

2016 A Monumental Year for F.W. Webb

Our 150th Anniversary Celebration Wraps up with Many Highlights

Last year at this time, we were about to kick off a milestone year in F.W. Webb history – our 150th. As 2016 comes to an end, it's hard to believe a whole year has once again passed so quickly. But, oh what a year of highlights, fun and new Webb memories!

So many highlights and events to recall. Impossible to capture them all, but here are a few:



Jeff Pope slices anniversary cake on April 11, 2016



See page 2 for more 150th year highlights.

THE SCOOP by Bob Mucciarone



It's official. F.W. Webb has diversified again, this time into the environmental business. We acquired **Alliance Environmental Group Inc.** on Nov. 28. This acquisition is a bit different and unique, but we think it may position us to expand our products and services without increasing our sales staff and overhead.

Here's how: Webb's customers include commercial and industrial facilities, municipalities, schools, hospitals, etc. They require assistance with air permitting, hazardous material management, and a multitude of compliance and permitting services. Many have issues with underground storage tanks, soil and groundwater contamination, and indoor air quality – in addition to asbestos, lead paint, and PCB's in building materials. Alliance handles all of these and more.

So, while Alliance will be quite profitable in its own right, synergy between the two companies will help both entities flourish. Alliance will keep its name and operate as a division of F.W. Webb Co. We will have more information about Alliance and what it can offer in an upcoming Pipeline and at the next GM meeting.

Meanwhile, we continue to explore relationships with different vendors who can offer us quality and better pricing. While relationships with our current vendors are extremely important, it is just as important they feel the same way about us. To this end, we will try to make decisions that benefit Webb, all the while respecting current vendor relationships.

Lastly, soft sales in Sept. and Oct. have been a disappointment to our 2016 sales efforts. The cause was probably the uncertainty of the Presidential and 'down ballot' elections. Now with the elections over, the economy is starting to churn again. Prospects of less business regulations, lower taxes, infrastructure spending, and a turn towards higher interest rates have given the economy a boost. In addition, the fact that trade deals may be altered to benefit the U.S. has brought some jubilance to the job market.

What this all means in my opinion is lots of optimism for 2017. Look forward to a great 2017.

2016

A Monumental Year for F.W. Webb

150th Year Highlights

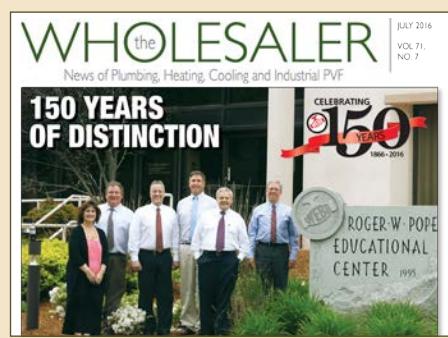
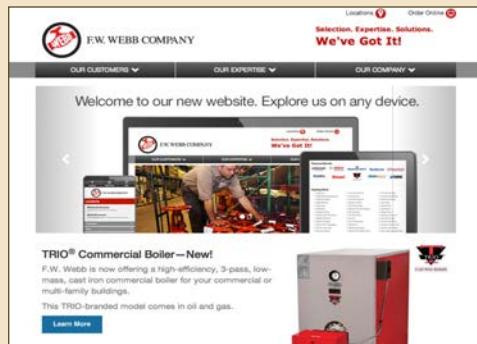
Kickoff activities in 2015: Logo competition; new website; gift of copper mugs; Trivia Contest; commemorative Webb calendar; "Legacy of Leadership" feature

Q1: New TV ads; WIN BIG customer promotion; Brewery sales push; NIRON push; Buffalo foothold; 15th area of expertise added (Water Works); Stacy Papa wins Lothar Kartanos award

Q2: Logo unveiled at Fenway on anniversary date and Sox home opener April 11; Employees have special Sox video greeting on April 11; Watertown Supply rebranded F.W. Webb; Thermoplastic Div. recognized by Georg Fischer as No. 3 distributor of GF engineered products in the US; 3 execs promoted to senior VP; new sales team hired; Seabrook acquisition; Lincoln Supply acquisition; 150th anniversary jacket counter giveaway and discounted employee purchase; expanded Nashua showroom opens

Q3: Plans announced for new CD; New location opens in Oakland, ME; PCD Calibration Trailer hits the road; FWBC Product Spotlight section; Ortiz employee contest; NIRON receives Mass. approval; *Wholesaler* magazine cover story; CD groundbreaking; New health insurer announced; Ten winners selected in WIN BIG customer promo; Ed Welch announces he'll retire in 2017 – Jeff Thompson named to replace him; Lochinvar line added; Brewery brochure published; Ernie receives ASA-IPD Award of Excellence; AD recognizes Webb for its 150th; NJ locations rebranded F.W. Webb; Remodeled and expanded Manchester showroom opens

Q4: "Supply House of the Year" designation; Cover story *Supply House Times*; Remodeled and expanded Bangor showroom opens; 2017 calendar with locations and historic places released; Needham showroom window graphics installed; Alliance Environmental Group acquisition; MDLIVE introduced





One Company – Unlimited Solutions

by Mike Kennedy, GM, Springfield, MA

On November 3rd, F.W. Webb Springfield hosted a showcase event, targeting our industrial and mechanical customers. This was an invitation-only event, with our sales staff hand delivering the personalized invitations. Each of following F.W. Webb disciplines had a table and presented their latest products and offerings:

- Thermoplastic Piping
- Commercial and Industrial Pumps
- Frank Webb's Bath & Lighting Center
- Industrial PVF Specialties
- High Purity Process Components
- Process Controls
- Energy Systems

Many of the customers were unaware but impressed at how many disciplines we offer. Placing the registration table in the showroom certainly paid off. Our Frank Webb's Bath Center was a huge hit with the customers as they walked around and mingled with our showroom staff. Within a few days of the event, we were sending quotes to multiple customers to help them with their personal bathroom product needs.

Our caterer, Main Street Market, provided a great dinner, while a local brewery, Fort Hill, was on hand for some beer tasting. Over 30 customers attended and each of them received a 150th anniversary replica Webb truck.

Our goal going into the event was for our customers to get a better understanding of what Webb can offer as a company, and we believe we achieved this. The feedback during the evening was very positive, leading us to consider making this an annual event.

A big thanks to all the divisions that showed up and helped us make this event a success!

DIVISION DOWNLOAD

Demystifying F.W. Webb's 15 Areas of Expertise

With coverage of our 150th activities and historic retrospect wrapping up, *Pipeline* is launching a new feature in 2017.

Called "Division Download," the next series of *Pipeline* newsletters will feature an in-depth look at each of our 15 divisions, starting in February with Process Controls.

F.W. Webb has a wealth of expertise in traditional and specialized areas and the goal of this new feature is multifold:

- Enlighten employees about the depth of our offerings, both products and services.
- Introduce our many and amazing in-house experts.
- Meet teams and colleagues across the footprint.
- Spotlight new trends, technologies and applications.
- Plant seeds for cross-selling opportunities.
- Encourage collaboration among divisions.
- Surprise yourself with: "I didn't know we did that!"

Stay tuned.



New CD Taking Shape

Construction of the massive Central Distribution facility in Londonderry, NH is moving along at a steady clip. Since the official groundbreaking at the end of August 2016, most of the site prep is complete, some hardtop is in place, and the outer shell of the building is up on the footers. When opened for business at the end of 2017, the new CD will offer nearly 1M-square-feet of warehouse and office space. *Pipeline* will keep you posted with regular updates throughout 2017.



Kyle Manni, Inside Sales,
Hyannis, MA



(L-R): Hyannis, MA: John McGhee (Counter), Dale Swartz (Counter), Dan Foley (Warehouse), Jacquie Rigo (Counter), Guy Mestieri (Counter)



Lynda Jemson
(e-Commerce,
Bedford, MA) and
husband Mike Reid
put their jackets to
the warmth test in
Reykjavik, Iceland.



Plumbing Sales Manager John
Fleming puts on his happy face.

Legacy of Leadership – it's all about you!

As we wrap up our 150th Anniversary coverage in *Pipeline*, we hope you've enjoyed and been inspired by the introduction to our past owners/leaders. As we come to the end of this historic year, we want to celebrate all of you -- the secret sauce that makes this company simmer with flavor.

**In the words of our president, Jeff Pope:
"Thank you for all you do; you're one terrific team!"**



Stacy Papa, Outside Sales,
South Portland, ME
wears it well.



Methuen, MA Softball Team is "Beautiful in Blue"



Ninja-styling Wanda Garay,
Hartford, CT Showroom Manager

(L-R): Hartford, CT Maria Santos (Accounts Payable), Wanda Garay (Showroom Manager) and Jessica Flint (Office Manager)



Anthony Dineen,
Store Manager,
Falmouth, MA



Hyannis, MA displays its Grey and Red Swag



New Online Ordering Moves WebbConnect to the Next Level

by Josh Michaud, E-Commerce Business Manager

For years the WebbConnect system has been a workhorse, adapting to the company's diversifying customers and products. Meanwhile, the overall pace of technology development and adoption by industry and the trade has been staggering. B2B e-commerce is here to stay, and the bar is rising.

