

Pipeline

THE F.W. WEBB EMPLOYEE NEWSLETTER



Volume 17 – August 2015

Introducing the **F.W. Webb Green Room**

HVAC training lab for students, customers and employees



“This is the start of an exciting partnership. We’ve invited F.W. Webb to explore Green Room opportunities at some of our other schools, starting with Brockton, MA.”

Lou Vendrell, Lincoln Technical Schools

Under the direction of John Blades (Outside Sales, Hartford, CT), the project took almost a year from concept to completion and is the first of its kind in the region. When approached by Lincoln Tech, John jumped at the opportunity to transform empty space designated by the school for a high-efficiency HVAC laboratory. John secured the backing of GM Phil Vultaggio and OM James Turbide, the school selected the room’s name, and the project took off.

Continued on Page 2

THE SCOOOP

by Bob Mucciarone



July proved to be a disappointing sales month overall for F.W. Webb. It makes us pause and question if we are doing all the right things to be successful as we continue to grow. However, make no mistake: Because Webb is so successful, the competition has placed a target on the company and they continue to compete against us vigorously.

With this in mind, we want to continue to be even better. We are investigating land sites to construct a one-million-square-foot distribution center to replace our current facility in Amherst, NH. This will allow us to handle product even more efficiently, while adding to our product lines and enhancing our ability to purchase in large quantities.

We have upgraded our sales leadership team with the hiring of our new Senior Vice President of Sales, Tom Grunewald. Look for a concerted effort from our sales team to be more collaborative to enable cross-selling to become the norm.

Meanwhile, we continue to investigate acquisition possibilities, as well as new locations. We need to be careful to not do too much too fast, while ensuring we continue to grow aggressively. Balance is the optimum word.

Months like July bring reality back into focus. It is the reason why every single Webb employee is vital to the success of this company. With this in mind, remember **customer service is our number one priority**. It will beat the competition every single time.

Did You Know?

F.W. Webb was the first American plumbing distributor with a Canadian branch (Montreal) in 1901.



See page 14 for more
WebbCam photos.



Continued from Page 1

Introducing the F.W. Webb Green Room



Representatives of Energize Connecticut converse with John Blades

manufacturers. The school furnished the room and purchased other materials, including PVF from us.

Lincoln Tech students and faculty helped install some of the displays, along with John Allen (Outside Sales, Waterbury, CT), and Corey Cosgrove of Dan Davis Sales.

The attendees of the Open House – over 100 strong and consisting of students, faculty and school officials, local officials including the city's Plumbing and Heating Inspector, industry representatives, manufacturers, and customers – were “blown away by the impressive showroom-quality displays and level of manufacturer participation,” said Lou Vendrell, Corporate Director of Product Development for Automotive/Skilled Trades at the Lincoln Educational Services (corporate office), West Orange, NJ.

Putting in more ‘personal’ time than ‘Webb’ time, John did much of the leg- and grunt-work himself, including spending a vacation week at the end of December to paint and prepare the room with help from the school’s facilities personnel. John secured \$30K worth of donated equipment from our HVAC

- When the project was still a concept at Lincoln, Lou reached out to several supply houses seeking industry support and participation. “Phil and John got it immediately. They saw the vision and were genuinely and passionately interested in helping students train to be tomorrow’s professionals.”

- Approximately 115 students will use the lab each year for hands-on training to install, troubleshoot, repair and replace HVAC systems. “The Green Room will help support and foster future HVAC tradespeople by teaching them about the latest in products from the major manufacturers and introducing them to F.W. Webb as a source for these products,” John said.

- “F.W. Webb will have full scheduling options for the room outside of classroom time,” John noted. “This includes evenings and every Friday, providing us ongoing opportunities to train both contractors and Webb employees.”

- John is enthused about bringing students and contractors together to create additional learning opportunities for students and to help them network for employment. “Students will be invited and are welcome to attend the training sessions we organize for contractors,” he said.

- The excitement of the F.W. Webb Green Room is creating more opportunity within Lincoln Tech—a private, for-profit school with campuses throughout the U.S., including CT, MA, RI, NY, NJ and PA in our operating region. John has also been approached by another nearby school with a regional footprint, so we may soon be seeing more F.W. Webb Green Rooms sprouting up in the near future!

July 23, 2015 – Green Room Unveiling Open House

Students and customers mingle with manufacturer's reps.



John Blades with new Senior VP of Sales Tom Grunewald.

*The Blades Brothers:
John and Tom, GM,
Boston, MA*





Webb makes Inroads at Large NY Reservation



Pictured in the factory (left to right): Marcelo Araujo, Director of Construction and Property Management, Tarbell Management Group; Brett Finemore, Outside Sales, Queensbury/Plattsburgh, NY; and Product Manager Gary Rose, Industrial PVF Specialties, Cranston, RI.

More than 2,000 feet of Transair aluminum pipe and fittings from Parker Hannifin have been installed in a 75,000-square-foot manufacturing facility on the Akwesasne Mohawk Territory in Hogansburg, NY. The 2-1/2" Transair pipe is supplying all the compressed air to pneumatically operate 17 cigarette rolling and packaging machines, each individually valued at \$2M.

The facility and all 22 properties on the Northern New York Reservation, including a casino, are managed by the Tarbell Management Group (TMG). Marcelo Araujo, TMG Director of Construction and Property Management, and his team were able to dismantle the old PVC system in the factory and replace it with Transair in just four days. "Simple and seamless," is how Araujo described the installation process.

He told the F.W. Webb team he was impressed with their professionalism and how quickly Webb was able to supply the Transair product. F.W. Webb says "Nia'wen:kowa" (thank you!) for the opportunity to provide the right product for this project and to partner on additional product needs, such as HVAC-R, plumbing, heating, process controls, hose, etc., on the Reservation going forward.

Delivering in a Pinch!



Setting a high bar for customer service, F.W. Webb Industrial Sales Account Manager Sharon Inza always goes out of her way for her customers. Sharon, a previous recipient of the Lothar Kartanos Memorial Sales Award, says "solving customers' problems is what makes the job so rewarding." She recently came to the

aid of a longstanding customer by quickly addressing their emergency need for a critical application.

The global corporation needed to replace a malfunctioning 42" double flanged butterfly valve, installed in a sea water pipeline on the pump discharge side of a steam condenser in a power plant. Excessive downtime was not an option and Sharon was able to locate and deliver a replacement Crane/Centerline valve in only four working days. The normal lead time for this type of specialty valve is 12-14 weeks. Sharon also worked with the customer to ensure the new valve and an existing Limitorque Actuator were compatible.

When the new valve arrived at F.W. Webb in Methuen, MA, Sharon was there to verify "it was the correct valve and had not been harmed during shipping." Then, she immediately and happily began working on another challenge – from the same pleased customer.

Boston Facilities Show

With six consecutive booths, F.W. Webb had a major presence at the **Tenth Annual Northeast Buildings & Facilities Management Conference** in June this year. We represented our industrial sales products for schools and universities, hospitals and healthcare facilities, municipal and government buildings, and other commercial structures such as hotels, manufacturing facilities and multi-housing complexes. More than 300 exhibitors attended the show, held at the Boston Convention & Exhibition Center.





