

the  
Blue Book



CELEBRATING OVER 50 YEARS OF EXCELLENCE

**ANIXTER**

Products. Technology. Services. Delivered Globally.

# Introduction

Anixter is a leading global supplier of communications and security products, electrical and electronic wire and cable, fasteners and other small components. We help our customers specify solutions and make informed purchasing decisions around technology, applications and relevant standards. Throughout the world, we provide innovative supply chain management services to reduce our customers' total cost of production and implementation.

Our founders developed the Blue Book more than 50 years ago to present our beliefs and define our business style. 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.

Now in its 30th printing, 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 the simple, to-the-point philosophy in the Blue Book has been central to our success through 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!

# 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.

# 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.

# Organization Charts

# Job Descriptions

# 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 entertain first-class, always.

To do this, we must have first-class profit.

So, think first-class, be first-class and let's make the necessary profit to 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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