To meet this growing need, F.W. Webb is launching a new "Online Ordering" platform to replace our legacy WebbConnect system. We are enhancing the many innovations we built for our customers (e.g., custom pricing, real-time inventory by location, account administration, bid/order/invoice history, part number cross-referencing, etc.), but the most visible changes will be improvements to search, merchandising and ease of use.

The new online ordering site features a powerful new search engine, combining query relevancy with merchandising tools. To feed the new engine, over 100,000 products were enhanced with expanded data, improved descriptions, images, and specification sheets. Products were organized into more than 500 categories across a newly created three-tier hierarchy that works with the engine to power multiple modes of navigation. Webb's E-commerce, IT, and Product Management teams will continue strengthening our product data, content, classification, and merchandising over time.

The redesign reflects careful attention to detail from the home page all the way through checkout. The result is a cleaner, more intuitive, and seamless experience across all devices for existing WebbConnect users and new users alike.

Screen shot of the home page

Look for information and training to help you drive this solution with our customers. If you need support or have questions/feedback, you can email onlinesolutions@fwwebb.com.

An example of a product page

Needham Showroom Update



New oversized window art was installed at the Needham, MA stand-alone showroom in November, causing curious area shoppers to take a second look. In fact, the stunning visual displays inspired two homeowners to come into the showroom while the graphics were being installed. Mission accomplished!



(L-R): Graphic Designer Carol Rosinski (Bedford) and Needham Showroom Manager Kim Lyons worked together to improve “curb appeal.”

Closeups of Window Art at Needham Showroom



FWBC and MAAX team up for ABX 2016

by Brent Dumont, Marketing Manager, Bedford, MA

Frank Webb's Bath Center was again an exhibitor at the annual Architecture Boston Expo (ABX,) but this year we brought an industry friend! We teamed up with MAAX, a leading North American manufacturer of trendsetting and award-winning bathroom products, in a beautiful booth at the Boston Convention and Expo Center on November 15-17.

The spectacularly designed booth featured the newest products from MAAX, including Utile, ModulR, and “sculptural” Ariosa and Brioso freestanding tubs – all for sale at Frank Webb's Bath Center showrooms across the Northeast. The innovative Utile shower wall solution provides customizable sophisticated styling without the expense and hassle of tiling, while ModulR bath and shower options successfully combine sophistication with space-saving.

The booth was staffed by a mix of MAAX employees, manufacturers reps from EDOS, and FWBC associates from the Boston and Needham showrooms. Nearly 10,000 industry professionals, comprised of architects, builders, designers and engineers, passed through the show, giving the Frank Webb's Bath Center brand great exposure.

Who's who:

Above (L-R): Brenda Ingersoll, Barbara Joseph, and Marina Meho (Bedford showroom)

Below (L-R): Dianne Matta (Needham showroom) and Deb Dumel (Boston showroom)



Taste of Bellingham

by Janice Phillips, Showroom Manager, Bellingham, MA

The Frank Webb's Bath Center in Bellingham, MA hosted the "Taste of Bellingham" in early November. Each year for the past nine, the Bellingham Business Association (BBA) holds this annual event for its members and other local business owners and their employees at a BBA member location. At this year's event, area restaurants, pubs and the like offered tasting samples at table displays around the newly renovated showroom. The event was well-attended with almost 100 visitors and 30 vendors – many were first-time visitors to the showroom. While sampling some of the best food and drink Bellingham eateries have to offer, attendees saw the beautifully appointed Bellingham showroom and met our helpful associates.



Bellingham Store Manager Josh Forget (L) with EDOS rep Brian Sabala (R) and Whole Foods exhibitor.



Bellingham Showroom Manager Janice Phillips with new Deco Lav display.



Bellingham Showroom Associate Deb Sullivan with Uno's Restaurant exhibitor.



Artisan Fair Attracts New Showroom Visitors

by Michele French, Showroom Manager, Concord, NH

On Friday, October 21, we had a successful "outside the box" event in our showroom. We hosted a local artisan exhibit with more than 25 vendors who displayed their products or handmade goods for sale. This event was a great way to get new people into our showroom. Between vendors and shoppers we had about 70 people, half of whom had never visited before.

New England Design Hall of Fame Gala



(L-R): Needham, MA Showroom Manager Kim Lyons and Boston Showroom Associate Doreen Scanlon at the 10th Annual New England Design Hall of Fame Gala, where FWBC again sponsored all the flowers.

AD Recognizes F.W. Webb for its 150th



At its recent annual North American membership meeting, the PHCP Divisions of Affiliated Distributors (AD) honored F.W. Webb and another member company for achieving highpoint anniversaries. "This year we had the extreme pleasure of recognizing two AD members who celebrated astounding milestones in 2016, F.W. Webb Co. for their 150 year anniversary and Thos. Somerville Co. for their 155 years in business," said Jeffrey Beall, President of AD's PHCP Divisions. "These two industry leading members have stood the test of time, always innovating, and always looking after their customers, their people and their communities. We are proud to call them members of the AD community."



Accepting the AD recognition award on behalf of F.W. Webb was (L-R): Joe Fernandez, VP of HVAC/R and Building Controls; Greg Bodlovick, Central Distribution General Manager; Tom Santer, VP of Sales; Jeff Thompson, VP of Purchasing; Mike Leander, Director of Industrial Sales; and Ernie Coutermarsh, Senior VP of Industrial Business Development.



Ernie shares the moment with daughter Eva (L) and wife Diane (R); son Patrick (Inside Sales, Thermoplastic Piping, Methuen, MA) holds the hefty award.

IPD Award of Excellence

As promised in the last issue of *Pipeline*, here's a photo from the Sept. 28, 2016 ASA-IPD awards breakfast in NYC, where Ernie Coutermarsh was honored as an industry giant with the prestigious IPD Award of Excellence.



Copeland Products recently recognized F.W. Webb with a **"Peak Performance Award"** for exceptional sales of Emerson Climate refrigeration products. The award was presented to **Chuck Fiorino**, Webb Sales Manager for Refrigeration Products and Director of Business Development.



As we reported at press time in the last issue of *Pipeline*, Industrial Account Manager **Sharon Inza** (Methuen, MA) was recently recognized by Affiliated Distributors with a **"Women in Industry 20"** Award.

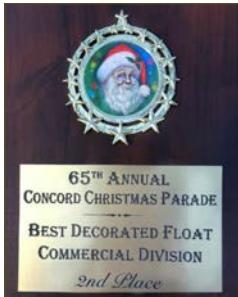
Concord Goes Futuristic and Wins a Prize

by Michele French, Showroom Manager, Concord, NH

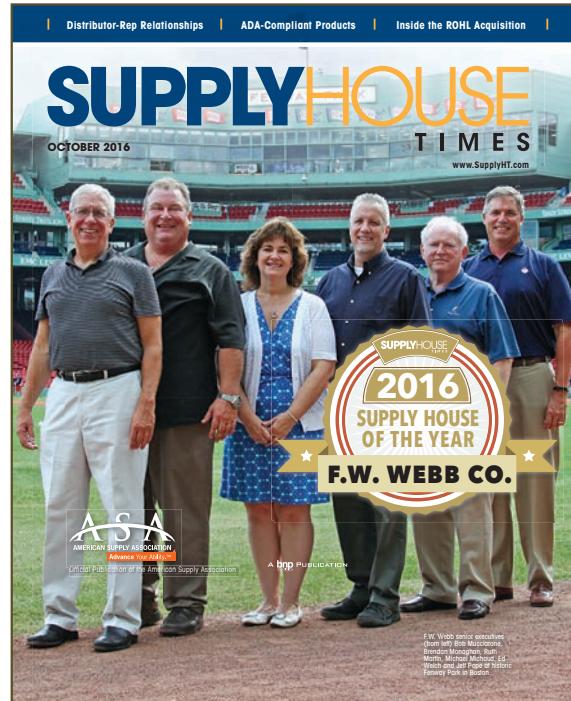
A Star Wars-themed Webb truck and crew from Concord, NH participated in the 65th annual Concord Christmas Parade on Nov. 19 in the Granite State's capital city. The purpose was twofold: reinforce the F.W. Webb and Frank Webb's Bath Center showroom brands and be part of an important local tradition that celebrates community and civic pride.

Many businesses and organizations participate in the volunteer-run parade and attendance from Concord and neighboring towns is high. Each year, parade organizers select a theme and this year's was "A Futuristic Christmas." With representation from each part of the Concord branch, as well as family and friends, our Webb crew donned Star Wars costumes and fastened a few of the famous characters to the truck, including an R2-D2 made from a PurePro water heater; a C-3PO made from sheet metal; and a Darth Vader Christmas tree. We also handed out candy and gift bags.

We received a great reception at the parade and our float (aka, Webb flatbed truck) won 2nd place for "Commercial Vehicles." As newbies to the parade last year, our float secured 1st place for "Decorated Vehicles." Being part of a high visibility community event like this reminds people that we are part of the town and are a local business at their service.



See additional photo in Webb Cam on page 10.



F.W. Webb Designated 2016 Supplier of the Year

The F.W. Webb Company is honored to be named the 2016 "Supply House of the Year" by *Supply House Times* magazine. Featuring F.W. Webb on the cover of its October 2016 issue, *Supply House Times* called the company a "...distribution giant [that] continues to thrive because it never rests on its laurels."

