



Regional Distributors, Inc.



Creating Exceptional Customer Service Experiences.

Janitorial • Paper • Commercial Warewashing • Food Service
Ice Cream & Frozen Yogurt • Laundry • Hospitality • Green Alternatives

Welcome to Regional Distributors, Inc.

Empire State Development

Certified MWBE
Woman-Owned Business Enterprise

SMA
Strategic Market Alliance

HEALTHRITE

ISSA

Rochester
Business Alliance
The Regional Chamber of Commerce

Regional Distributors, Inc. is a trusted partner to western New York businesses who require the most efficient commercial products to meet their unique business needs and customer service that exceeds their expectations. Regional Distributors, Inc. is a one-stop, streamlined supply source for quality commercial cleaning, paper, food service, and green products that are proven to reduce time, labor, and costs allowing your business to thrive. Unlike impersonal big-box companies whose customers are just a number in a database and quality is replaced with quantity, our local, veteran-hiring, family- and woman-owned business works individually with each of our customers. Your success is our success and our team focuses our expert industry knowledge, advanced technologies, and enthusiastic energy to create customized solutions designed to not only exceed, but transform expectations.

We proudly add value to our partnerships by creating exceptional customer service experiences delivering the streamlined supply solution you need and the exemplary service you deserve.

60,000-Square-Foot, State-of-the-Art, LEED-Designed Facility

Premier Inventory

Expert Workforce

Delivery Fleet

Training



Regional Distributors, Inc.



Regional Distributors, Inc. is a NYS certified Women's Business Enterprise (WBE). WBE certification validates that a business is at least 51 percent owned, controlled, operated, and managed by a woman or women. As a certified woman-owned business enterprise, Regional Distributors is proud to promote equality of economic opportunities, eliminate barriers to minority and women participation in state contracts, and support New York State's economy with increased access to opportunities for minority- and woman-owned businesses.



Dave Scalen, Vice President

Our Mission

Regional Distributors, Inc. is committed to providing the highest level of quality and service to our customers.

We achieve this by drawing on the synergies between our skilled and dedicated workforce and the utilization of leading-edge technology and equipment.

As a single-source supplier, we are tenacious in our efforts to exceed expectations at every level. We are large enough to offer an extensive inventory of products manufactured by the most trusted brands, while remaining competitive and small enough to understand your specific needs. Regional Distributors is accurate, agile and responsive to each operation we partner with, establishing relationships that online catalog companies and the big-box conglomerates just cannot compete with.

Rochester
Janitor Supplies
A Division of REGIONAL DISTRIBUTORS, Inc.

Paper Distributors, Inc.
pdi
buffalo
A Division of Regional Distributors, Inc.

www.regdist.com

Creating Exceptional Customer Service Experiences

Regional Distributors, Inc. has established hundreds of relationships with a broad range of industrial, commercial, healthcare, municipal, educational and small businesses. Our success can only be achieved through the successes these operations enjoy. We are committed to each and every entity and strive to offer the products and services that fulfill their needs.

“Regional Distributors, Inc. has supplied excellent order accuracy and customer service at the Dinosaur Bar-B-Que for a number of years. Dave Scalen and his team are more than just a supplier, they take a genuine approach to solving business concerns and cost savings. I appreciate our relationship and their dedication to us as a vendor.”

—Jim Clancy, Director of Operations
Dinosaur Bar-B-Que Restaurants

“I have been so impressed by the support and service provided by Regional Distributors. In a world where one-on-one customer service has virtually disappeared, the Regional Distributors team has proved otherwise and stand as an example for the rest of the industry to follow. Regional has made every attempt to help our business by providing alternative product solutions, thus reducing costs, and present themselves with superior communication skills and genuine interest. They are the definition of a true Team Player and should be congratulated for providing customer service and support well beyond the expectations of CP Rochester.”

—Jessica Fowler, Business Services Coordinator
CP Rochester, Rochester, NY

Please visit www.regdist.com to see more testimonials from the gracious people we serve on a daily basis.

Right: Mark Glickman, Associate Director of Operations, Xerox Square



Regional Distributors, Inc.