Lewiston Flag Day Event



Raising the Flag

by Chris Bennett, Store Manager, Lewiston, ME

The annual Flag Day customer event at the Lewiston, ME location was another success. We had 30 vendors and a catered event, with approximately 175 customers attending. The vendors were set up in a serpentine row, so every customer had to walk by every vendor table before they could get to the food. We are always grateful to have an enormous flag donated for the event to highlight "Flag Day."



Malden Product Fair

by Paul Vittozzi, Store Manager, Malden, MA

Malden, MA hosted its 3rd Annual Product Fair in June, continuing the momentum of success from the previous year. We had a great turnout with more than 120 customers attending and 40 vendors participating.

Nine F.W. Webb booths showcased several of our areas of expertise. Over a four-hour timespan, there was lots of meeting and greeting.

As customers entered the warehouse, they received a goodie bag full of informational flyers and giveaways, along with raffle tickets for items to win at the end of the evening. The customers were asked to place a raffle ticket in a bag at each booth they visited; the more vendors they visited, the better the odds of winning a prize.

We compiled great raffle prizes, including a Milwaukee wireless radio, Milwaukee heated jacket, two Milwaukee M18 batteries, Cadet Pro toilet, TOTO Entrada toilet, free ProPress rental, Moen showerheads, \$50 gift card to 621 Bar & Grill, and a Honeywell duffle bag. The grand prize was a two-night stay at the Colonnade Hotel in Boston, two tickets to a Red Sox Saturday night game, and a \$100 Visa gift card. Before the raffle drawing, customers and vendors were served dinner from 621 Bar & Grill. Year after year this local establishment is a welcome attraction with its great layout of food.



Karen Rand, Sales Associate, Frank Webb's
Hearth & Home and Rich Chisholm,
Outside Sales, Malden, MA

Overall the Malden Product Fair was a successful event, with special thanks to all participating vendors and support from Webb personnel. We look forward to continuing this success in 2016.



Useful Webb Fact

We have a multi-talented Metal Shop in Haverhill, MA (Branch 31). In addition to ductwork, did you know they make copper shower pans in any size needed? Contact Shop Manager Josh Alward at jalw@fwwebb.com for more info.



Warwick Product Fair

by Ron Dellamorte, Inside Sales, Warwick, RI

We couldn't have asked for a better day weather-wise for our 3rd annual Warwick Product Fair on June 12. The event and the turnout were even better, our most successful so far. We had 135 customers in attendance, along with 35 vendors. We offered special one-day pricing and a scratch-n-dent tent, along with giveaways.



(L-R) Laura Herlehy, Account Manager,
Webb Commercial Fabrication, John Carter
and Kevin Lowe, both Symmons Reps



Williston Customer Appreciation Day

by Donna Rivers, Office Manager, Williston, VT

"The way to a customer's heart is through his stomach." Well, that's not exactly how the saying goes but it certainly was the case at the 3rd annual Customer Appreciation Day in Williston, VT. It seemed our famous BBQ chicken could be smelled from miles around with all of the people that came through our building on June 17. It was another HUGE success, to say the least.

Reps were on hand to offer product information and specials on Milwaukee, Klein, Testo, Lenox, Irwin, UEI, Fluke, Turbo Torch, Ritchie, Malco, and E-Instruments. Even though the customers appreciated the great deals, the bigger draw was definitely the food. People were lined up outside waiting to enjoy the chicken, sausage, corn on the cob, and salads. Overall, it was a great day to "sell more stuff" and to let our customers know they are truly appreciated.



(L-R) Darrell Read (General Manager) and Jeremy Cogdill (Outside Sales) preparing chicken and sausage for the crowd.



Customers appreciating a tasty lunch;
nobody went hungry!

Plattsburgh Festivities



Plattsburgh, NY celebrated its new, larger location with a ribbon cutting on June 11 and a customer Open House two weeks later.



(L-R) Brittany Pajak and Heather Carroccia of Queensbury, NY, and guest Linda Mazzariello



Annual Benefits Open Enrollment What you need to know!

by Samantha Verratti, Benefits Manager, Bedford, MA



Mid-August to mid-September is Open Enrollment time for all benefit-eligible employees (those scheduled to work at minimum of 30 hours/week). Held once a year to correspond with the annual renewal date of October 1, the Open Enrollment period gives employees the opportunity to sign up for medical and dental plans, as well as voluntary life insurance.

Important Aspects of Open Enrollment:

Open Enrollment is when plan/premium changes are announced. Last year we implemented the preventive exam program. We also announced a few plan changes and a nominal medical plan premium increase. As noted in our open enrollment materials last year, employers like F.W. Webb are paying new government fees/taxes as a result of the Affordable Care Act (ACA). For each covered individual under our life insurance plan, the Federal government imposes a fee/tax to help fund the cost of the ACA.



Open enrollment is the only opportunity to make benefit election changes (i.e., enroll, cancel or add/remove dependents) without a qualifying event. Because our medical and dental plans are offered on a pre-tax basis, we must follow section 125 guidelines when it comes to making election changes

outside of open enrollment. These guidelines require employees to have a qualifying life status change and provide supporting documentation of the change within 30 days to change benefit elections outside of open enrollment. A few examples of qualifying life status changes are listed in the sidebar.

Qualifying Life Status Changes:

Event	Type of Change Allowed	Documentation Needed
Marriage/ Birth	Add spouse/dependent	Copy of marriage/birth certificate
Divorce	Adding or removing dependents/former spouse	Copy of Final Divorce Decree
Loss of coverage	Enroll self and/or eligible dependents in replacement coverage	Letter from insurance company or employer sponsoring coverage stating type of coverage, names of those impacted, and coverage end date
Obtaining alternate coverage	Dropping participants	Letter from insurance company or employer sponsoring alternative coverage stating type of coverage, names of those impacted, and coverage start date

Noteworthy reminders:

During annual Open Enrollment, all employees covered by the company-offered medical plan must turn in a tobacco affidavit by the date indicated. The plan defaults to the smoking rate and premium charges are not adjusted retroactively. Therefore, be sure to indicate your smoking status by the deadline.

The preventive exam premium discount program is for employees only. Dependents are certainly encouraged to have a preventive exam, however, at this time it has no bearing on premiums. The requirement is for employees enrolled in the medical plan to have a preventive exam (a.k.a., physical) at least once every two years. If you are approaching year two, you will be notified.

Be well!

Watch for more information

We'll be communicating more open enrollment information in early September via letters to your home and multiple company-wide emails. Be sure to read your letters carefully as there may be plan or premium changes announced or a request for paperwork that could impact your premium cost. Also of note, the letters may be personalized based on your status (i.e., smoker/non-smoker, preventive exam due, etc.).