The *Supply House Times* recognition is the third time in history (1979, 1997, 2016) the magazine has selected F.W. Webb as "Supply House of the Year."

To read the in-depth story on F.W. Webb in the *Supply House Times* October issue, [click here](#).

You'll also soon find a reprint of the article in your break and lunchrooms.



Webb Cam

Flex-Hose Fishing Excursion



The team designated "Winning Boat," with the most fish caught: (L-R) Flex-Hose Senior VP Joanna Carter; Matt Hedstrom (Outside Sales, Boston), Charlie Ward (Outside Sales, Hartford, CT) Bruce Bisson (Industrial Sales Leader for New England, Winslow, ME), and James Jenson (Inside Sales, Winslow, ME). See story and more photos on page 18.



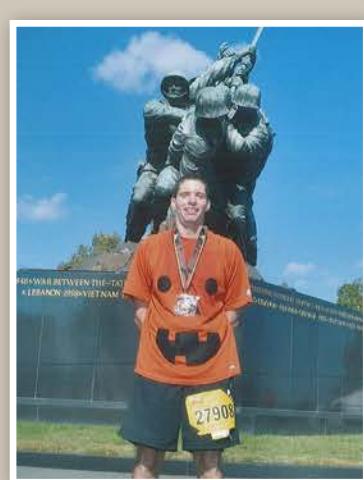
Taking in the Bills-Pats game on Oct. 30, 2016, compliments of customer Mollenberg-Betz, a mechanical contractor firm based in Buffalo, NY, are Webb employees (L-R): Steve Perkins, Outside Sales/Syracuse; Jim Matthews, Industrial Plastics Product Manager; Jessica Garvey, Inside Sales/Syracuse; and Jeff German, Syracuse Warehouse Manager.



Over 150 customers enjoyed a turkey fry in Albany, NY on Nov. 18th with thanks in part to (L-R) Dave Blacker (Outside Sales) and OM Josh Stumbaugh.



Concord, NH Showroom Manager Michele French as a storm trooper in the city's annual Christmas Parade.



Michael Tubbs, Propane Gas Inside Sales, Hartford, CT, is a prolific charitable runner. He has completed several marathons, half-marathons, and 10K and 5K races – most of them raising money to help fight infectious diseases and cancer. A Webb employee for almost 14 years, his latest event was the Eversource half marathon on October 10, 2016. Here he is pictured at the Marine Corps War Memorial (Iwo Jima Memorial) in Arlington, VA – near the finish line of the 2013 Marine Corps Marathon.

Hyannis MA Chili Cook Off

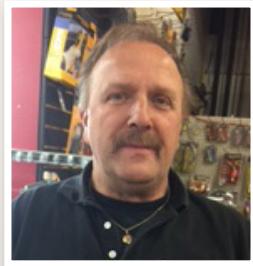


Marie LaFortune
Showroom Associate
First Place



Melissa Powers
Office Administrator
Honorable Mention

Albany NY Chili Cook Off



Greg Burnham
Counter Sales
First Place





Race to Daytona Winner Announced

With the conclusion of the **2016 NASCAR Sprint Cup Series** season, we are pleased to announce the winner of the F.W. Webb "Race to Daytona" customer fantasy racing contest. More than 400 customers registered for the challenge this year, taking their "spin" at winning an all-expenses-paid trip to the 2017 Daytona 500 at Daytona International Speedway in Daytona, FL on Feb. 26.

After 10 months and 36 races, **Jeff Gemma of Gem Plumbing & Heating in Lincoln, RI** took home the grand prize! The trip includes airfare, three nights' accommodations at the Plaza Ocean Club Hotel, tickets to both the Xfinity & Sprint Cup races, and VIP hospitality and amenities throughout the weekend.



Lochinvar Visit: Nashville, Tennessee

A Webb group, including a few GMs and customers, recently visited Tennessee-based Lochinvar – our newest boiler manufacturing partner. Lochinvar treated the group to a Nashville Predators NHL game. Webb folks included: Brian Bradley, Scott Brown, Kraig Clark, Graham Cook, Mike DelConte, Ryan Dunn, Peter Kelleher, and Mike Kennedy.

Haywood Valve Visit, Clemmons, North Carolina

A Webb group traveled to Clemmons, NC, November 2-4, with Green Sales reps from Nashua, NH for a plant tour and product seminar at Hayward Valve.



(Front row L-R): Thermoplastic Piping Manager John Dodge; Matt Hedstrom, Outside Sales, Boston MA; Angel Rivera, CD Call Center Rep., Amherst NH; Jessica Garvey, Inside Sales, Syracuse NY; Mike Backus, Inside Sales, Elmwood Park NJ; Green Sales Account Manager Peter Marinelli; and Jim Matthews, Industrial Plastic Product Manager, Bedford MA

(Back row L-R): Bill Stocker, Outside Sales, Allentown PA; Hayward Regional Sales Manager Bill King; Hayward Director of Sales and Marketing Joe Romano; Green Sales Owner/Rep Brian Green; and Hayward Regional Sales Manager Fred Malonson

ISPE Show, Gillette Stadium



(L-R): Representatives from the Thermoplastic Piping Division at the ISPE (International Society for Pharmaceutical Engineering) show at Gillette Stadium in October: Steve McGlynn, Outside Sales; Chip Curtis, Outside Sales; and Patrick Coutermarsh, Inside Sales



(L-R): Hartford Showroom Manager Wanda Garay with customer Frank Macca and his wife Jane

Hartford Green Gala for STEM

by Wanda Garay, Showroom Manager, Hartford, CT

The Hartford Frank Webb's Bath and Lighting Center showroom participated in the annual Connecticut Science Center Green Gala fundraiser in late September. Featuring a James Bond 007 theme, the sold-out event was held at the Pratt & Whitney Museum Hanger. More than 550 attendees raised almost a half-a-million dollars for STEM education and workforce development to ready the next generation of engineers, healers, educators, and innovators. The showroom shared exhibit space with customer Macca Plumbing, a dedicated supporter of the Conn. Science Center and the recipient of "Best Plumber" in Best of Hartford magazine in 2015. The evening featured dancing, great food and cocktails, and interactive exhibits. Most importantly, a nice sum of money was raised to promote careers in science, technology, engineering and math.

Northern EXPosure

by Dennis Wilson, Store Manager, Madison, NH



With the end of the NH Expo this year, we took it upon ourselves to bring some "EXPOSURE" to the North Country in October. Training classes started the day with Bosch's Tom Bowen presenting a class on installing and troubleshooting their Greenstar floor model boiler. Afterward, an "Introduction to Lochinvar" class ran. Representatives from FIA (Fluid Industrial Associates), Kim Garrent and Robb Ellis, provided an overview of our newest line of heating products. F.W. Webb's own Dave Newman wrapped up the day's training with a presentation on Gas Line Sizing and LPG Regulators, then the show began. Fifteen vendors participated along with Webb personnel representing the York and PurePro product lines. Contractors enjoyed the demonstration by Firefighter Mike Matros from FireIce Solutions as well as all the vendor displays. A BBQ dinner by 302 West Smokehouse from Fryeburg, Maine ended a great day. Our Northern EXPOSure was well received by customers and vendors alike!

Pleasantville, NJ Counter Day



Pleasantville, NJ Grill Master Frank DeFillippo (Inside Sales) prepares pork, egg and cheese sandwiches for customers during a counter day with Taco and B.J. Terroni on Nov. 7.

Game 7 F.W. WEBB

Trivia Game

Click here to play Game 7 

Bigger Prize!
Last chance to play.
**Grand Prize of
\$100**
Four \$50 prizes

Game 7: Deadline December 31, 2016

Name: _____

Branch #: _____

How to participate:

Preview the multiple choice trivia questions presented on this page.

Online: Click "[Game 7](#)" to take the survey online. Respond by the deadline.

By Mail: If you don't have computer access, make a copy of these questions, fill in your name and branch #, circle your answers, and send by the deadline to: Chip Slattery, Corporate Office, Bedford, MA.

Employees are allowed one entry per game. Good Luck!

See page 20 for answers and winners of Game 6.

We are wrapping up our 150th Anniversary Trivia Game by offering an expanded contest this month with a **grand prize of \$100**, along with **four \$50 prizes**. This one will test your knowledge of Webb events, activities and developments in our 150th year. Hope you've been paying attention and your memory serves you well!

How many SKUs will the new CD in Londonderry accommodate at capacity?

- A** 75,000
- B** 100,000
- C** 125,000

How many David Ortiz 500th Home Run commemorative necklaces were awarded in the Webb "Big Papi" stats contest?

- A** 32
- B** 114
- C** 150

On what date did the 150th Anniversary Logo make its public debut on the Green Monster wall at Fenway Park?

- A** April 8
- B** April 11
- C** April 18

How many acquisitions did we make this year?

- A** Three
- B** Four
- C** Five

Which new condensing boiler line is the latest addition to the F.W. Webb residential and commercial lineup?

- A** Boyertown
- B** Weil-McLain
- C** Lochinvar

Where did we open a brand new location in 2016?

- A** Londonderry, NH
- B** Allentown, PA
- C** Oakland, ME

What Frank Webb's Bath Center showroom opened the largest display of TOTO in the region in 2016?

