



Build. Connect. Power. Protect. Services. Worldwide.

THE
BLUE BOOK
Celebrating Excellence Since 1957

TABLE OF CONTENTS

Our philosophy	1
Our specialty	2
Customers and suppliers	3
Truth	4
Integrity	5
Express yourself.	6
Enthusiasm	7
Change	8
Stuffed shirts and big shots	9
Vice presidents and managing directors	10
Our contribution	11
Organization charts	12
Job descriptions	13
Hierarchy	14
Communication	15
Phones	16
First-class	17
Expenses.	18
Hiring and firing.	19
Promotions and transfers	20
Cash flow	21
Compensation	22
Our climate	23
Managing	24
People	25

INTRODUCTION

At Anixter, we help to build, connect, protect and power the valuable assets and critical infrastructures that sustain and grow businesses and communities worldwide. By offering full-line solutions, an unmatched global distribution network, supply chain expertise and technical know how, we create reliable, resilient systems that drive efficiency and effectiveness to benefit our customers' business.

More than 45 years ago, our founders presented our beliefs and defined our business style in what was the first Blue Book. While we have grown and changed dramatically since we were established in 1957, one thing has remained constant: our commitment to the values presented in the Blue Book.

The Blue Book continues to represent the "Anixter way," how we think about our business and behave with our customers and suppliers. It's not overstating the case to say that the Blue Book's simple, to-the-point philosophy has been central to our success –and hopefully yours – throughout the years.

OUR PHILOSOPHY

- 1 People come first.
- 2 Our word is our bond – we are reliable.
- 3 We are serious about service.
- 4 We cannot afford the luxury of a poor day's business.
- 5 We want to be the best.
- 6 We are realists. We believe in candor.
- 7 We're accessible and easy to do business with.
- 8 We are aggressive...we are "doers"...
we work hard.
- 9 We are often pleased but never satisfied.
- 10 We properly reward our people.

OUR SPECIALTY

We are serious about service!

To make a better-than-average profit, you've got to have a better-than-average business.

Since we don't have proprietary products, our service must be outstanding.

Service is a state of mind. To give exceptional service, our people must really care — and they must have the desire to do it right and do it now.

Service costs money. So, we expect to get paid very well for being sensational.

CUSTOMERS AND SUPPLIERS

Customers are not dependent on us.
We're dependent on them.


They're not an interruption of our work.
They're the purpose of it.

We're not doing them a favor by serving them. They're doing us a favor by giving us the opportunity.

Customers bring us their needs. It's our job to handle them profitably – for them and for ourselves.

Customers are our passport to success.
Without them, we can't get there.

And at Anixter, we treat Suppliers as Customers.

 So substitute the word “Suppliers” for “Customers” and reread the above.

TRUTH

We tell the **TRUTH** to each other
and to our customers and suppliers.

We tell the whole story, not just part of it.

We don't stretch it, bend it or avoid it.

And if someone raises hell when
you tell the truth – let them.

Just say it like it is.

One little lie and you're a liar!

INTEGRITY

Integrity is doing the **RIGHT** thing, even if nobody is watching.

We would rather lose money, a customer, a supplier, or an order than violate our ethics policy, our integrity, or the law.

EXPRESS YOURSELF

Think! Think often, think hard and then **SAY** what you think.

Feel! Have strong feelings and then express them.

And don't get mad when others do.

ENTHUSIASM

Enthusiasm is the greatest business asset in the world. It beats money, power and influence.

Enthusiasm tramples over opposition, storms its objectives and overwhelms all obstacles.

Enthusiasm is contagious, so carry it in your attitude and manner. It will increase productivity, and it will bring joy and satisfaction to our people.

Enthusiasm brings **RESULTS**.

CHANGE

There is nothing so constant as change.

Everything must change to grow.

So, we welcome change because...

 CHANGE = OPPORTUNITY = GROWTH

STUFFED SHIRTS AND BIG SHOTS

Don't call me Mr. or Ms. because...

Everyone's on a first name basis at Anixter.

Everyone.

If somebody calls you Ms. or Mr. _____ ,
tell them that your name is Matilda or Alfred.

Let's grow BIG – but stay small, like a family.

Without stuffed shirts.

VICE PRESIDENTS AND MANAGING DIRECTORS

Vice presidents and managing directors are regular people who have experience and knowledge that you can use to help do your job better.

They have friends and contacts, can usually sell pretty good and are able to take on special projects. This gives you additional hands and feet. And, two heads are always better than one.

Anixter's vice presidents work for you (not the other way around).

So use them!

OUR CONTRIBUTION

Each one of us must pay for ourselves each year.

This allows us to have exceptional men and women working for the company.

Strive to promote sales, control costs and increase productivity each day.

 After all, Anixter's business is **YOUR** business.

ORGANIZATION CHARTS

JOB DESCRIPTIONS

HIERARCHY

Hierarchy turns an organization into a pyramid.

Pyramids don't move, they just slowly crumble.

Everyone should do what they do **BEST**.

Our company deserves to have its best talent working on its biggest problems — or best opportunities.

So, we will continually reshuffle our people (and their titles) to suit the needs of the company...

...without a hierarchy to get in the way.

COMMUNICATION

We want eyeball-to-eyeball conversation.

Next best is the telephone.

Letters or e-mails are OK for summing up actions decided at meetings, or making commitments to goals.

Letters or e-mails are also good for thanking people!

PHONES

We make our own calls.

We answer our own phones.

We're never "busy." If we are in a meeting, someone can come get us to talk with a customer or supplier.

And no one at Anixter ever asks,

 "WHO'S CALLING?"

FIRST-CLASS

We treat our customers first class by giving excellent service.

We entertain customers, when appropriate, to show our appreciation for their business.

This helps us get to know and understand our customers and their needs.

However, entertainment should never create even the appearance of impropriety for the company or its customers.

So, think first class, be first class and keep this company a first-class place to work.

EXPENSES

This company is your business home.

Live in it according to your lifestyle.

Just pretend that the company's money you are spending is your own. (It's your company.)

And write your expense account so it won't embarrass you when it's posted on the bulletin board.

HIRING AND FIRING

We don't hire people.

We ask them to join our company to help us make it better.

We don't fire people.

We ask them to leave the company and help them go where they can be productive.

PROMOTIONS AND TRANSFERS

These questions must be answered in this order:

Does the person **WANT** to do it?

CAN the person do it?

WILL the person do it?

Just one “No”...and it’s “No!”

CASH FLOW

More should come in each month than goes out.

COMPENSATION

Pay producers what they're worth.

Ask nonproducers to improve, coach them for success and then address alternatives if they don't produce.

OUR CLIMATE

We work for fun and money.*

We believe in an open book.

We put issues on the table, work them out
and then get down to growing the business.

 Is there any other reason to work?

MANAGING

Lead!

...or follow.

Or, get out of the way.

PEOPLE

“People” is the first word in our business philosophy...and the last.

Our business — any business — is **PEOPLE**.

If we take care of Our People,
they will take care of Our Business.



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