant...consider her ways" because the ant works hard and puts up stores for the winter. Are we preparing for the future or living only in the moment? This is a great time of year to consider our ways. Are we storing some for the future? Start small and watch it grow!



Today is your reward for being safe yesterday.

Contributed by Steve Boyd

**Safety Rocks by Charlie Boyd**

**Cold Weather Safety Precautions**

As summer ends and preparations for winterization begins, it is also time to be aware of the effects of cold weather. It is important to be alert to how cold weather can impact individuals.

When the body is exposed to cold temperatures, the negative effects can include dehydration, numbness, shivering, frostbite, immersion foot and hypothermia. Here are some tips to prevent cold-related stress.

Eat properly and drink plenty of fluids—warm if possible. (Avoid alcohol and drugs as these increase dehydration.)

Take breaks in a warm environment as needed.

Remove any wet clothes immediately. They cause accelerated heat loss and impair movement.

Wear layers of loose fitting clothing. Layering provides better insulation. Do not wear tight fitting clothing.

Wear a hat or hood to help keep your whole body warmer. Hats reduce the amount of body heat that escapes from your head.

Use a knit mask to cover the face and mouth (if needed).

Use insulated gloves to protect the hands (water resistant if necessary).

Wear insulated and waterproof boots with appropriate socks. Remember to keep your feet dry.

Watch for signs of cold weather stress in co-workers.

**A Happy Halloween Starts with Safety**

Plan costumes that are bright and reflective and fit correctly. Be sure masks do not restrict sight.

A parent or responsible adult should always accompany young children on their neighborhood rounds.

Remain on well-lit streets and always use the sidewalk.

Wait until children are home to sort and check treats. A responsible adult should closely examine all treats and throw away any unwrapped or suspicious treats.



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