- A** Needham, MA
- B** Stamford, CT
- C** Nashua, NH

Who became General Manager of the Water Works Division – our newest and 15th area of expertise?

- A** Chris DiPirro
- B** Mike DiPirro
- C** Ray DiPirro

Who received the 2015 Lothar Kartanos Memorial Sales Award?

- A** Sharon Inza
- B** Stacy Papa
- C** Michael Volk

Which store manager was featured in the Webb TV ad called "Epic Rain?"

- A** Bob Arrigoni
- B** Bob Eichel
- C** Bob "Mav" Matvichuk

Steam Training Hits the Road



Energy Systems Sales Manager Daryl Schoellkopf sharing his knowledge with fellow employees at a steam training seminar.



The inner workings of a steam bucket trap

Steam. It has been an important source of power and energy for centuries, coming to prominence in the U.S. during the Industrial Revolution (18th-19th centuries).

Today, steam power is prevalent in industrial plants, power generation, and transportation. Steam locomotives still operate throughout the world and the bulk of electricity in the U.S. is generated by steam power or in steam power combined cycle systems. Steam. It's a vital resource and an important business area for F.W. Webb – the steam systems experts in the Northeast with the most comprehensive product line.

Energy Systems Sales Manager Daryl Schoellkopf has just completed a round of training for Outside Sales reps and will begin a new round for Inside Sales soon. In the interim, he is doing customer training upon request. Daryl says a great majority of industrial plants and manufacturing facilities rely on steam systems in their daily processes, such as heating a product or component and operating equipment or machinery. These customers find steam the most efficient to produce and use, he said.

To schedule customer training and learn more about steam and steam sales opportunities, contact Daryl at wds@fwwebb.com.

"It was a great class taught by one of the best."

**— Will Hurley,
Outside Sales,
Lebanon, NH**

Steam Use in Modern Society

- Mechanical power for manufacturing and food processing
- Electric generation
- Water purification and pumping
- To power locomotives, ships and vehicles

Specialty Steam Products from F.W. Webb

- Steam Traps
- Strainers
- Valves
 - Pressure Reducing
 - Isolation
 - Control
- Temperature Regulators
- Flow and Energy Measurements
- Heating
 - Coils
 - Unit
 - Hot water
 - Recover
- Condensate Recovery
- Overpressure Protection

GF Customer Training



Customers gathered in the Lowell, MA branch in mid-November for training on Georg Fischer Polyethylene piping.



Ventur Evac Training Sells Products

by Jeff Claflin, Outside Sales, South Portland, ME

The new Ventur Evac tool was a big hit at the South Portland store recently. Approximately 10 local LPG dealers and their technicians attended a full product demonstration by Dave Newman. The Dead River Company kindly provided us with a bobtail and an above-ground tank. Dave not only showed how the Ventur Evac tool worked, but also pointed out many of the innovative Rego valves that can be used to help with the process. This resulted in the immediate sale of four Evac tools, and a dozen Rego valves before the demonstration was even finished. More sales to follow when the other attendees relay how innovative the Ventur Evac tool is to their company purchasers and owners.

See pg. 9 of the October 2016 Pipeline for more on Ventur Evac.

Breast Cancer Awareness

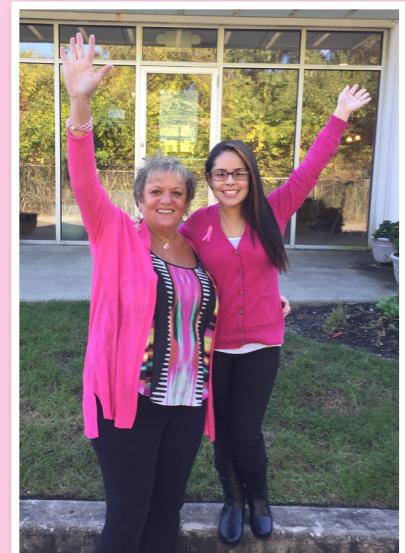


Bedford, MA associates donated \$765 for Breast Cancer Awareness Day, which was matched by the company for a total donation of \$1,530 to the American Cancer Society for breast cancer research.



Springfield, MA location participated in the Hinkley Lighting, "Think Pink" Challenge, which encourages all associated nationwide with Hinkley to wear pink to raise awareness; Hinckley donates \$5.00 per pink participant for breast cancer research.

Participating in "DIG PINK" day in Syracuse, NY was (L-R): Warehouse Manager Jeff German, Jessica Garvey (Inside Sales), General Manager Ed Robicheau, Office Manager Lynn Tennant, Office Administrator Jamie Burian, Debbie Waite, Brian Wolford, Jim McKenna, and Fred Vivenzio – all Inside Sales, and Lisa Johns and Dan Hartwell – both Outside Sales.



(L-R): Breast cancer survivor Dianna McNierney, Inside Sales, and Christina Rodriguez, Office Administrator, Pleasantville, NJ



Pleasantville, NJ Showroom Manager Phil Lewis' dog, Baby Zumba

The End of an Era: Baseball Legend Retires Webb Celebrates with Bling!

by Brent Dumont, Marketing Manager, Bedford, MA

David Ortiz's first hit in a Red Sox uniform came on April 3, 2003 and his last came on October 1, 2016. In between those years were hundreds of Big Papi home runs and countless historic moments, including three World Series titles and entry into the "500 Home Run Club."

Who would have thought his final season statistically would be one of his best ever? Well, judging by the guesses in our employee "Big Papi" contest – many people were expecting just that!

The challenge we posed was to guess Ortiz's final 2016 season stats in five offensive categories: batting average, home runs, RBIs (runs batted in), hits, and runs.

The prize – a coveted, limited edition David Ortiz 500th Home Run commemorative necklace for each person who guessed the correct number in one or more categories. F.W. Webb was the proud sponsor of these special necklaces that were given out by the Red Sox to 15,000 fans as they entered Fenway Park on August 12, 2016.

We ended up with 114 contestants. Some crunched numbers and did research, while others simply put it in the hands of Lady Luck. Anyone guessing correctly in all five categories had the opportunity to take home \$500, but alas that challenge proved insurmountable and the pot went unclaimed!



After Big Papi took his last at bats and final bow to an adoring crowd, there were 32 winners of his replica necklace:

Batting Average – .315

- **Casey Faloon**, Syracuse, NY
- **Josh Fonte**, Malden, MA
- **Carol Leto**, Auburn, MA

Home Runs – 38

- **Bobby Arrigoni**, New Haven, CT
- **Chris Campbell**, Cranston, RI
- **Michael Crow**, Methuen, MA
- **Bobby Fortes**, Brockton, MA
- **Sam Fox**, Williston, VT
- **Paul Grantz**, South Portland, ME
- **Irene Lagios**, Nashua, NH
- **Lydia McDaniel**, Waterbury, CT
- **Frank Mondo**, New Haven, CT
- **Carol Rosinski**, Bedford, MA
- **Mark Safford**, Barre, VT
- **Patrick Thorne**, Augusta, ME
- **Jim Tobiassen**, Allentown, PA

RBIs – 127

- **Chris Bennett**, Lewiston, ME
- **Alison Bisson**, Winslow, ME
- **Josh Fonte**, Malden, MA
- **Steve McGlynn**, Methuen, MA
- **Gerry Roy**, Northampton, MA
- **Kevin Schultz**, Salem, MA
- **Gary Stevens**, Augusta, ME

Hits – 169

- **Mike Cosgrove**, Winslow, ME
- **Michael DiPirro Jr.**, Malden, MA
- **Steve Fernald**, Dover, NH
- **Louis Orta**, North Brunswick, NJ
- **Kevin Schultz**, Salem, MA
- **Paul Sferrazza Jr.**, Woburn, MA

Runs – 79

- **Adam Brunsell**, Hingham, MA
- **Barry Grassl**, Pittsford, NY
- **Gerry Roy**, Northampton, MA

Coat Drive: Check your closets – we've all got extras!

Bedford's Donna Longo (Accounts Payable) is collecting coats for those in need. So far in the drive, she's received more than 100 coats and will keep the drive going until early January. She welcomes donations from any branch across the company, as long as the coats are in good condition (see what's accepted and what's not below). If you're local, drop off your coats anytime during business hours. Otherwise, collect as a branch and ship via CD to Donna's attention in the corporate office. All coats will be dry cleaned for free by Anton's Cleaners and help keep someone warm and cozy this winter. All donations must be received before January 4, 2017.

Thank You!



Donna's car loaded with donated coats on their way to the dry cleaners and someone in need this winter.

Accepted

- Warm winter coats for children and adults
- Gently used
- Good quality
- All sizes needed (especially XL and for ages newborn – 4 years)

Not accepted

- Coats with rips, tears, broken zippers, or permanent stains
- Sweatshirts
- Vests
- Spring coats

Halloween Webb Cam

Corporate Costume Contest: Contestants and Winners



In addition to the winners, also pictured: Bill Clinton (Dan Gullage, IT), Shark (Brion Berghaus, Mailroom), Monk (Phyllis Laorenza, Marketing), Green Creature (Pam Morrison, Data Governance), Market Basket Employee "Frank" with 150 years of service (Brent Dumont, Marketing).

