

SAFETY

By: Gary Flesland

There are many things that need to come together for any organization to be successful. One important thing is safety. Creating a safe, healthy, productive work environment is imperative.

With this in mind, MDI has formed a Safety Steering Committee. Members of this committee have the responsibility to plan and identify activities that best fit each of our three facilities. Safety Committees within each plant see that the plan and activities are carried out. Plant inspections along with timely resolution of issues, fire drills, and employee safety trainings are a few of the things that will keep us safer at work.

In 2009, MDI met its goal of reducing lost time due to work related accidents. Safety incident rates overall were down and remain very low.

MDI employees should be proud of the safety achievement in 2009. 2010 will most likely bring new challenges. If we continue to conduct daily operations with the same diligence and commitment to safety, I am confident that the 2009 achievement will continue.

Mission Statement:

We exist to serve people with disabilities by offering progressive development and employment opportunities in competitive business enterprises.

Core Values:

Customer driven—Expect excellence and be proactive—Provide training, opportunities and tools—Respect each individual—Trust each other and take personal responsibility—Continuous improvement and adding value—Have fun

EMPLOYEE SUCCESS STORY: NAM TONG



Nam Tong

Nam Tong is a machine operator at MDI. Nam was born in Vietnam and his native language is Vietnamese. He grew up in a large family of seven siblings. At age 20, he

was in the military and lost both his legs in the war. It was difficult for him because he needed a wheelchair to get around and businesses in Vietnam were not wheel-chair accessible. Also, businesses did not hire people with disabilities.

Nam supported himself financially by teaching guitar lessons in his home. In 1993, his sister sponsored his family to come to the United States.

When Nam arrived in the United States he was faced with a language barrier. After a year of interviewing for various jobs he heard about MDI. He found out that MDI hired people with disabilities.

Nam feels the reason he got to where he is today is because his supervisors at MDI trusted and believed in him and his trainers and job coaches taught him to identify problems on the production line. Nam feels his co-workers are his family. "We support and help each other out."

Nam has now been with MDI for 16 years. His is an inspiring and courageous journey to say the least.

NORTHERN PLANT SUCCESS STORIES

TERI SHANNON

By: Janna Langer

MDI is beginning a placement program that will assist people with disabilities in obtaining and maintaining jobs in the community. Clients will be referred to MDI by State Rehabilitation Services or County Human Services.

Teri Shannon has been the key player with helping the placement program get off the ground by performing community needs assessments and creating documentation which meets CARF and DEED Standards.

Before MDI, Teri had 17 years of placement experience with another program.

LONNIE JACOBS

By: Patty Emery

Lonnie has worked in a position folding on the conversion line in Grand Rapids for many years. Recently, Lonnie was given the opportunity to learn the welding machine that finishes the product and the flatbed die cutter position, which cuts cardboard into precise dimensions. Lonnie is

excited about his new job responsibilities and makes certain that each job is performed correctly.

Lonnie has come a long way in the last 4 months with learning these new responsibilities.



Lonnie Jacobs

MDI PARTNERS

A NOTE FROM THE PRESIDENT



*President & CEO
Peter McDermott*

While 2009 had tremendous challenges for our national economy, we start 2010 with renewed optimism and so it is true at MDI.

MDI is now right sized for the USPS business, that we have under contract through September 2010.

We are continuing to provide the Postal Service and other customers with a needed quality product and service, thanks to the efforts of our dedicated employees. The USPS is our major customer and we are constantly working on enhancing our 35-year relationship with them.

Most importantly, MDI has increased its focus on generating revenue and jobs. This is MDI's number one priority and that of the sales and business development team lead by Barb Majerus. We have challenged our management to increase employment in each of the

communities we serve: Hibbing, Grand Rapids and St. Paul in 2010. The majority of those employed being people with disabilities. We will strive to do this, while maintaining positive cash flow. This will not be an easy task, given the overall economy, but this is why we exist. We will report 2009 results in an Annual Report to be distributed in April.

Thank you for your personal contribution to MDI's success and together we will succeed!

NEW LINE OF BUSINESS WITH THE UNITED STATES POSTAL SERVICE

By: Jeff Gervais

In November we started a Fulfillment Operation for the USPS. Numerous labor hours and long nights went into the development of this project. Tom Pletsch and Pat Walsh spearheaded this effort in collaboration

with the USPS.

There was extensive design and programming that had to take place in order for us to comply with the USPS's requirements.

