

OREGON STATE CREDIT UNION ELIMINATES THEIR RENTAL RUG TRIP HAZARD WITH GRIPPY FLOOR MATS

Oregon State Credit Union is in business for one reason: to serve their membership. Unlike banks, credit unions are not-for-profit financial institutions that are directly accountable to their members. Earnings are returned to them in the form of competitive rates and fees, a wide variety of financial products and higher levels of service.

“We’re a leader in helping people and providing financial solutions to make lives better for our members and the community,” said Priscilla Rietmann, Director of Administrative Services.

Since Oregon State Credit Union’s mission is to look out for their members’ well-being, they strive to control costs while they keep their 14 branch offices clean, safe and appealing. For many years, the credit union depended on rented logo mats to welcome members and capture dirt and water in entrances. But despite their best efforts, they couldn’t resolve three persistent problems with their rental service.

Problem #1: The rented logo mats were a trip hazard.

Oregon State Credit Union didn’t rent flimsy, economy rugs — theirs were custom logo mats used only in their locations. But week after week, they came in buckled and wouldn’t lay flat.

“In Oregon, where we’re located, it rains a lot, so we really need something in the entrance to absorb the water,” explained Rietmann. “We constantly asked our service to roll the mats instead of folding them. And they always said ‘okay,’ but they never would. They would just tell us, ‘Oh, give them about an hour and they’ll level out.’ But they never did, and people would trip on them all the time. Fortunately, no one was injured.”

Problem #2: The rented logo mats soiled easily.

Rural branches serving the farming community deal with a higher level of dirt being tracked in than their urban counterparts. That made it impossible to keep mats in those locations looking good between deliveries.

“Our service would come by weekly to replace the mats,” Rietmann said. “But if they put down a mat in a rural branch and two hours later somebody walked in with muddy feet, it would look awful for the entire week.”



Grippy Logo Mats now greet members in the entrances of all 14 Oregon State Credit Union branches.

Problem #3: The rental contract was costly.

The rental company charged a premium for their custom logo mats, but consistently failed to deliver the level of quality and service Oregon State Credit Union expected.

“We have 14 locations, and the rental service was always such a hard bill to pay every month,” Rietmann recalled. “Especially because we didn’t feel completely satisfied with the mats. That’s why we began looking for a way to solve the trip hazard and find an economical alternative to what we’d been using.”

Stumbling upon the solution.

In the fall of 2018, Rietmann was attending the National Facilities Management Technology (NFMT) Conference in Las Vegas when she happened to spot Grippy Mat at the New Pig booth.



"I saw the [Grippy] logo mat sample on the floor and I was immediately drawn to it," Rietmann said. "It's sleek. It's so flat — there's no trip hazard. And it looked great. I really thought it would be a good solution for us. Not just the entrance logo mat, but also the standard Grippy Mat for other areas."

The trial begins.

After studying the Grippy Mat sample and researching the product online, Rietmann and her team decided to give it a try. They ordered a Grippy Mat Starter Pack and put it to the test.

"Right before Christmas, we put Grippy Mat in an area where we just have employees enter. We saw in the guidelines that it should last about three months, so we watched it to see what would happen," Rietmann said. "That area gets a tremendous amount of use, and since we're in a high rain area, it's also wet. The mat held up fantastically — it still looks brand new. We also put one in our receiving area where hand trucks go over it daily."

Grippy Logo Mats pass with flying colors.

Custom-printed Grippy Logo Floor Mats were still in final testing when Rietmann discovered them at the NFMT Conference — but waiting for their release didn't dampen the credit union's enthusiasm. As soon as New Pig made the new logo mats available, they ordered a sample to try out in their headquarters.

"Our logo colors were spot-on — as close as we've ever seen to matching the color on a mat," Rietmann said. "And it did the job. It absorbed. It was easy to clean. It held up. And it solved the tripping problem. It was great."

After their initial test, Oregon State Credit Union ordered enough Grippy Logo Floor Mats and standard Grippy Floor Mat to keep all 14 branches supplied for a year. Rietmann explained their reasoning by saying, "If something happens to a mat, we can replace it a little bit earlier. If they hold up, we'll just leave them in place until they need to be swapped out."

How does Grippy Mat stack up against Oregon State Credit Union's rented logo mats?

According to Rietmann, there's no comparison. "It just makes our appearance sleek and clean. And unless you're looking at it,



Because it's so affordable, Oregon State Credit Union now places Grippy Floor Mat in areas that had gone uncovered.

your feet don't really notice there's even something there. It solves the trip hazard issue and absorbs all the water when everybody's coming in with wet feet."

And what about the bottom line?

"Finding this product has made a huge impact financially," said Rietmann. "We've estimated that we'll save over \$18,000 a year."

Finally — complete control of their floors.

Switching to Grippy Mat has given Oregon State Credit Union control over their floors — and their floor mat costs — in more ways than they imagined. In addition to their custom-printed Grippy Logo Mats in entrances, they're now placing standard Grippy Mat in areas that had previously gone uncovered.

"We've found additional uses for gray Grippy Mat because it's so affordable," said Rietmann. "We've added it to our kitchen and break room areas. And because of the low cost, we've been able to experiment and place mats in locations where we didn't have them before. It's really meeting our needs very well."

"Grippy Mat has allowed us to have more control over the quality of that first impression members have as they come into the building. If a mat gets dirty, the cleaning crew can take care of it that night. And if we encounter one that needs to be replaced, we have spares and can switch it out immediately."

Safer floors. Improved appearance. Huge cost savings. Grippy Mat made believers out of Oregon State Credit Union and Rietmann.

"We're extremely happy with them," she said. "It's a night and day difference."

Part of the world's only full line of adhesive-backed mats.



New Pig

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The endorsement above is the personal opinion of Priscilla Rietmann.