1st Place: Crazy Cat Lady (Sheri Bertrand, Accounts Payable)

2nd Place: Ant Man (Silvester Reynoso, IT)

3rd Place: Hillary Clinton (Joanie Marsi) and the emails (Jeana Rivera, Ashley DiDonato, and Amanda Mantey) – all four women from the Credit Dept.

Noteworthy: Proving she's more than a wordsmith, Phyllis Laorenza (Marketing Communications Manager) won the candy corn counting contest!



Springfield, MA gets into the spirit – or is possessed by it! Booooo-knows?!

Heating Sales Manager Mike DelConte with wife Amanda and twins Anthony and Sloane.



CD – Amherst, NH

The team at CD never disappoints at Halloween!



CD – Second Shift



CD – First Shift

Trick or Treating At Corporate



Mike Michaud's granddaughter Sophia and Krista McBride's daughter Harper



Stephanie Cunningham's son Cameron



Josh Michaud's daughter Chloe



John and Bianca Berghaus collect treats from Therese Rafila in the Corporate Credit Department



Dan Gullage's son Marcus

Flex-Hose Thanks Webb with Fishing Excursion

An annual event, customer Flex-Hose took 16 Webb Sales Reps fishing Sept. 23-25 on the St. Lawrence River in Alexandria Bay, NY. Flex-Hose supplies us hose and flexible piping for sale to our customers, and purchases fittings and connections from our Syracuse branch – making them a priority vendor. Once a year Flex-Hose provides training to our sales organization and separately hosts a fishing outing to thank us for our business and ongoing relationship.

"F.W. Webb and Flex-Hose share a truly unique and dynamic relationship that is extraordinary in our industry," said Flex-Hose Senior VP Joanna Carter. "Our people work together towards a common goal of growing our business and profitability through exceptional customer service and this event allows us to strengthen it even further. The opportunity to advance our relationship on a one-on-one basis with key partners at F.W. Webb is truly exceptional."



Webb sales and Flex-Hose representatives pose after their day of fishing on the St. Lawrence River.



Ken Hutchinson, Inside Sales, Hartford, is all smiles after landing the biggest fish!

Webb Attendees:

- **Bruce Bisson**, Industrial Sales Leader of New England, Winslow ME
- **Jim Davis**, Outside Sales, Cazenovia, NY
- **Matt Hedstrom**, Outside Sales, Boston MA
- **Adam Fitcher**, Store Manager, Plattsburgh NY
- **Ken Hutchinson**, Inside Sales, Hartford CT
- **Joe Jauss**, Power/Energy Market Manager, Corporate
- **James Jenson**, Inside Sales, Winslow ME
- **Shawn Kennedy**, Counter Sales, Malden MA
- **Rick Laflam**, Inside Sales Supervisor, Lebanon NH
- **Frank Lamparelli**, Mechanical Sales Manager, South Portland ME
- **Travis Lebrun**, Inside Sales, South Portland ME
- **Charlie McCoy**, Inside Sales, Dover NH
- **Steve Perkins**, Outside Sales, Syracuse NY
- **Ed Robicheau**, General Manager, Syracuse NY
- **Charles Ward**, Outside Sales, Hartford CT
- **Lucas Winters**, Store Manager, Pittsfield MA

See the "Winning Boat" team on page 10.

BENEFITS UPDATE: End of Year Reminders

by Stefanie Harrison, Benefits Manager, Bedford, MA

As 2016 draws to a close, there are a few benefits-related reminders I would like to share with all employees.

Flexible Spending Account Deadline Pending!



FSA sign-up
ends December 2

Our annual open enrollment period for the Flexible Spending Account (FSA) benefit (health and/or dependent care) runs through **Dec. 2**. If you have not signed up yet, but would like to do so, please complete your enrollment online at benstrat.navigatorsuite.com

by Dec. 2. Please note the maximum for the Health Care FSA has increased to \$2,600. If you do not wish to enroll in 2017, there is nothing you need to do.

401K Pre-tax Limits

The pre-tax contribution limit for the 2017 calendar year remains the same at \$18,000 for employees under 50 years old. For those age 50 or older, the max is \$24,000. If you would like to make changes to your contribution rate for 2017, visit mylife.jhrps.com.

MDLIVE

MDLIVE is now up and running. This service allows you and your covered family member to see a doctor from the comfort of home using videoconferencing or phone. You will need to be registered before you can use the service. To get started, go to mdlive.com/fwwebb.



24/7/365 Access to
Board-certified
Doctors, Pediatricians
and Therapists

If you have any questions or concerns about these benefits or others, don't hesitate to email me at stefanie@fwwebb.com or call me at 781-272-6600, x.214.

F.W. WEBB CELEBRITY LOOK-ALIKE



Ed Chubba
CD Inventory Control

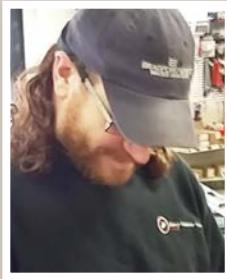


Ben Mcadoo
NY Giants NFL Head Coach

Submitted by: Chris Fuery, CD OM

Submit your nomination for a Webb Employee Celebrity Look-Alike. If chosen, both of you will win a pair of AMC Theatre gift cards.

Send your nomination to pipeline@fwwebb.com by January 6, 2017 for the February Celebrity Look-Alike Contest.



Aaron "Coop" Coopersmith
Counter Sales



Chris Murray
Counter Sales

Things got HAIRY in Pittsfield, MA on Halloween!



Joe Botto
Counter Sales



Ben Cassavaugh
Counter Sales



When you've got to go, follow that Webb truck!

An F.W. Webb flatbed tractor trailer – loaded with TOTO toilets – makes its way into the Boston Seaport District, where ongoing construction is transforming a former underdeveloped section of New England's largest city. This truck was headed to the site of the high-profile Seaport Square Blocks B & C development project, where two 20-story towers containing over 800 residential units are being erected.

The F.W. Webb Methuen, MA branch worked with commercial contractor American Plumbing & Heating to bid and win the plumbing component of this huge project. Many more trucks will be headed to the Seaport District as F.W. Webb delivers more TOTO toilets, American Standard tubs, Grohe faucets and shower valves, and other fine bath products.



Top Ten OSHA Violations

OSHA (Occupational Safety and Health Administration) recently presented its annual Top 10 most cited workplace safety violations at the National Safety Council Congress and Expo in Anaheim, CA:

- 1 Fall Protection:**
6,929 citations (+208 from 2015)
- 2 Hazard Communication:**
5,677 citations (+485 from 2015)
- 3 Scaffolds:** 3,906 citations
(-389 from 2015)
- 4 Respiratory Protection:**
3,585 citations (+280 from 2015)
- 5 Lockout/Tagout:**
3,414 citations (+412 from 2015)
- 6 Powered Industrial Trucks:**
2,860 citations (+100 from 2015)
- 7 Ladders:**
2,639 citations (+150 from 2015)
- 8 Machine Guarding:**
2,451 citations (+156 from 2015)
- 9 Electrical Wiring:**
1,940 citations (-464 from 2015)
- 10 Electrical, General Requirements:**
1,704 citations (-269 from 2015)

At F.W. Webb, safety is everyone's concern, especially in the warehouse. If you suspect or notice a safety issue, bring it immediately to your supervisor's attention.

Game 6 (October Pipeline) Questions and Correct Answers:

- 1. What year did John Pope become the leader of F.W. Webb Co.? **1961****
- 2. Where did John Pope relocate the Roxbury headquarters? **Burlington, MA****
- 3. When is the new CD in Londonderry slated to open? **Fall 2017****
- 4. How many loading docks/doors planned for the new CD? **80****
- 5. What's the name of the new company-sponsored medical insurance plan? **Cigna****

Game 6 Winners

Congratulations to the five winners of the F.W. Webb Trivia Contest from *Pipeline*, October 2016. Each received a \$50 Visa Gift Card. They were randomly selected from the batch of correct entries.

Wayne Andeen – Warehouse, Dover, NH

Chris Wilson – Counter Sales, Watertown, MA

Kelton Sumner – Inside Sales, Rutland, VT

Chris Buchinsky – Commercial HVAC Estimator, Springfield, MA

Angel Rivera – CD Call Center Rep., Amherst, NH

The 2017 F.W. Webb Calendar is here!

The new F.W. Webb calendar, heralding the end of the year and beginning of 2017, is in the process of being distributed to employees and customers. Topped with a stirring cover image, the calendar features 12 Webb locations matched with photos of nearby historical sites and artifacts.