- The Webb intranet has an abundance of benefits information; plan summaries, premiums, forms, etc. ◀◀
Visit: intranet.fwwebbcorp.fwwebb.com/hr.html#



Anne, Jack and Bob Eichel

Webb's Famous Hockey Dad Gets More Famous

Lowell, MA Store Manager Bob Eichel has moved another step forward in fame, fame by proxy that is. As we reported in the last issue of *Pipeline*, Bob's 18-year-old son Jack is a hockey phenom. Jack was drafted by the Buffalo Sabres as the No. 2 pick during the NHL draft on June 26, 2015. He signed a three-year entry-level contract and reports to the Sabres Rookie Camp on Sept. 9. Jack attended a two-week Team Development Camp after the draft and is now training locally with NHL trainers. He's focused on making the team to avoid going to a Sabres minor league team instead. Meanwhile, Jack is enjoying local notoriety. He was invited to throw out the first pitch at the Red Sox-Tigers game at Fenway Park on July 24. He undoubtedly helped propel the Sox to victory as the team squeaked by the Tigers, 2-1. F.W. Webb wishes Jack all the best at Rookie Camp; we'll be following his progress proudly.

An F.W. Webb Fish Tale

For more than 25 years, F.W. Webb Driver Dave Geiler (Syracuse, NY) has been volunteering at a local fish hatchery in Elbridge, NY to help stock Otisco Lake with brown trout. Dave introduced the activity to his 18-year-old son Michael years ago and recently recruited a few more children of Webb employees to participate as well. They were all on hand to answer this year's call for help in May. Joining the Geiler's for the second year were Jessalyn Tennant (12), Allen Tennant (13) and Julia Youmans (15), children of Lynn Tennant (Syracuse Office Manager), and first-year volunteer Adam Walton (13), son of Terry Walton (VMI Coordinator). The group netted 2,000 trout from the hatchery, delivered them to the lake, put them on boats and released them in various locations throughout the lake.



The F.W. Webb guest suite at the New Hampshire Motor Speedway.

NASCAR Promotion: Mid-way Update

Our "Race to Daytona" fantasy NASCAR racing pool has reached the halfway point and in the lead are Norm and Lauri Frenette of C & L Plumbing & Heating out of Colchester, VT. For being first at this point, they have won our halfway prize -- a VIP weekend at the New Hampshire Motor Speedway in Loudon, NH. The Frenette's enjoyed tickets to the F.W. Webb suite at the speedway for both July 18 and 19, along with two-nights' stay at the Comfort Inn in Concord, NH. The couple also received "Hot Passes," giving them access to the infield of the track where they could mingle among NASCAR Sprint Cup and Xfinity Series drivers and teams.

As of August 7, 2015, five races remain in the "regular" season, after which time the top 16 participants in our pool, based on points, will advance to the "Chase" round. These customers will be randomly assigned one of the 16 NASCAR Sprint Cup drivers who make it into the "Chase for the Sprint Cup." If their driver wins the championship, they are headed to the 2016 Daytona 500! For additional details, visit fwwebb.com/race.



Anatomy of an Acquisition, Part 2

by Phyllis Laorenza, Pipeline Editor, Marketing Department

In the last issue of Pipeline, we presented an overview of the many complex yet interesting facets of how F.W. Webb acquires a company and integrates it into the family of locations. In Part 2, we present a closer examination of the moving pieces to see how it all comes together.

The Moving Pieces: Considerations and Processes



Operations and Local Teams



Brendan Monaghan
Operations Director

Under the direction of Brendan Monaghan, Director of Operations, the first tasks for the Operations and Local Teams are to take stock of buildings, property (including fleet) and inventory.

This is the heavy-lifting stage of an acquisition, when inventory small and large, in the warehouse, store and stockyard, is located, assessed and logged. The teams must determine what we can sell as an F.W. Webb company and what's excess or obsolete. "As a general rule, if a product hasn't sold over the past 24 months, we don't take it," Brendan said. "We also have to discard anything with lead in it and oftentimes products with lead are mixed in with newer lead-free inventory."

These steps are part of the product reconciliation process:

1. Consolidate and sort products.
2. Compile old inventory for the owners' disposal.
3. Organize aisles and bins.
4. Record the existing product numbers.
5. Convert these numbers to Webb Control Codes.
6. Print and affix barcode labels.
7. Print and analyze inventory report.
8. Determine what to order to have in stock for opening day.



- Sometimes products have to be reconciled against the brands we typically carry to determine if we'll be adding or dropping a new brand. Factors can include our distribution arrangement. Do we have a contract to sell certain products exclusively? Adding new products to our line-up means reaching out to and getting to know new manufacturers and new local reps.

As if this wasn't a large enough task, the process is complicated by the fact that our teams have descended upon a company we don't own yet. While the inventory assessment process unfolds, the company of interest to us must continue doing business as usual. It's sort of akin to having your house on the market and prospective buyers rummaging through your closets, attic, basement and garage to assess and count your belongings while you try to go about your usual domestic routine and ignore their presence.

- All this leads to Counting Day (more on that later), but beforehand another crucial piece of the operations puzzle has to fall into place: training.

"Employees from every state mobilize to help train incoming staff; we get more volunteers than we can accommodate but it speaks to the nature of the company and we are grateful."

— Brendan Monaghan, Operations Director

- The employees of the company being acquired have to do their everyday jobs and pay attention to their customers while getting up to speed on Webb systems. Representatives from IT, Operations and the Local Teams work long hours to have all systems in place and working, and all new employees trained for the first day in business as an F.W. Webb Company.

Many team members are assigned to the project for weeks at a time, before and after the sale. If they don't live nearby, it means an extended stay in the area away from home.

Continued on Page 9



Continued from Page 8

Anatomy of an Acquisition, Part 2



*Michael Michaud
Vice President of IT*

Information Technology (IT)

Since computers and electronics are the brains of nearly every system in the workplace, the technology professionals of F.W. Webb have a huge piece of the acquisition puzzle. The complex undertaking is led by Mike Michaud, Vice President of IT and a veteran of the acquisition process.

The IT team takes a multi-prong approach:

1. Assessing and cataloging the types of electronic systems and equipment in place: Besides computers, printers, fax machines, networks, software, website, e-commerce and phones, the team looks at domain names, wiring, data conversion requirements, storage, and security. They evaluate building alarms and access control systems, and determine the types and duration of contracts and leases on systems such as the internet service provider (ISP) and equipment such as postage machines and smartphones.
2. Determining what stays and what goes, including terminating certain contracts, leases and vendor arrangements: When systems are antiquated or not compatible with ours, IT replaces them. What stays has to be integrated into F.W. Webb systems.
3. Ordering and installing new equipment; establishing new terms and vendors as needed; implementing Webb systems; and training and supporting new employees.
4. Locating and recording the data points (cabling, barcode, fax, phone lines, etc.).
5. Assessing specific customer requirements, such as EDI (Electronic Data Interchange), contracts, and customized programs.
6. Once in place, anywhere from 2-4 months from the initial walkthrough, all IT systems must be tested. Then, in tight formation and without missing a step, all websites, phones, email, customer purchases, inventory and product ordering, data acquisitions, accounting, and more have to switch to F.W. Webb as soon as the sale is final and the green light is given.