Today, these orders are processed within 24 hours for shipment to more than 1,600 locations (compared to 400 locations we previously shipped to). We currently inventory and fulfill 10-15 different products for the USPS with additional capacity to handle much more.

This new business enables us to employ 5-6 full-time employees, provides additional training to improve individual's skill sets and offers our customers better shipping alternatives.

A LOOK BACK



Where it all began!

Occupational Training Center (O.T.C.) on University Ave.

SERVICE MILESTONE

Thank you to all of our employees for their dedication and hard work .

Five Years of Service

- Sean Colter
- Robert Dibb
- Jon Frimanslund
- Krist Nordquist

Ten Years of Service

- Mohamud Dhinbil
- Mike Thomas

Fifteen Years of Service

- Judith Gomez
- Daniel Odden
- Thieu To

WHAT IS ABILITYONE?

By: Tom Pletsch



Ability One is the new name for the Federal program formerly known as the JWOD (Javits-Wagner-O'Day Act) program.

The new program name, AbilityOne creates a compelling identity because both the program and the name are about the power of individuals to fulfill their potential.

AbilityOne reflects our workforce (Ability) and Federal agencies' premier source (One) for a wide range of products and services. It also reflects the intersection of public and private sector agencies under one program with a common employment goal.

The program is the #1 employer of people who are blind or severely disabled.

THANK YOU!

Thank you to the following individuals and organizations for their generous contributions made to MDI.

Contributions have been received from these employees:

- Ann Canavan
- Barb & Dale Majerus
- Rod Wood

A contribution has also been received from the parent of a Hibbing employee:

Tom Gentilini is Mark's father

Also contributing are the following Organizations:

- Nicholson Family Foundation
- NumberWorks
- John Bosshard Charitable Trust
- Wells Fargo Bank Sharing Advantage Program*

*Thanks to Janna Langer for choosing MDI as the recipient of this contribution from her mortgage company.

SALES/BUSINESS DEVELOPMENT

By: Barb Majerus

Despite an uphill economic battle in 2009, MDI worked hard to retain existing commercial product and service clients, while reaching out to several new clients. Here are a few 2009 high-lights to share:

- Designed several new custom plastic products such as:
 - RSC/HSC Boxes
 - Liquid Cassette Liner
 - Shooting Targets
 - Medical Boxes
 - Shoe-Style Box
 - Warehouse Container
- Obtained product and service revenues from 180 clients that were new to MDI
- Added equipment & process capability for high variety / low volume / quick-turn manufacturing
- Added capability for custom cardboard manufacturing

- Expanded capability for customer-specific product & service requirements
- Supported several unique customer projects such as:
 - "Go/No-Go" Heating Element Testing
 - Janitorial and Light Building Maintenance Services
 - Sorting & Cleaning Metal Tubes
 - Packaging of Gift Kits
 - Packaging of Sales Rep Kits
 - Manufacturing/Packaging of Liquid and AC Filters

We are truly excited for a great 2010. MDI is an excellent product and service solution for customers of all types. Our customers continue to value our mission, our strong commitment to quality and service, and our flexibility to offer products and services that are customized to meet their unique business requirements.

KIRT DAHLMAN SELECTED TO BE A CAPITAL INTERN AT THE 2010 SESSION



Kirt Dahlman

Congratulations to Kirt Dahlman who has been selected to be an intern at this years 2010 Session at the State Capital. Kirt will be an Intern through the MN Works Capital Fellowship program.

Kirt will be assigned to a host Senator and will be completing special projects for that Senator. Kirt will be starting his Internship on February 4, 2010.

MIKE MADDEN REPRESENTING MINNESOTA IN THE NATIONAL SPECIAL OLYMPICS



Mike Madden

Congratulations to Mike Madden who has been selected to represent Minnesota at the 2010 National Special Olympics in Nebraska coming up this summer. Mike won the state Special Olympics Competition in Golf this past summer.

Mike, we're all rooting for you and wish you the best at Nationals!

CELEBRATING DIVERSITY: AFRICAN AMERICAN HISTORY

The history of African Americans is unique and rich, and one that has helped to define what it means to be an American.



Harriet Tubman

Every February, America pauses to reflect on the contribution of the African American community to our national identity. Through the work of Americans like Fredrick Douglass, Harriet Tubman,

Booker T. Washington, Martin Luther King and Thurgood Marshall, the African American community has steadily progressed toward achieving their dreams and fulfilling the promise of Americans. On the 12th of February, the NAACP, National Association for the Advancement of Colored People, will celebrate over 100 years of service working on the front lines and behind the scenes to move our nation forward.