2017 F.W. Webb Company Calendar

Celebrating the rich history of the Northeast

Images from the following F.W. Webb employees and customers appear in the new calendar:

Cover

Jeff Armington

- Stewart Air National Guard Base flyby, Newburgh, NY location

January

Kelly Tracy

- Rowes Wharf, Boston, MA

February

Vickie Norvaisa

- Rhode Island State House, Providence, RI

March

Michael LaPorte

- Great Falls National Park, Paterson, NJ
- Elmwood Park, NJ location

April

Mark Daly

- Old North Bridge, Concord, MA

Phyllis Laorenza

- Bedford, MA location

May

Bart Charland

- Champlain Monument, Plattsburgh, NY
- Plattsburgh, NY location

June

Dan Rondeau

- US Coast Guard Cutter Eagle, based in New London, CT

Devin Pascoe

- Waterford, CT location

July

Dan Soroken

- Hawley, PA

August

Jim O'Brien

- Cadillac Mountain, Acadia National Park, ME

Laurie Fenlon

- Winslow, ME location

September

Lisa Ward

- Great Falls Balloon Fest, Lewiston/Auburn, ME
- Frank Webb's Bath Center, Lewiston, ME

October

Eileen Murray

- Battle of Bennington Monument, Bennington, VT
- Bennington, VT location

November

Melissa Powers

- Plymouth Rock Monument, Plymouth, MA

Carol Rosinski

- Hyannis, MA location

December

Philip McQuade

- Merrimack River, NH

Eric Littlefield

- Dover, NH location

SHOUT OUT

"I want to take a minute and thank the Fitchburg [MA] crew, especially Randy Webb [Warehouse Supervisor] and his guys, for stepping up and going above and beyond in "delighting the customer." They went the extra mile by not only delivering a Nashua [NH] order but by sending two guys on a truck to bring product up to an elderly customer's bathroom! Thanks guys, the customer was thrilled!"

– Dan Soroken,
Showroom Manager,
Nashua, NH

Upcoming Trade Shows and Webb Customer Events:

December 15, 2016

- *F.W. Webb Annual 12 Days of Christmas Customer Event*, West Bath, ME location

February 9, 2017

- *4th Annual HVAC/R and Controls Dealer Meeting*, Foxwoods Resort, Mashantucket, CT

March 4, 2017

- *PHCC-MA*, Royal Plaza Trade Center, Marlboro, MA

March 10-11, 2017

- *New England Water Well Expo*, Royal Plaza Trade Center, Marlboro, MA

March 24, 2017

- *PHCC-ME*, Portland, ME

See a Full Listing of Events at
fwwebb.com/events.

If you have not received a calendar by Dec. 12, 2016, contact your local manager or Lisa Mooradian at lisam@fwwebb.com.

People On The Move



As soon as his replacement is found, **Chris Cordero** will be moving into a new role. Currently the store manager of Stamford, CT, Chris soon will become the *Operations Manager* in Newburgh, NY. Chris came to Stamford early this year from the CIP program out of the Elmwood Park, NJ location. He originally joined the company nearly three years ago after graduating from Baruch College in Manhattan with a Bachelor's degree in Finance. During his years in the CIP program, Chris worked across branches in NY and NJ. He was a key member of the acquisition and transition team during the Grant Supply acquisition in 2015.



Brett Frazier has accepted the role of *Operations Manager* (OM) in Methuen, MA, replacing Graham Cook who became General Manager (GM) there recently. Brett is coming from the Gloucester, MA location where he served as Store Manager this year. After graduating from Fitchburg State University in 2011 with a BA degree in Industrial Technology and a minor in Business Administration, Brett joined the F.W. Webb CIP Program in Nashua, NH. He trained and served in the CIP program for more than four years before his Gloucester assignment. In Methuen, Brett will work alongside Joe Jaskal, who became the co-OM there earlier this year. Brett will continue employing CIPs principles in Methuen to improve operations and contribute to both the location's success and company's overall growth.



Jonathan Stevens is the new *OM* of the Binghamton, NY location. Jon has spent nearly the past three years in the CIP program out of Syracuse, NY. He started in January 2014 after graduating the previous year from SUNY Oswego with a BS in Business Management. Jon says

he is looking forward to using the skills and processes he learned in college and the CIP program to help the Binghamton team enhance their customer service and reliability as a leading distributor in the area. A native New Yorker, Jon hails from the village of Chittenango, whose most famous citizen was the imaginative L. Frank Baum, author of *The Wonderful Wizard of Oz*. Outside of work, Jon enjoys sports and outdoor activities, especially at his family camp in the Adirondacks.



Justin Gelinas is the new *General Manager* of Bangor, ME. Justin was promoted from his latest position with F.W. Webb as Store Manager (SM) of the Seabrook, NH location – an acquisition we opened early this year. Justin began with Webb in the CIP program in 2014.

A year later he became SM in Portsmouth, NH before opening and managing Seabrook. Justin and his wife grew up in Maine and are excited to be returning to their home state. He and his team will focus on dominating the Bangor territory. In his spare time, Justin will continue enjoying his hobbies – hunting, fishing and boxing.

What does F.W. Webb at 150 mean to you?

"At Webb, there has been an uninterrupted passing of the torch from 1866 to 2016. The flame is fueled by passion, respect and pride, with an understanding of the shared responsibility we all assume to customers, colleagues and our industry. May it glow even brighter as we confidently carry it forward, lighting the path to our future."

– **Ernie Coutermash,**
Senior V.P., Industrial Business Development,
and a 47-year company veteran

Danielle Frank Appointed Showroom Project Manager



Currently the showroom manager of the Frank Webb's Bath and Lighting Center in Methuen, MA, long-time Webb employee **Danielle Frank** has accepted a more expansive role in showroom management. Danielle is the new *Showroom Project Manager* across the FWBC enterprise. "In this role, Danielle will be working with showroom managers on merchandising and product strategy, with emphasis on driving profitable product mix," said Webb VP of Sales Tom Santer.

Based in Exeter, NH, Danielle will create and manage deadline-driven plans for new and newly remodeled showrooms, including evaluation of demographics, site plan, development of layout, product, merchandising, and design selections. For existing showrooms, she will be responsible for product change-outs and display refreshing.

"The goal is clear, to establish Frank Webb's Bath Center as the premier consumer and trade destination for bath and kitchen products across our footprint."

— **Tom Santer**, Vice President of Sales

"It's an exciting time to be in this new role as F.W. Webb pushes the showroom program to be an even larger and more profitable division of the company," Danielle said. "We have some new initiatives in layout, training and customer service to help make this happen. I'm really looking forward to getting involved at a higher level now and to be part of making something I love even better."

A native of NH and graduate of Boston College, Danielle joined F.W. Webb in 2004 to open and manage the Bedford, MA showroom when the company moved headquarters from Burlington, MA. Over her tenure, she has seen the number of showrooms mushroom from 14 to nearly 40. "We have seen the showroom program blossom from a comparatively tiny portion of F.W. Webb to a real contributing factor in company growth and also as a player amongst the competition," she added.

Welcome Bedford Showroom Manager



Newton, MA native **Marina Meho** has joined F.W. Webb as the new *Showroom Manager* in Bedford. Marina comes to the Frank Webb's Bath Center at headquarters with nine years of management and customer service experience. In her new role she looks forward to "collaborating with the sales consultants and the store to improve operations, streamline sales processes, and provide exceptional customer service." Additionally, she said she will work

closely with her team to redesign and improve the showroom by introducing more effective product displays. Her overarching goals for the Bedford showroom are "to stay aggressively above the competition and raise gross profit." Marina holds a Bachelor's degree in Marketing and Advertising from Suffolk University.

SHOUT OUT

"I want to thank the Sheet Metal Shop in Haverhill [MA] for the great job they did with satisfying my customer's needs. He was hard pressed to get a transition for an elderly woman for her furnace and it was a cold evening. Sean Monahan [Inside Sales, Haverhill] stepped up and got it made that day and delivered it that night. Everyone was overjoyed! Thank you again, Haverhill!"

— **Billy Pentland**,
Inside Sales, Nashua, NH



'Tis the season for gifts from Frank Webb's Bath Center!

Photo courtesy of the Concord, NH showroom

The Places We've Called "Home"

Burlington, MA



22 miles northwest of the Roxbury headquarters, in the heart of the Route 128 "technology" corridor.

The new 45,000-sq.-ft. Burlington headquarters opened in 1968 with modern office space and an attractive contractors' showroom where our customers brought or referred their customers. Two-thirds of the one-story facility was devoted to a cutting-edge warehouse that transformed the company's stock and inventory handling procedures. It featured 22-foot-high stacking capacity, pallet racks, metal shelving, and overhead crane – all innovative at the time and leaps ahead of the old Roxbury facility.

The move to Burlington from Roxbury was precipitated by space needs, particularly in light of the computer revolution and need to house more IT people and equipment. Also, the neighborhood was in decline but has since experienced a revival (read about Jackson Commons in the Aug. 2016 *Pipeline*, pg. 5). With employees and customers in mind, the company sought to ease the transition to the new location, far from its roots in Boston. The effort was worthwhile in many ways. Among them, having a large modern warehouse gave F.W. Webb its first foray into serious materials handling and set the stage for the distribution expertise and large central distribution (CD) facilities and prowess to follow.

As the business grew over time, office, warehouse and parking in Burlington were at a premium. Space needs once again forced important decisions. The company sought to expand the building by adding a second level but the town of Burlington turned down the request. The expanding IT department moved to the warehouse mezzanine and the showroom was closed to make more office space. By the early 2000's, it became apparent that after 35 years in Burlington, business growth meant another move was in order...but this time, not so far away!

Our former Burlington headquarters is still in operation today, interestingly in a similar vein – as a branch of the Electric Supply Center, a MA-based supplier of electrical products for electricians, contractors and architects.

Next issue: Bedford

Third in a Series of Four

In the mid-1960s, John Pope decided to relocate F.W. Webb headquarters out of Boston for the first time in the company's century of existence. The company purchased and began building on a plot of land at 200 Middlesex Turnpike in Burlington, MA,

In Memoriam

Pipeline is sad to report the passing of two of our colleagues.