“Each acquisition presents a whole new set of challenges.”

– Mike Michaud, Vice President of IT

The IT team is among the first groups in and last to leave, involved steadily even after the deal closes. “Even those members of my team not directly involved contribute by picking up additional projects from their colleagues assigned to the acquisition team,” Mike said.



Human Resources



*Ruth Martin
V.P. of Human Resources*

As expected, employees transitioning into F.W. Webb have many questions and concerns. Our HR team, headed by V.P. Ruth Martin, welcomes and supports these employees by answering all of their questions before, during and after the acquisition.

During the Grant Supply transition, several former Bergen employees (the previous owner's two sons in fact) were present to discuss their experience being acquired and hired by F.W. Webb. Their intent was to allay fears of job loss and demonstrate through example the integrity of F.W. Webb.

“During a time of transition and uncertainty, we strive to treat everyone consistently and help people remain positive.”

— Ruth Martin, V.P. of Human Resources

Here are some of the key steps for the HR team:

1. Meet 1:1 with employees at the company being acquired to understand their current role.
2. Return to Bedford to determine each individual's new role at F.W. Webb and prepare job offers.
3. Meet again 1:1 at the new location to present the offers, review benefits in more detail, and fill out paperwork together.
4. Enter new employees in the Webb HR database.
5. Walk new employees through first pay period and access to Kronos.
6. Onboarding (orientation), including necessary training.

Recent F.W. Webb Acquisitions

2015	Grant Plumbing Supply Co., Pleasantville and North Brunswick, NJ
2014	Watertown Supply, Watertown, MA
2013	Bergen Industrial Supply, NJ Systemation, Fairport, NY
2011	Sachs Plumbing Supplies, Stamford, CT
2009	Control Equipment Co., Cazenovia, NY O'Connor & Senecal, Sutton, MA
2007	Driscoll Supply, Hingham, MA Piping Product Division Burns Cascade, Syracuse, NY

Continued on Page 10



Continued from Page 9

Anatomy of an Acquisition, Part 2



Alicia Criniti
Director of Marketing

Marketing

For the Webb Marketing Team, under the supervision of Marketing Director Alicia Criniti, it's all about communication.



“Building awareness of our expansion further demonstrates our leadership position in the industry.”

— Alicia Criniti, Director of Marketing

The focus is on reaching five main audiences:

1. One of the first concerns is for the **employees of the company** being acquired. In collaboration with HR, the Marketing Team drafts an FAQ document to introduce F.W. Webb and address initial concerns.
2. Assuring **customers of the acquired company** a smooth transition and encouraging their continued patronage are top priorities. Marketing prepares an announcement of the pending sale for the original owner to send to his customers. A second “Welcome” letter from Jeff Pope goes out after the acquisition is complete. New content is prepared for the acquired company’s website to announce the news and direct customers to fwwebb.com if the old site is being retired.
3. **Webb employees** need to know we are growing and have another location or specialty offering for our broad customer base. On the practical side, employees need to be prepared to respond to queries about the acquisition from customers and vendors. Employees get access to the news through email, Pipeline and fwwebb.com.
4. For **existing F.W. Webb customers** an acquisition can offer them another convenient location or specialty service. Updates on fwwebb.com, email blasts, newsletters such as the WINSheet, social media, and traditional media are used to share the news.
5. **Business, industrial and local media** help us spread positive developments about F.W. Webb to customers, manufacturers, vendors, and industry observers. A news release is issued to relevant media on the day the acquisition becomes final. The fwwebb.com site is updated with copy prepared in advance to announce the news, and we respond to media inquiries.



Counting Day: The final week

Arriving at “Counting Day” means the acquisition is only days from being finalized. This is a frenzied time when all the moving pieces suddenly have to come together and work cohesively.

While the acquired company closes for customer business for two days, the Operations team and staff from the company being acquired team up 1:1 to reach the final count of inventory that Webb will purchase. One person counts and the other verifies. If there’s disagreement, Webb executives and the ownership of the other company work it out.

For IT this is switchover time, when computers, phones and other systems are activated and tested. It’s also when Marketing has to have its materials – new logo, news release, customer welcome letter, etc. – in place and ready to launch. HR, meanwhile, is readying to add new hires to our payroll and benefits system.

Once the inventory is finalized, the Webb Executive Team and the owner(s) of the company being acquired enter their last phase of negotiations, leading to a final agreement on the purchase price. They sign the deal, close the sale, and the official transfer of ownership occurs – months after the process first began.

After the Closing

In many respects the work begins anew on Day One. New employee training is ongoing with a rotation of seasoned Webb personnel making regular onsite visits to mentor over several months. Customers are serviced as new employees get acclimated to Webb systems. More inventory fills store bins and the warehouse. New customers accounts are opened and processed. Operations and IT teams conduct a post-mortem to assess what went right, what didn’t, and how to improve the next acquisition.

Attention turns to building relationships, perfecting shipping routes, and making enhancements for our new customers. Soon, there’s an open house, promotions, and products and services to introduce. Over time, the frenzy begins to fade as our newly acquired company becomes a regular full-service location, and we adopt it and our new colleagues as if they’ve been part of the Webb family all along.

When we finally declare “F.W. Webb acquires a new company,” our extended Acquisition Team may be a little tired from the wear but is another league smarter and better prepared for next time.



Frank Webb Showroom News



*Cheryl Brogan
Showroom Manager*

New Manager and Assistant Manager named in Bedford

The Frank Webb's Bath Center showroom in Bedford, MA, has a new manager and assistant manager. This latter role is the first of its kind for any of our 39 showrooms and is being implemented to accommodate current business needs and anticipated growth, according to Suzanne Brady, Manager of the showroom business across the F.W. Webb footprint.

"The assistant manager role is essential for our fastest growing locations," Suzanne said. "As we expand our suite of products and attract new customers, such as designers and architects, showroom associates must be prepared to fully address all customer needs with superior service and sophisticated product knowledge."

The assistant manager will help train and mentor showroom associates on new product categories, as well as Webb processes, procedures and systems, particularly important as products become more varied and complex and new personnel is hired. Both manager and assistant manager are selling roles as well.

Cheryl Brogan (Bedford, MA) has been promoted to Manager of the Bedford showroom, while Brenda Ingersoll (Methuen, MA) has been promoted to Assistant Manager in Bedford.



Your F.W. Webb Showroom

Yard Sale Clears Inventory, Generates Revenue

Frank Webb's Bath Center in Bedford is having a **BEDFORD Location** **YARD SALE** Saturday, June 13th 2015 10:00 a.m. – 2:00 p.m.

Do You Like a Bargain?

If so, you don't want to miss our yard sale! All reduced items must go. Enjoy donuts and coffee while you browse the sale.

