



THE HARDWARE HERALD

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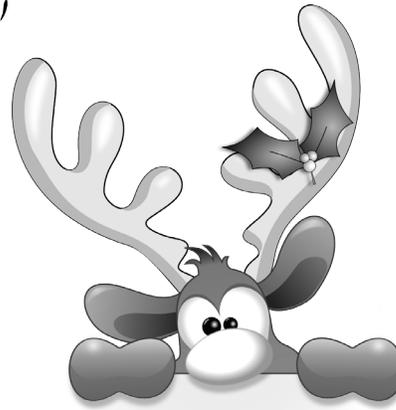
Island Hardware & Supply, Inc.

21 West Beach Road • Eastsound, WA 98245 • 376-4200 • Mon-Fri 7:30-5:30, Sat 8:30-5:30, Sun 9-3

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Island Hardware wishes you
a season of gladness,
a season of good cheer.
And to top it off,
a wonderful
New Year!



A Special Season to Give Thanks

Sixteen years ago, the staff and I embarked on this grand experiment we call "Employee-run Island Hardware & Supply." No, they did not buy the business; they did, however, make a commitment to run it as if it was their very own. They then agreed to freeze their base pay and "go make the rest themselves"! The goal was and still is, through this truly capitalistic system known as profit sharing, to keep IHS healthy and provide a truly living wage for the employees and their families through their extra efforts.

This year our employees will produce close to double what an average home center employee accomplishes, so we can

pay them almost double without having to raise our prices! Here's where you Islanders come in. When I'm around owners of other businesses like ours, I can't help but brag about our amazing employees and our 2500 loyal account holders. They look at me kind of funny when I tell them that many of our customers actually root for *their hardware* to succeed. When was the last time you heard anyone rooting for Target or Home Depot?

Boy! I'm sorry that this little thank you note has gone on so long; it's just that I am so very proud of our company and it's Islanders. We all wish the very best to all of you and your families from all of us!



In the Spirit of the Season

I received this letter from a single mom with three young boys who attend the Little Star Academy day care in Pahrump, Nevada. Sharon works for a county agency helping poor people. She does not make enough to pay all of the day care bills for her **three** boys while she works helping others. I decided to use some of Island Hardware's funds to pay a portion of her bill for the up-coming year. Since the funds were generated from you, I thought you'd like to read the letter of thanks I just received. She was obviously very emotional when she wrote it. The director of the day care, Lulu, said she weeped openly when she received our little gift. Below is her unedited letter. Thanks for making this possible!

Dear Paul,

First I want to say thank you! What a blessing it is to know people care in this town of Pahrump to bless someone like this. This town is in need of a lot of help and to have me and my family be chosen by you to receive this gift is amazing. For you to be so kind hearted and generous is an honor. I never expected that my family would receive such a blessing from God at this present time in my life!

At first, I assumed the person donating this gift knew me and my family personally. Someone that knew my situation. But then Lulu informed me that wasn't the case. I understand that you had ask for a little history on the family so you sort of knew their situation. Your picking me is such an honor and great gift. I can not thank you enough. I will never forget this. I feel as though I don't know what I did in order to receive it. Was it just God leading you or? Either way that isn't important. What is, is that I will pass it on when I can to someone else in need. It may be in a different form but be certain I will pass it forward.

I work for Nye Communications Coalition and have helped adults, youths, and seniors with anything that I can. When I do that, it gives me great joy to know that I can help them out. To receive the same feeling of getting helped is sure beautiful. If there is anything left that I can say it would be thank you again from the bottom of my heart and God bless you and your family for many years to come.

Sharon and the boys