Beth Comire, 51, was the friendly face of CD in Amherst, NH. As the beloved receptionist at CD for the past six years, Beth was the warm and welcoming presence to everyone who came through the door. Polite and upbeat, Beth always had a smile for all her colleagues and every visitor. She was a caring and compassionate soul who loved her son and daughter deeply, often sharing stories about them. She was also a passionate animal lover. With Beth's passing, F.W. Webb has lost a terrific employee, friend and family member. Sadly, Beth leaves behind her two children. It was her wish that donations in her memory be made to: Autism Speaks. To donate in Beth's memory, please visit autismspeaks.org.



Dan Corrigan, Outside Sales, Watertown, MA joined F.W. Webb with the acquisition of Watertown Supply in 2014. He was known as a "gentle spirit who was fiercely loyal to his family and friends." His obituary said: "He held tight to his convictions and his beliefs. Three words to sum up his life: family, friends and faith." Dan was only 55-years-old and leaves behind his wife and two sons. He was an active member of the Ancient Order of Hibernians and generous supporter of the Muscular Dystrophy Association. If anyone would like to donate to either of these organizations in Dan's name, visit: aooh.com/donations or mda.org.



Our profound condolences to the families and close colleagues of Beth and Dan.



F.W. Webb thanks all employees who have served or are currently serving our country:

Connecticut

- **Justin Bednarz** – Army, Waterford
- **Leonard Capone** – Marine Corps, Waterbury
- **Ken Hutchinson** – Army, Hartford
- **Darren Juan** – Army, Hartford
- **Ray Kallas** – Army, New Haven
- **Tom Kowalczyk** – Air Force, Hartford
- **David Lapointe** – Air Force, Hartford
- **Dave Monahan** – Army, Waterbury
- **George Murdoch** – Air Force, Hartford
- **Carroll Quesnel** – Army, New Haven
- **Bob Westbrook** – Navy, New Haven

Maine

- **Vernon (Chip) Bond** – Air Force, Ellsworth
- **Jeff Cook** – Army, Navy and Air Force, Windham
- **Art Freeman** – Air Force and Air Guard, Winslow
- **Dale Hansen** – Navy, Portland
- **Scott Hanson** – Air Force, Ellsworth
- **Matt Hebert** – Marine Corps, Winslow
- **Kendall Hill** – Army, Augusta
- **Gary Jackson** – Army, Winslow
- **Bruce Jordan** – Army National Guard, Portland
- **Dick McIntyre** – Navy, Biddeford
- **John Mills** – Navy, Portland
- **Tom Rucevice** – Air Force, Rockland
- **Kathleen Santos** – Navy, Portland
- **Larry Santos** – Navy and Air Guard, Windham
- **Alan Senecal** – Army, Winslow
- **Patrick Zioka** – Winslow, ME, Navy Reserve

Massachusetts

- **Tom Barrett** – Navy, Methuen
- **Mark Beaulieu** – Navy, Auburn
- **Shane Bennett** – Air Force, Hyannis
- **Brion Berghaus** – Coast Guard, Bedford
- **Paul Bruno** – Marine Corps, Woburn
- **Jim (Caino) Cain** – Army, Watertown
- **James Cassidy** – Marine Corps, Greenfield
- **Roger Claypool** – Navy, Canton
- **Joe Coffey** – Army and National Guard, Methuen
- **Peter Collins** – Marine Corps, Bedford
- **Brandon Comeau** – Marine Corps, Bedford
- **Andrew Cordisco** – Marine Corps, Malden
- **Ernie Coutermash** – Marine Corps, Bedford
- **Jason Cox** – Marine Corps, Brockton
- **Stephen Davis** – Army, Bellingham
- **Dave DiPirro** – Army Reserve, Salem
- **Mike DiPirro** – Army National Guard, Water Works, Malden
- **Maximino (Cisco) Fernandez** – Navy, Boston
- **Richard Fox** – Air Force, Bedford

Winston Greene

- **Winston Greene** – Army, Woburn
- **Joe Horne** – Navy, Lowell
- **Norm Israelson** – Army, Auburn
- **Keith Laing** – Army, Greenfield
- **Mike Leander** – Army and National Guard, Bedford
- **Frank Levoy** – Army, Woburn
- **Mitchell L'Hussier** – Army, Bedford
- **Lawrence MacCall** – Navy, Bedford
- **Mike Nastek** – Army, Woburn
- **Mike Norton** – Army, Woburn
- **Lou Ottino** – Marine Corps, Plymouth
- **Justin Paschal** – Army, Bedford
- **John Pope** – Navy, Bedford
- **Jim Rose** – Navy, Pittsfield
- **Tom Sanders** – Army, Woburn
- **Scott Smith** – Air Force, Bedford
- **Joe Tesauro** – Navy, Hingham
- **Jim Tragakis** – Navy, Boston
- **Ken Tufts** – Navy, Woburn
- **John Veino** – Air Force, Lowell
- **Ed Welch** – Army, Bedford
- **Chris Wilson** – Army Corps of Engineers, Watertown

New Hampshire

- **Wayne Andeen** – Air Force, Dover
- **Dennis Barry** – Marine Corps, CD
- **Jarid Bond** – Army, Concord
- **Derwin Brown** – Army, Lebanon
- **Jay Daniels** – Air Force, Concord
- **Christopher (Ryan) Fuller** – Army, CD
- **Matt Gray** – Army, CD
- **Mike Lewis** – Navy, CD
- **Jody Luciw** – Navy, Lebanon
- **Keith McNutt** – Marine Corps, Gilford
- **Ron Paquin** – Army National Guard, Manchester
- **Chuck Savage** – Army, Lebanon
- **Jeff Tevis** – Air Force, Barre
- **Al S. Wagoner** – Army, CD

New Jersey

- **Stan Gregorowicz** – Army, Elmwood Park
- **James Laporte, Sr.** – Army, Elmwood Park
- **Michael Volk** – Air Force, Elmwood Park

New York

- **Rich Ahern** – Navy, Ballston Spa
- **Harry Barker** – Navy, Ballston Spa
- **John Barth** – Army, Albany
- **Dan Blair** – Army National Guard, Binghamton
- **Darin Cook** – Air Force, Air Force Reserve, Air National Guard, (aka, "Total Force"), Albany

- **Andy Debell** – Marine Corps and Army, Albany
- **Dave Diviesti** – Air Force, Newburgh
- **Jeff Eames** – Air Force, Albany
- **Dave Eynon** – Army, Binghamton
- **Paul Frontera** – Marine Corps, Binghamton
- **Howard Geisel** – Navy, Albany
- **Keith Hanchett** – Navy, Queensbury
- **Jake Kuss** – Navy, Syracuse
- **Tom Lane** – Navy, Albany
- **Marty Mann** – Air Force, Syracuse
- **Fred Marchland** – Marine Corps, Queensbury
- **Sean McAvoy** – Marine Corps, Binghamton
- **Mike Morales** – Air Force, Syracuse
- **Dennis Moulton** – Air Force, Binghamton
- **Ken Powell** – Marine Corps, Ballston Spa
- **Alfred Quickenton** – Army, Albany
- **Lynne Rawson** – Navy, Queensbury
- **John Ruhle** – Navy, Newburgh
- **Jason Smith** – Navy and Army National Guard, Newburgh
- **Sam Stepanovich** – Army and Army Reserve, Pittsford
- **Steve Sweetland** – Air Force, Binghamton
- **Fred Vivenzio** – Air Force, Syracuse
- **Michael Reed** – Navy, Cazenovia

Pennsylvania

- **Jim Martin** – Army, Allentown
- **Jim Tobiassen** – Army, Allentown

Rhode Island

- **Charles Bursey** – Navy, Warwick
- **Gary Dame** – Air Force, Cranston
- **Jim Stevens** – Navy, Warwick

Vermont

- **Idris Atwood** – Marine Corps, Rutland
- **Rick Breault** – Army National Guard, St. Albans
- **Jeff Coates** – Army, Barre
- **Terry Cota** – Army, St. Johnsbury
- **Jordan Gowland** – Marine Corps, Rutland
- **Jim Harrington** – Army, Rutland
- **Nathan Luther** – Marine Corps, St. Johnsbury
- **Kevin Mitchell** – Air Force, St. Johnsbury
- **Wil Morin** – Army, Springfield
- **Dave Paquette** – Army National Guard, Williston
- **Fred Perry** – Navy, Rutland
- **Leo Pollander** – Marine Corps, St. Johnsbury
- **Scott Ryan** – Navy, Rutland
- **Mark Safford** – Navy, Barre
- **Rick Snow** – Coast Guard, Brattleboro
- **Randy Swan** – Marine Corps, Barre

If you've served in the armed forces and are not listed, please send an email to hrdept@fwwebb.com



Holiday Gift Ideas from F.W. Webb

F.W. Webb replica tractor trailer trucks

To place your truck order, immediately contact Marianne Tragakis at trag@fwwebb.com. Then pay for your order by sending cash (exact amount) or a check payable to F.W. Webb Co. in the appropriate amount, along with your name, contact information and branch #, via interoffice mail to:

Marianne Tragakis
Marketing Dept.
Corporate – Bedford, MA

Orders must be received by Friday, Dec. 9 for trucks to arrive in time for Christmas gift giving.