Counter Tops • Tubs • Shower Doors
Vanities • Faucets • And More

Frank Webb's Bath Center
160 Middlesex Turnpike
Bedford, MA (781) 791-2550
frankwebb.com

Two Frank Webb's Bath Center showrooms consolidated their excess inventory and had a successful yard sale in June. The Bedford, MA location hosted the event with Methuen, MA participating to sell products from canceled orders or returned items. Many contractor and designer clients attended to secure products for their next projects. Homeowners came for their bathroom remodeling needs or seeking to replace an old faucet with a new design. Bedford did almost \$12,000 in sales, while Methuen brought in \$9,500. As a result of the extra foot traffic, the Bedford showroom received several new remodeling and construction orders.

Best Seat in the House

Billed as the "cleanest flush ever engineered," the new VorMax™ toilet from American Standard was a big hit at the Allentown, PA customer BBQ on July 10.



Greg Penecale (left), an American Standard rep, showcases the VorMax for Allentown customers.



F.W. Webb Awards Scholarship

To help the Citizens Scholarship Foundation (CSF) of Bedford, MA celebrate its 50th anniversary, F.W. Webb awarded a \$500 scholarship to Branson Leonard, a Bedford HS senior and resident at the Hanscom Air Force Base in town. Branson will be an engineering student in the fall at Louisiana State University. Presenting the award was Phyllis Laorenza from the Marketing team. Branson was selected as the recipient of the Webb award by the volunteer-run CSF, which annually provides more than 100 students from Bedford with scholarships from the local community.



Career Day at Allentown Branch

by Matt Bliven, Store Manager, Allentown, PA

Allentown hosted 30 students from the Lehigh Career and Technical Institute (LCTI) for an all-day training event, similar to the one we hosted last fall. Geared as a “Career Day” before graduation, the plumbing and heating students came prepared to listen and learn from numerous industry leaders.

Highlights of the day included product, industry and career discussions with:

- Bradford White and Delta Rep Rollie Pastor, who also has been on the wholesale side.
- Jim Taylor gave a live demo of TracPipe® CounterStrike®.
- Gary Stack and Miles Hallman of Stack Sales, one of the largest manufacturer reps in the Mid-Atlantic, discussed Caleffi and Centrotherm products.
- Jim McCreary demonstrated Viega and answered questions.

The day ended with prizes. Before attending Career Day, LCTI instructor Ken Midgett had the students write a short paper on the history of F.W. Webb. To test their knowledge, students were given a chance to win t-shirts and other goodies for answering Webb history questions. With correct answers, such as “1866” and “church bells,” the prize box emptied quickly.

With the anticipated job placement rate of 70-80% (more than triple the previous year’s), it was a great send off for the students about to head into the workforce. After two successful rounds of Career Days, Allentown plans to continue hosting such events and establishing strong industry relationships with the local Voc-Tech students and institutions.



Maine Maritime Students Visit Process Controls

by Patrick Zrioka, Account Manager, Process Controls Division, Winslow, ME

The F.W. Webb Process Controls Division recently hosted three Power Engineering students currently attending Maine Maritime Academy and working as summer interns at the University of Maine steam plant in Orono. The students – Chris Bowers, Jake Sigouin and Jacob Chubbuck – had a chance to meet the Process Controls sales and service team. Our valve technicians walked the students through the complete process of overhaul, repair and final testing of the valves. The last safety valve they witnessed was one of three they took back with them to the university. The Process Controls Division annually recruits from Maine Maritime Academy, has four current alumni in the division, and just hired recent graduate Frank Benedict as a Sales Application Engineer. Over 70% of operating engineers in the State of Maine are MMA graduates.



Loading up the safety valves.





Webb Employee Brings CPR and Forklift Training to Branches



Syracuse, NY Office Manager Lynn Tennant is a training wonder! She has been a certified Red Cross instructor at F.W. Webb for more than two years, traveling to numerous locations to certify employees interested in CPR/AED and First Aid training. She's available to come to any location in the fall or spring (winter has her snowbound and summer hasn't been a popular request). Her last two training sessions were in June, first to CD to re-certify and certify 8 employees, then to Bedford, MA to certify 6 more.

"The training prepares you to recognize and respond appropriately to cardiac and breathing emergencies," Lynn said. "I'm grateful to the company for allowing me this opportunity to teach my fellow co-workers a skill that may one day help save a life."

And that's not all! Lynn can also certify and recertify employees to become forklift operators, as well as train certified operators to become trainers for their location or region. She also teaches self-defense classes.

Contact Lynn at lat@fwwebb.com.

Components of CPR/AED Training

- Checking an injured or ill person
- Cardiac emergencies
- CPR (Cardio Pulmonary Resuscitation)
- AED (Automatic External Defibrillator)
- Breathing emergencies
- Soft tissue injuries

Fire doesn't Dampen Open House



Even with a massive warehouse fire raging down the street, three local road closures, and municipal water shut off at the location for several hours, the first Customer Open House at Grant Supply in North Brunswick, NJ went ahead as planned. Approximately 125 people attended, including Chris Capone and Al Rainey, the VP of Sales and Managing Director for American Standard, respectively. (It helped that American Standard is headquartered in Piscataway, NJ, five minutes from Grant Supply!)

"We welcomed a lot of customers we missed during our transition to F.W. Webb," said GM Joe Pierce. "We provided tours to showcase our full shelves and capable staff. Customers were impressed and plan to return. Dillion Sales, the local rep that sponsored the event, was fantastic and is showing they're strong partners of F.W. Webb."

After the event, extra food was brought to firefighters and they were very thankful, Joe said.



National MS Society Wins Walk with Webb Challenge

Samantha Verratti, Benefits Manager, Bedford, MA



The summer "Walk with Webb" program, which ran for six weeks starting on June 22, has come to a close. 101 employees and dependents participated, raising \$202 (including the company match) for the National MS Society.

Check out these exciting stats:

- The total average number of steps over the six weeks was 450,753 or more than 10,700 per day.
- The winning team averaged a total of 683,205 steps.
- Fifty Fitbits were awarded for achievements, such as averaging a minimum number of steps per day and level of improvement.

Congratulations and great work! Now that we have a whole bunch of Fitbit users, let's keep those steps going! The "Walk with Webb" activity group will remain active on the Fitbit site for anyone who wants to stay connected.

Thank you to all the employees and dependents who participated. We're hoping to plan another activity challenge in the future, so keep an eye out for "Walk with Webb" emails.



Grant Supply

A Division of F.W. Webb Company



WebbCam

Charitable Athlete



Bedford Showroom Consultant Nikki LaFountaine recently participated in a biathlon (kayaking and running) in Cambridge, MA to support the Glen Doherty Memorial Fund. Glen, a former Navy Seal, was one of four Americans killed in a terror attack in Benghazi, Libya in 2012.

Charitable Webb Athletes: Send us photos of yourself in action and promote your good cause!



With more strikes than gutter balls, some recent after-work fun in Bedford, MA produced this winning team, who share bragging rights over two other corporate teams (left to right): Chip Slattery (Marketing), Laurie Willis (Riverbend Home), Laura Somes (IT), Curt Burgess (Riverbend Home), and Carol Rosinski (Marketing).



"Was it Gronk or customer Matt Bruno (Bruno Brothers Plumbing & HVAC, Billerica, MA) stopping by the corporate office recently to pay his bill?"