Above: Kory Samuels, Director of Dining Services, Rochester Institute of Technology

Right: Julie Doyle, Managing Partner, Dinosaur Bar-B-Que

In order to provide the most comprehensive and available customer service tools, Regional Distributors, Inc. maintains an impressive online portal that allows for ordering when it's convenient for you. Additionally, our intuitive online management system is customized to track your unique warehousing, packaging, supply, and billing demands—all features that increase efficiency so that you may focus on your customers.

Our Core Principles & Values

- Passionately focus on driving customer success.
- Be brilliant at the basics.
- Service the customer with infectious enthusiasm.
- Employ the right people—the most important component of our success.
- Have a passion for excellence.
- Drive down operational costs and maintain flexibility for competitive advantage.
- Maintain a clear, simple, reality-based vision and communicate it to all.
- Possess enormous energy and the ability to energize others.

Working Green for a Sustainable Future

Regional Distributors, Inc. is devoted to helping you develop and promote sustainable practices to preserve the environment, reduce health risks, and advance your business by reducing costs, labor, and resources. We help you balance today's economic, health, and environmental climate while maintaining the highest standard of cleanliness, healthiness, and freshness.

Green Cleaning Assessments

Our Green Cleaning Assessments are specifically customized to help you create sustainable change for your business, your occupants, and the environment. Our team will conduct an assessment of the cleaning supplies and materials used within your building and the environmental impact they have on the facility and occupants. By targeting specific cleaning chemicals, paper products, and janitorial equipment, we outline a customized cleaning process that has an environmentally sound strategy and train your staff to effectively implement the new process to protect the overall health of your occupants and facility.

"When choosing a supplier, price is always one of the key factors that determines who will receive the business. Regional wasn't only the company that had the lowest prices, they also provided a valuable selection of new products and green alternatives. Dave Scalen (Vice President, Regional Distributors) has gone out of his way to help each of our dining units evaluate their needs and provide specific products that work best. He has also helped the campus dining operations with various green initiatives and recycling efforts. If you're looking to make a change in paper supplier, I highly recommend Regional Distributors."

—Dean Engdahl, Asst. Director of Dining Services
Rochester Institute of Technology

Why Green Products?

Green Seal Certified Products

EcoLogo Certified Products

Design for the Environment (DfE) Products

ENERGY STAR Qualified Machines

Your Business is Our Business

We practice what we preach—to learn more about how Regional Distributors, Inc. went green, check out www.regdist.com and click on the Sustainability tab.



Cleaning products are necessary for maintaining attractive, healthy, and sanitary conditions in the workplace and home. In addition to the aesthetic benefits of cleaning, the removal of dust, allergens, and infectious agents is crucial to maintaining a healthy indoor environment. But cleaning products can present several health and environmental concerns. They may contain chemicals associated with eye, skin, or respiratory irritation, or other human health issues. Additionally, the concentrated forms of some commercial cleaning products are classified as

hazardous, creating potential handling, storage, and disposal issues for users.

Reducing human health and environmental concerns is an important incentive for purchasing green cleaning products and implementing green cleaning practices. Our product recommendations are based on the fundamental pollution prevention principles of reducing the quantity and hazards of materials used.

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- Carts & Equipment
- Cleaners & Disinfectants
- Degreasers
- Dilution Control Systems
- Dusters
- Floor Matting
- Floor Waxes & Pads
- Gloves & Protective Apparel
- Hand Soaps & Sanitizers
- Hygiene Products
- Ice Melters & Removers
- Insecticides
- Machines (Vacuums, Burnishers, etc.)
- Microfiber Products
- Mops, Brooms & Brushes
- Polishes
- Safety Supplies
- Signage
- Stain Removers
- Strippers & Sealers
- Touch-Free Dispensers
- Towels & Tissues
- Trash Receptacles
- Rust Inhibitors
- Wipers

Shipping Supplies

- Anti-Static/Conductive Materials
- Bogus Paper
- Chip & Corner Boards
- Cushioned Mailers & Supplies
- Flexible & Corrugated Cartons
- Foam Rolls
- Interleaving
- Labels
- Packaging Tapes
- Poly Bags, Slip Sheets & Tubing
- Skid/Pallet Wrap, Covers & Straps
- Waterproof Paper