No truck orders will be filled without upfront payment.

ONLY
\$17.00
each

Ordering deadline
is Dec. 9



Manny Lopes, Outside Sales, Water Works Division, Malden, MA, with his grandsons, Orion, Timmy and Francis – each 3-years-old and all relishing their F.W. Webb replica trucks.

Deriva IntelliSync™ Smart Thermostat

See Aug. 2016 issue of Pipeline for product details. Some states offer rebates on this style of thermostat! Visit derivacompany.com/thermostat for details.

2016 Stocking Stuffers

Available at your counter



Bruins work gloves



Safety glasses



Klein Tools ratcheting multi-bit screwdriver



Cliplight work light and flashlight



Red Sox work gloves

Webb Spotlight: Tony Bossi



Webb Vitals

How long at F.W. Webb: 5 years

Role at F.W. Webb: Data Research Analyst.
I research and gather key information about the products we offer to help employees sell and enable customers to make informed buying decisions.

F.W. Webb location: Bedford, MA

The best piece of advice I've ever received is:

My first boss told me to always remember that it's not about you or what's best for you. It's about the company's vision.

What's the best book you've read, and why?

The Godfather. It introduced us to the Mafia. Everyone knew it existed but not the workings of it. It showed us the seduction of power, the pitfalls of greed, and the allegiance of family.

Describe yourself in three words or less?

Loyal. Compassionate. Empathetic.

If you could have dinner with somebody who is no longer alive, who would it be?

Vince Lombardi. His inspiring philosophy and practical approach to winning remains relevant today. He was able to motivate his players to win games in spite of the odds against them. He was often invited to speak about his winning principles because they could also be used by companies. A few of his famous quotes:

"The achievements of an organization are the results of the combined effort of each individual."

"People who work together will win."

"Individual commitment to a group effort – that is what makes a team, company, society, and civilization work."

When not at work how do you spend your time?

I have been a Patriots season ticketholder for 36 years. I also enjoy golf, bowling and the beach.

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

Being part of something larger that makes a difference. Riverbend Home was founded in July 2012 as F.W. Webb's entry into the consumer e-commerce market. At the time, riverbendhome.com offered 5,000 items. Today, there are over 50,000 items. It was a unique experience to see and receive instant gratification of my daily work as well as the work of other team members on the Riverbend Home project.

New Employees

- **Joseph Abbate** – Inside Sales, Watertown MA
- **Edgar Aguilar** – Outside Sales, Cranston RI
- **Angelo Alessi** – Warehouse, Newburgh NY
- **James Anderson** – Warehouse Supervisor, Hartford CT
- **Seth Beil** – Counter, Warwick RI
- **Paul Bergeron** – Driver, Fitchburg MA
- **Frank DeFillippo** – Inside Sales, Pleasantville, NJ
- **Joshua Deyak** – Tractor Trailer Driver, Canton MA
- **John Durrant** – Driver, Keene NH
- **Timothy Fafard** – Selector, Amherst NH
- **Mary Flaherty** – General Clerk, Bedford MA
- **Shawn Griffiths** – Inventory Control Clerk, Canton MA
- **Daniel Gullage** – Sr. Unix/Linux Administrator, Bedford MA
- **Jonathan Gutierrez** – Warehouse, Sturbridge MA
- **Alexander Herrera** – Warehouse, Methuen MA
- **Tyler Horton** – Warehouse, New Bedford MA
- **Angelina Im** – Office Administrator, Canton MA
- **Aaron Johnson** – Selector, Amherst NH
- **Patricia Johnston** – Inside Sales, Boston MA
- **Matthew Kell** – Warehouse, Brockton MA
- **Shane Kelly** – Warehouse, Hyannis MA
- **Andrew Knox** – Counter, Woburn MA
- **Robert Lacerte** – Driver, Portland ME
- **Timothy LaFratta** – Inside Sales, Bellingham MA
- **Ronald LaRoche** – Outside Sales, Stamford CT
- **David LeClair** – Inside Sales, St. Albans VT
- **Anthony Letizio** – Outside Sales, Hartford CT
- **Justina Leto** – Showroom Sales Associate, Auburn MA
- **Lauren Luter** – Showroom Sales Associate, Nashua NH
- **Scott Maloney** – Outside Sales, Pleasantville NJ
- **Christian McLeod** – Intern, New Bedford MA
- **Nelson Navarro** – Warehouse, Canton MA
- **Philip O'Donnell** – Driver, Cranston RI
- **Brian O'Grady** – Outside Sales, Canton MA
- **Patrick Pallotta** – Warehouse, Hartford CT
- **William Paradiso** – Warehouse, Canton MA
- **Jeffrey R. Pope** – Inside Sales, Concord NH
- **Silvester Reynoso** – Technical Support Analyst, Bedford MA
- **Robert Reyome** – Commercial P&H Estimator, Springfield MA
- **Mark Ridley** – Inside Sales, Lewiston ME
- **Laurenda Robinson** – Warehouse, Gilford NH
- **Antoine Shingu** – Warehouse, Williston VT
- **Helena St. Amant** – Showroom Sales Associate, Manchester NH
- **Charles Stoddard** – Outside Sales, Cranston RI
- **Kim Vittozzi** – General Clerk, Haverhill MA
- **Ryan Zaborowski** – Warehouse, North Brunswick NJ

December 2016 & January 2017

Work Anniversaries

5 Years

Brian Burke, Hingham MA
 Scott Cromack, St. Johnsbury VT
 Jacob Guild, Amherst NH
 Lynda Jemson, Bedford MA
 Sean Klier, Hingham MA
 Luis Lopez, Amherst NH
 Karen Nasuta, Hartford CT
 John Poitras, Methuen MA
 Sean Snyder, Springfield VT
 Elton Teixeira, Canton MA
 Angel Villacis, Amherst NH
 Jeff Wilwol, Amherst NH
 Robert Zieschang, Syracuse NY

10 Years

Mark Amenkowicz, Amherst NH
 Mario Avelar, Methuen MA
 Lisa Courtemanche, Amherst NH
 Ronald Dellamorte, Methuen MA
 Joel Evelyn, Nashua NH
 Michele French, Concord NH

Gerald Kenney, Greenfield MA
 Jeff LaPlante, Northampton MA
 Michael Volk, Elmwood Park NJ

15 Years

Paul Blanchard, Williston VT
 Anne Charpentier, Portland ME
 Joyce-Ann Luttrell, Lebanon NH
 Christine McVey, Cranston RI
 Rickey Snow, Brattleboro VT

20 Years

Thomas Lane, Albany NY
 Doug Nightingale, Syracuse NY
 Ron Sokoloski, Hartford CT
 Paul Solloway, Augusta ME

25 Years

Michael Michaud, Bedford MA

30 Years

Stephen Davis, Bellingham MA
 Michael Goodis, Canton MA

Births

- **Cooper Clark** born September 6. Son of Kraig Clark, Waterbury CT
- **Abigail Moccia** born September 23. Daughter of Brian Moccia, Exeter NH
- **Gracyn Bliss** born September 26. Daughter of Chad Bliss, Queensbury NY
- **Emma Khan** born September 26. Daughter of Ratana Khan, Amherst NH
- **Kelen Snyder** born September 29. Son of Sean Snyder, Springfield VT
- **River Guild** born October 10. Daughter of Jacob Guild, Amherst NH
- **Zoey Gokey** born October 13. Daughter of Chris Gokey, Amherst NH
- **Jeremiah Anderson** born October 19. Son of Matt Anderson, Greenfield MA
- **Maisie Colon** born October 23. Daughter of Dan Colon, Hingham MA
- **River Dekoeyer** born October 30. Son of Mark Dekoeyer, St. Johnsbury VT
- **Edward Almon** born November 4. Son of Kinda Almon, Cranston RI
- **Abigail Chadwick** born November 4. Daughter of Royal Chadwick, Queensbury NY

Pipeline is the employee newsletter of the F.W. Webb Company. It is published bimonthly in February, April, June, August, October and December by the F.W. Webb Marketing Department. Employee submissions – news tips, articles and photos – are welcome and encouraged at pipeline@fwwebb.com. Current and back issues are posted on the company intranet.

Pipeline is an internal publication for employees only.

Promotions

- **Mike Ferguson** from Driver to Counter, Keene NH
- **David Fields** from Warehouse to Inventory Control, Fitchburg MA
- **Mark Finney** from Driver to Counter, Lowell MA
- **Paul Frontera** from Warehouse to Inventory Control, Binghamton NY
- **Sean Klier** from Warehouse to Counter, Hingham MA
- **Stephen Knight** from Counter to Inside Sales, Fitchburg MA
- **Russ Richards** from Inside Sales to Inside Sales Manager, Bangor ME
- **Alfred Quickenton** from Shipper to Driver, Albany NY
- **John Smith** from Counter to Inside Sales, Fitchburg MA

Retirees

- **David Adams**, Warwick RI after 16 years
- **Larry Tremblay**, Nashua NH after 19 years
- **Bruce Ward**, Cranston RI after 9 years

Bedford, MA showroom associate Stephanie Cunningham's daughter Sophia



Bedford's Nicole Taschereau's grandson Malcolm