Wally Visits Webb

Boston Red Sox mascot, Wally the Green Monster, was a big hit at the Bedford, MA location at the end of June. Wally's smile never faded as he greeted the children of Webb employees and many of the staff.



Bob's dog Sally and Wally hit it off.



Pipeline Readership Survey Results

by Phyllis Laorenza, Pipeline Editor, Marketing Dept.

The response to the *Pipeline* Readership Survey in mid-May was impressive and provided a wealth of insights. More than 600 employees took the confidential survey, consisting of five questions, and nearly 250 respondents provided optional comments. We are still processing and prioritizing the feedback to determine ways to fine-tune the bi-monthly employee newsletter with more of the types of information requested.

Most respondents read and appreciate *Pipeline* and see it as an important means of staying connected as a company, especially as we grow. Many of you asked for an easier way to access it, particularly people in the field and those who prefer to read it at home. We were able to address this issue immediately with two new distribution options – see sidebar, “Four ways to access *Pipeline*.“

Readers want more employee profiles, and professional development, or “best practices,” tips. You want to know more about our products and services and the manufacturers we represent. To stay updated on products and manufacturers, we encourage you to also read the *WINSheet*, a quarterly newsletter for our industrial customers. The latest issue is always posted on the Intranet: intranet.fwwebbcorp.fwwebb.com/index.html.

You want more opportunities to put faces with names. Remember the company employee directory on the intranet is a useful tool for putting a face with a name, and we encourage all employees to post or update their directory photos (see page 16 for instructions).

A recurring theme in the feedback is the desire to see more branches and showrooms represented. To that end, we encourage everyone to let us know what's new at your location and to submit photos. We will make a concerted effort to feature more locations and our colleagues.

Pipeline attempts to provide a bit of all the things requested and we'll keep looking for opportunities to do more. We encourage you to send ideas, stories and photos to pipeline@fwwebb.com.



Remember: your submission will have a greater likelihood of getting published with a quality photo or photos. If you don't consider yourself a writer, no worries. We correct grammar, spelling, structure and redundancy.

So, don't be left out!

Pipeline Survey Specifics

Question One: Do you read Pipeline?

- More than 75% of respondents read every or most issues

Question Two: How do you read Pipeline?

- 50% scan headlines for pieces of interest
- 27% read it “cover to cover”

Question Three: What do you look at or read first?

- Front Page garnered nearly 60% of the vote

Question Four: What do you like best about Pipeline?

(A “check all that apply” response)

- 70%: Company updates and industry news
- 60%: Introduces colleagues and puts a “face to a name”
- 55%: Informative yet fun
- 34%: Connects me to activities and business developments
- 33%: Tips and best practices to help me do my job better

Four Ways to Access Pipeline:

1. NEW! Online from anywhere you have an Internet connection:
<https://pipeline.fwwebb.com>

2. NEW! On Kronos, where you'll also find Jeff Pope's Monthly Letter to Employees:
fwwebb.kronos.net/wfc/applications/wtk/html/ess/logon.jsp

This link takes you to the Kronos log-in page.* After log-in, click on “Employee Home Page.” Find the link for Pipeline (and Jeff's Letter) under “Company Information.”

3. Company Intranet, where you'll also find an archive of all previous issues:
intranet.fwwebbcorp.fwwebb.com/pipeline.html

4. Printed copies in your Location's Breakroom(s)

* For help with your Kronos username/password, contact Kayla Gelineau in HR at kayla@fwwebb.com.



Welcome to F.W. Webb



Thomas Grunewald
Senior V.P. Sales

The new leader of the F.W. Webb sales effort is **Tom Grunewald**, who started on July 6. Tom has 20 years of industry experience and will spearhead the company's march toward \$1B in sales. He will help F.W. Webb grow sales within the current footprint as well as our new emerging markets as we continue our expansion. Tom has been making the rounds, meeting branch and store personnel, sales people and customers. He joins F.W. Webb from HD Supply where he served as Vice President of Sales. Tom is based in Bedford, MA and has relocated with his wife Patricia from Pennsylvania. Tom can be reached at tom@fwwebb.com.



John Dodge
Mgr. Thermoplastic
Piping Division

John Dodge is the new manager of the Thermoplastic Piping Division, overseeing the entire Thermoplastic line across the footprint. With an office in Methuen, MA, John is responsible for helping all branches capture greater share of the Thermoplastic piping market. He has 27 years of experience in plastics, working for both distributors and manufacturers. He joins us from Georg Fischer, where he was an Area Sales Manager for the past seven years. John resides in Amherst, NH with his wife and their three sons. Reach John to discuss Thermoplastic piping applications and projects at jmd@fwwebb.com or 603-494-4205.



Joe Jauss
Market Manger for
Power and Energy

The company's new Market Manager for Power and Energy is **Joe Jauss**, who is working with teams throughout the footprint to identify and capture business within these market segments. Joe has 35+ years of experience in sales and management in Power Generation, Utilities, and Industrial Manufacturing. Before joining Webb, Joe was a Division Manager for commercial and power projects for a CT-based regional wholesaler. On a personal note, Joe enjoys classic and muscle cars, singing with his church choir, and swimming with his granddaughter. Joe and his family have lived in CT since 1998. Contact Joe with any opportunities or concerns at joe.jauss@fwwebb.com or 401-474-7465.

Putting a Face with a Name

Our employee directory on the Intranet has photos of our colleagues to help us "know them by face" to enhance our business interactions. If you don't have a photo on the directory, please consider posting one by sending it to: intranet.webmaster@fwwebb.com.

Since the images are small, submit a "head and shoulders" shot. It can be taken with a cell phone or digital camera. Include your name, title and location. IT will post it for you.

To find the employee directory, go to: intranet.fwwebbcorp.fwwebb.com/branch.html
Click "Corporate Office" or "Branches" by state/city or branch number.



Christine Pascall
Accounting Department
Bedford, MA



Introducing the 150th Logo!

It was a landslide victory for this celebratory anniversary logo in our recent employee online poll. Shown four choices and asked to select a favorite, the winning logo attracting 55 percent of the votes, while the runner-up logo garnered only 28 percent. To the 657 employees who each cast a vote...thank you!

With only five months to go until the start of our 150th anniversary year, plans are well underway to build awareness and excitement around this historic milestone.

Stay tuned for more details this fall.



Frank W. Webb

New Plans for the 2016 Webb Calendar

There's good news and bad news to report about the 2016 F.W. Webb Calendar. The good news is we have a commemorative calendar planned; the bad news is it won't feature employee photographs. To celebrate our company's 150th anniversary, we are preparing an historical calendar with photos from the F.W. Webb archives. This is one of the ways in which the company will be celebrating this historic milestone. So, if you've been taking great photos to submit for the calendar photo contest, please save them for next year when the contest resumes as normal.



People On The Move



Tim Vandenburg (formerly GM, Bergen, NJ) is the Regional Manager of NY, NJ and PA. In announcing Tim's new role, Jeff Pope said, "As F.W. Webb continues to head towards \$1 billion and beyond in profitable sales, the addition of Regional Management is needed. The company is fortunate to have a great one in Tim."