Food Service Products

- Anti-Fatigue Mats
- Bags & Poly Bags
- Bowls
- Boxes (Bakery, Pizza, Provision)
- Butcher Paper
- Café Specialty Items
- Can Liners
- Catering & Buffet Supplies
- Condiments
- Cups
- Custom Print Packaging
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- Films, Foils & Wrapping Papers
- Filters
- Freezer Cleaner & Paper
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- Hand Care
- Meat Films & Trays
- Napkins & Napkin Dispensers
- Odor Counteractants
- Pans
- Placemats
- Plates
- Pre-Rinse Spray Nozzles
- Register Rolls
- Safety Supplies
- Scale Removers
- Seasonal/Holiday Products
- Smallwares
- Straws & Stirrers
- Table Lamps & Fuels
- To-Go Containers
- Wipers

Warewashing Equipment & Products

- Commercial Dish Machines (Conveyors, Doors, Under-Counter, Glass Washers, etc.)
- Detergents & Dish Soaps

- Presoaks & Rinses
- Pot & Pan Detergents
- Quaternary Sanitizers
- Sanitizers & Tablets

Ice Cream & Frozen Yogurt

- Cups, Dishes, Containers & Lids
- Cones & Cookie Bases
- Dessert Spoons
- Frozen Custard Mixes
- Frozen Yogurt Mixes
- Pumps, Dispensers & Topping Stations
- Serving Products
- Slush Flavors & Bases
- Syrups & Sauces
- Toppings

Laundry Products

- Bleach & Whiteners
- Controlled Dispensing Systems
- Fabric Softeners & Dryer Sheets
- Laundry Sour
- Liquid & Solid Detergents
- Rust Treatments
- Stain Treatments & Sticks
- Vending Machine Packs

Hospitality Products

- Bar Soaps
- Bottled Water
- Coffee Filters & Stirrers
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Martha Shaw
Vice President of Operations & Quality Control-SMS-Assist LLC



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A commitment to the environment, from chlorine-free manufacturing process to reduced water intake and steam requirements means a reduction in energy and overall greenhouse emissions. Our paper manufacturing process uses as much as 100% recovered fiber to decrease landfill waste and saves in excess of 550,000 trees each year.



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Regional Distributors, Inc. Partners & Affiliations

Strategic Market Alliance (SMA) – Regional Distributors, Inc. is proud to be a member of SMA, an interdependent cooperative owned and directed by leading market distributors. SMA is structured to enable suppliers and distributors to work more proactively together to address channel issues and grow sales to generate greater returns.

HealthRite – assists Regional Distributors, Inc. and other SMA members in delivering the proper products, services, and solutions to the health care industry. Through HealthRite, all SMA distributors assign health care specialists to remain current on health care issues and concerns, as well as serve as a conduit between distribution and SMA on all industry-related matters. All SMA health care specialists are experienced in servicing the health care industry and maintain memberships in APIC and ASHES.

O.S.C.A.R.® – SMA's trademarked Optimizing Strategic Coalition to Accelerate Results program unites distributors and suppliers in a process designed to more clearly understand and respond to the expectations of specific customers and the segment-specific challenges they face. The O.S.C.A.R.® program is a systemized approach that enables SMA to assist decision makers at multi-location companies to achieve greater compliance and adoption of enterprise-wide initiatives. The final outcome is satisfied customers who, by way of this process, have grown to trust and value the insight and services provided by SMA.

Rochester Business Alliance (RBA) – Regional Distributors, Inc. supports our local community as a member of the RBA. The RBA is the chamber of commerce for the nine-county Rochester region, which includes Monroe, Genesee, Livingston, Ontario, Orleans, Seneca, Wayne, Wyoming and Yates counties. RBA provides human resource services, training courses, and networking opportunities, as well as advocating at the local, state, and federal levels for an environment essential for Rochester businesses to succeed.

International Sanitary Supply Association (ISSA) – ISSA is a worldwide trade association for the professional cleaning industry with over 5,500 distributor, manufacturer, building service contractor, and in-house service provider members that are certified with reaching the Cleaning Industry Management Standard.

Group Purchasing Organizations (GPOs) – With growing health care costs, GPOs have become an important source for health care facilities to increase efficiency and contain costs. Regional Distributors, Inc. is a proud supplier of leading GPOs including Premier Inc., MedAssets, and Prime Services, Inc. to name a few. Our participation with leading GPOs allows us to conveniently and easily service our health care customers by delivering quality products at efficiently controlled costs.

For more information, please visit www.regdist.com.



Delivering the Total Package to Your Business.



Regional Distributors, Inc.

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