Taken from a speech given by Barack Obama on February 2, 2009

DISABILITY AWARENESS: DISABILITY ETIQUETTE

By: Janna Langer

The national organization on disability reports that more than 54 million Americans have a disability. The Americans with Disabilities Act (ADA) of 1990 was conceived with the goal of integrating people with disabilities into all aspects of American life, particularly in the workplace.

Practicing disability etiquette is an easy way to make people with disabilities feel welcome.

Basic Etiquette Tips:

Ask Before You Help– Just because someone has a disability, don't assume he/she needs help. Offer assistance only if the person asks for it.

Be Sensitive About Physical Contact- Avoid patting people on the head, or touching their wheelchair, scooter or cane. This is considered personal space.

Think Before You

Speak– Always speak directly to the person with a disability, not to their companion, aide or sign language interpreter. Talk to the person like you would talk with anyone else.

Don't Make Assumptions-Don't decide for someone what they can or cannot do. A person with a disability knows what they can do on their own.

Respond Graciously To Requests-When people who have a disability ask for an accommodation at your business, it is not a complaint. It shows they feel comfortable enough in your establishment to ask for what they need. If the person gets a positive response, they will probably come back again and tell others about the good service they received.

Information provided by the United Spinal Association.

MDI Product Offerings:

- Totes
- Trays
- Boxes
- Sheets
- Single and Double Faced Rolls
- Tree Wraps
- WaterJet Bricks
- Custom Designs / Printing Options

MDI Plastic Product Features:

- Flexible/Durable
- Environment Friendly—100% Recyclable
- Moisture, Chemical and Weather Resistant
- Long-life / Reusable
- Extremely Economical
- Resale / Dealer Opportunity

MDI Services Offerings:

- Packaging / Re-packaging
- Shrink Wrapping
- Kitting
- Assembly / Disassembly
- Production / Light manufacturing
- Collating
- Labeling
- Sorting
- Mailings

MDI Services Features

- Tailored and Flexible Solutions
- Small to Large
- Simple to Complex
- High Quality
- On-Time Performance
- Combines Manual Attention and Automation
- Opportunity + Results = Mutual Success

MDI Locations:

1700 Wynne Ave, St. Paul, MN 55108
651-999-8200 • Fax 651-999-8242

- Headquarters
- Assembly, Kitting and Packaging Services

825 Lily Lane, Grand Rapids, MN 55744
218-326-9544 • Fax 218-326-1016

- Plastic Product Manufacturing and Conversion

1937 4th Avenue East, Hibbing, MN 55746
218-263-3663 • 218-263 9193

- Plastic Product Conversion



1700 Wynne Ave
St. Paul, MN 55108-2708
(651) 999-8200
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MAYOR COLEMAN VISITS MDI ST. PAUL

By: Ruth Hritzko

Mayor Chris Coleman of St. Paul and his Chief of Staff, Sara Grewing, visited MDI St. Paul on Monday, November 30. Peter McDermott, Dick Nicholson, Jeff Gervais and Michelle Gaertner met with the Mayor and his Chief of Staff followed by a tour of the facility.

On the tour, the mayor had the opportunity to see our current operations and meet, shake hands and have pictures taken with some of the employees on the production floor. Mayor Chris Coleman enjoyed his visit and was encouraged by the mission. It is near and dear to his heart.



Top Left Photo- L to R: Peter McDermott, Sarah Grewing, Dick Nicholson, Mayor Coleman, Jeff Gervais

Top Right Photo- L to R: Mayor Coleman, Phirum Gau

Bottom Left Photo- L to R : Nam Tong, Mayor Coleman, Danh Pham, Juan Valenzuela

Bottom Right Photo- L to R: Mayor Coleman, Jeff Gervais

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Jon Frimanslund, Operations Manager, Grand Rapids Facility
Gary Flesland, Operations Manager, Hibbing Facility
Jeff Gervais, Operations Manager St. Paul Facility
Dan Prusi, Quality Assurance Supervisor
Tom Pletsch, Account Manager of Government Services

To inquire about making a charitable contribution to MDI, please contact Peter McDermott, President & CEO

Please contact Janna Langer at 651-999-8285 if you would like to receive the newsletter via e-mail instead of by mail or both, or if you would like to have your name removed from the distribution list.