Taking Tim Vandenburg's place as GM of Bergen, NJ is **Jeff Cortland**. For the past two years, Jeff has served as the Operations Manager of Bergen. Jeff began his career at F.W. Webb four years ago in the CIP program, based in the Newburgh, NY location. He hails originally from Highland Mills, NY.



GM **Phil Vultaggio**, Hartford, CT (Br. 25), has assumed responsibility for the Propane Gas Division (Br. 58). Both branches will remain separate entities, while 58 continues as a resource to support all company locations. Phil said he is "excited to work with such a talented group and looks forward to helping the propane gas business grow company wide." Phil has been the GM of Hartford since 2009.



Mike Bifano is the new General Manager of Albany, NY. Mike was previously the General Manager of Ballston Spa, NY, where he oversaw the opening and operations of that location. Prior to being promoted to GM of Ballston Spa, Mike was the original Store Manager there. Ballston Spa has now become a store of the Albany location.



Allan Tate has been promoted to HVAC Commercial Sales Manager. Allan has 16 years of industry experience – the last 10 as an effective HVAC Commercial/Residential Sales Representative for F.W. Webb. According to GM Chris DiPirro (Woburn, MA), "Allan has earned the respect of many in the industry." For questions or assistance spec'ing and quoting commercial HVAC, contact Allan at 781-844-8834 or allan.tate@fwwebb.com.

Promotions

- **Brian Pontes** – Counter to Inside Sales, Springfield, MA
- **Brandon Spence** – Warehouse to Counter, Springfield, MA
- **Josh Saunders** – Counter to Inside Sales, Queensbury, NY
- **Bruce Bisson** – Commercial Quote Specialist to Industrial Sales Leader, Winslow, ME
- **Kevin Littlewood** – Counter to Inside Sales, Hingham, MA
- **Mark Safford** – Inventory Control to Inside Sales, Barre, VT
- **Alan Williams** – Warehouse to Counter, Hingham, MA
- **Lou Ottino III** – Counter to Inside Sales Trainee, Albany, NY
- **Vincent Krochmal** – Inside Sales to Inside Sales Manager, Concord, NH
- **Jeff Driscoll** – Counter to Inside Sales, Falmouth, MA
- **Jessica Flint** – General Clerk to Office Manager, Hartford, CT
- **David Housman** – Driver to Counter, Auburn, MA



In Memory of Tim Eastwood

The F.W. Webb Company is deeply saddened by the sudden passing in July of Tim Eastwood, Store Manager in Bellingham, MA. We extend sincere and profound condolences to Tim's family and friends. Tim was a beloved colleague who will long be remembered and missed. We especially extend our thoughts and support to our colleagues in Bellingham, Dedham and Auburn, and all who knew Tim best and are impacted most by his passing.



Webb Spotlight

Brett Finemore



June and Brett Finemore

Webb Vitals

How long you've worked at F.W. Webb:
18 years.

Your role at F.W. Webb:
Account Manager covering upstate NY and Southern VT.
F.W. Webb location where you work:
I work for the Queensbury, NY, Syracuse, NY, and Rutland, VT branches, calling on accounts in their regions.

If you could have dinner with two people who are no longer alive, who would they be?

Abraham Lincoln and Ted Williams.

Where is the most interesting place you have visited?

Lake Tahoe.

Describe one of your greatest or unique experiences working for F.W. Webb.

Working with Queston Wood Pellets in Windsor, VT last year was unique. We sold two 20,000-gallon water tanks, 90 feet of 60" pipe for a smoke stack, and 36" pipe and fitting material for their manufacturing process.

[Editor's note: the water tank and smoke stack installations were featured in previous issues of Pipeline.]



If you could have lunch with a celebrity, who would it be and why?

I would have lunch with American sportscaster Chris "Boomer" Berman. I would love listening to his NFL knowledge.

Describe yourself in 3 words or less.

Fun, loyal and caring.



Any hardy Webb souls participating in the 16th Annual North American Wife Carrying Championship® at Sunday River Resort in Maine on October 10?

If so, Pipeline wants pictures!!

Upcoming Trade Shows & EXPOs Schedule:

Sept. 12:	Narragansett Water Pollution Control Association Fall Conference, Twelve Acres Resort, Smithfield, RI
Sept. 16-18:	Maine Water Environment Association Fall Conference, Sunday River Resort, Newry, ME
Sept. 17:	NY Customer Appreciation Expo, Michael's Banquet House, Latham, NY
Sept. 23:	Massachusetts Water Pollution Control Association Fall Conference, Wachusett Mtn. Resort, Princeton, MA
Sept. 26:	F.W. Webb 100 - NASCAR Whelen Modified Tour, New Hampshire Motor Speedway, Loudon, NH
Oct. 7:	International Society for Pharmaceutical Engineering (ISPE) Bio-Pharm Show, Gillette Stadium, Foxborough, MA
Oct. 8:	New Hampshire Customer Expo, New Hampshire Motor Speedway, Loudon, NH

F. W. WEBB CELEBRITY LOOK-ALIKE



Laura Herlehy

Account Manager
Commercial Fabrication
Haverhill, MA



Kathryn Hauser

Emmy Winning Journalist
Anchor WBZ-TV (CBS)
Boston, MA

Submitted by:
Karen Rand, Sales Associate, Frank Webb's Hearth & Home, Haverhill, MA

Submit your nomination for a Webb Employee Celebrity Look-Alike. If chosen, both of you will win a pair of Loew's movie tickets.

Send your nomination to pipeline@fwwebb.com by September 15 for the October Celebrity Look-Alike Contest.



F.W. Webb Welcomes the Following New Employees:

- **Brian Armitstead** – Tractor Trailer Driver, Amherst, NH
- **Frank Benedict** – Inside Sales, Winslow, ME
- **Shane Bennett** – Warehouse, Hyannis, MA
- **John Bonacci** – Driver, Albany, NY
- **Robert Borland** – Warehouse, Syracuse, NY
- **Robert Bresee** – Inside Sales, Binghamton, NY
- **Richard Brodeur** – Driver, Auburn, MA
- **Christopher Carboni** – Warehouse, Albany, NY
- **Carlos Cepeda** – Tractor Trailer Driver, Methuen, MA
- **Aaron Coopersmith** – Counter, Pittsfield, MA
- **Richard Cropsey** – Driver, Ballston Spa, NY
- **Tyler Davis** – Warehouse, Bangor, ME
- **Kevin Dean** – Driver, Augusta, ME
- **John Dell'Anno** – Outside Sales, Fitchburg, MA
- **Angelo DeLong** – Driver, Plattsburgh, NY
- **Michael DiRaffaele** – Warehouse, Malden, MA
- **Liam Downing** – Warehouse, Manchester, NH
- **Richard Drouin** – Warehouse, Dover, NH
- **Austin Dunbar** – Warehouse, Hyannis, MA
- **Jonathan Dunn** – Outside Sales, Waterford, CT
- **Jenifer Dunn Coen** – Showroom Sales Representative, Bedford, MA
- **Stephen Essman** – Service Technician, Lowell, MA
- **William Gannon** – Inside Sales, Woburn, MA
- **Ryan Hawk** – CIP, Elmwood Park, NJ
- **Kelly Hemenway** – Counter, Warwick, RI
- **Wade Hodges** – Inside Sales, Boston, MA
- **Marvin Jenkins** – Warehouse, Portland, ME
- **Julie Johnson** – Warehouse, Plattsburgh, NY
- **Gary Juscak** – Sheet Metal Mechanic, Haverhill, MA
- **Bradley Kelly** – Warehouse, Warwick, RI
- **Theresa Kniaz** – General Clerk, Boston, MA
- **Benjamin Lormon** – Warehouse, Rutland, VT
- **Edward May** – Warehouse, Queensbury, NY
- **Sean McAvoy** – Driver, Binghamton, NY
- **Todd McKee** – Warehouse, St. Johnsbury, VT
- **Jacob Morizio** – Warehouse, Queensbury, NY
- **Quan Nguyen** – Machine Operator, Canton, MA
- **Joseph O'Donoghue** – Sheet Metal Mechanic, Haverhill, MA
- **Steven Pavlik** – Outside Sales, Newburgh, NY
- **Matthew Phelps** – Counter, Ballston Spa, NY
- **Elizabeth Pollard** – Outside Sales, Elmwood Park, NJ
- **Melissa Powers** – Office Administrator, Hyannis, MA
- **Pablo Ortiz Rodriguez** – Selector, Amherst, NH
- **Steven Rubalcaba** – Inventory Control, Barre, VT
- **Kathleen Santos** – Office Administrator, Portland, ME
- **Maria Schmitz** – Showroom Sales Representative, Albany, NY
- **Liam Slavin** – Warehouse, Boston, MA
- **Kenneth Sullivan** – Inside Sales, Rutland, VT
- **Frank Tenerovich** – Inside Sales, Allentown, PA
- **Kim Trisciani** – Inside Sales, Concord, NH
- **Daniel Trainito** – Driver, Lebanon, NH
- **Jonhyel Vazquez-Claudio** – Warehouse, Springfield, MA
- **John Watson** – Field Service Engineer, Keene, NH
- **Michael Wood** – Driver, Rockland, ME
- **Nikoli Zyglo** – Driver, Northampton, MA



Darrell Read (3rd from left) and Dave Paquette (Center)

Williston Dept. of Defense Recognition

Earlier this year, Dave Paquette (Inside Sales, Williston, VT) nominated F.W. Webb for an “Employer Support Freedom Award” from the Dept. of Defense for his location’s support of the National Guard and Reserve. The Williston location received a local award, making the company one of six finalists for the entire state of Vermont. Dave and Williston GM Darrell Read accepted a recognition award at a dinner ceremony on June 3. Dave, a National Guardsman for the past 15 years, said: “I’m proud to serve my country and I’m glad F.W. Webb supports me so I may.” It was also a memorable evening for Darrell, who said: “It was quite an honor to be invited and a privilege to be surrounded by so many active military.”



CONGRATULATIONS

June & July Work Anniversaries

5 Years

Taylor Ashford, Manchester, NH
 Beth Comire, Amherst, NH
 Ellen Marks, Gloucester, MA
 Justin Palmer, Springfield, MA
 Dan Haslam, Waterford, CT
 Julie Borjeson, Hyannis, MA
 Ratana Khan, Amherst, NH
 Francis McCann, Concord, NH
 Bryan Tatro, Williston, VT
 Jeremy MacCallum, Methuen, MA
 Scott Ryan, Rutland, VT
 Robert Cornelius, Syracuse, NY
 Doeun Heak, Portland, ME
 Paul Sferrazza Jr., Woburn, MA

10 Years

Jacqueline Rigo, Hyannis, MA
 Matthew Gurnon, Brockton, MA
 Troy Scott, Bangor, ME
 Heather Munsen, Portland, ME
 Robert Weber, Syracuse, NY
 Jason Howland, Rutland, VT
 Pat McCormack, Newburgh, NY
 Raymond Rancourt, Amherst, NH
 Alan Taddei, Warwick, RI
 Glenn Rocheleau, Northampton, MA
 Dennis Moulton, Binghamton, NY

10 Years (continued)

Charles McCoy, Dover, NH
 Danny Wade, Bangor, ME
 Nathaniel Howland, Syracuse, NY
 Howard Geisel, Albany, NY

15 Years

James Locke, Brockton, MA
 Maria Santos, Hartford, CT
 John Conway, Brockton, MA
 Claire Israelson, Auburn, MA
 Eric Demers, Northampton, MA
 Michael Kiman, Woburn, MA
 Carl Mason, Albany, NY
 Adam Peterson, Ellsworth, ME
 Jeff G. Thompson, Portland, ME
 Scott Hanson, Ellsworth, ME
 Andrew Cordisco, Watertown, MA
 Shon Cabrera, Springfield, MA

20 Years

Kerry Wrobel, Queensbury, MA

25 Years

Robert Matvichuk, Salem, MA
 Francis Deignan, Fitchburg, MA

30 Years

Hugh Dow, Barre, VT

Births

- **Aubrey Biron** born on 5/23/15, daughter of Chris and Sarah Biron, Amherst, NH
- **Mia Texidor** born on 6/3/15, daughter of Jon Texidor and Liliana Castro, Propane Division, Hartford, CT
- **Philip Lucci** born 6/7/15, son of Rob and Annette Lucci, Plymouth, MA
- **Kiefer Gray** born on 6/9/15, son of Matt and Barbara Gray, Call Center, Amherst, NH
- **Owen Bolton** born on 6/20/15, son of John Bolton, West Bath, ME
- **Cayden Ashford** born on 7/14/15, son of Taylor and Amanda Ashford, Manchester and Concord, NH, and grandson to George and Dee Ashford, Concord, NH

Retirees

- **Joanne Smith** – Office Administrator, Portland, ME after 17 years
- **James Hale** – Store Manager, St. Johnsbury, VT after 37 years
- **Barry Austin** – Inside Sales, Augusta, ME after 12 years
- **Woody O'Dell** – Program Analyst, Bedford, MA after 14 years
- **John Asquini** – Inside Sales, Portland, ME after 26 years



Calling him "our best industrial salesman," Ernie Coutermarsh wishes **Devon Craig** (Outside Sales, Williston, VT) a fond farewell at Devon's recent retirement luncheon. Devon was with F.W. Webb for 37 years and was a recipient of the Lothar Kartanos Memorial Sales Award.



Cathleen Barry
 (General Manager,
 Queensbury and
 Plattsburgh, NY)
 retired on July 31,
 2015 after 24 years
 of dedicated service
 and successfully

overseeing the Plattsburgh expansion.
 Rumor has it she'll be a Florida Snow Bird!
 We wish Cathleen well as she takes time to
 rest on her laurels and enjoy the sunshine.

