



Volume 11 – August 2014

We Put the “Fab” in Fabrication

In public buildings we take for granted that if a fire were to occur water would spring like magic from the ceiling to put it out. And as usual, when it comes to keeping people safe or comfortable, F.W. Webb is there.

Our Fire Protection & Fabrication Division in Canton, MA supplies material, services and expertise that protect millions of people all over the Northeast. Fire Protection contractors come to Webb for their sprinkler systems, which includes the sprinklers themselves as well as custom fabricated pipe that is cut, threaded, grooved, welded (if necessary) and delivered to the job site, marked and bundled for installation.



Always another opportunity

There's a lot to know about fabricating and supplying fire protection systems, and Bob Schuler, the Division's General Manager, knows it well.



There are wet systems, which hold water at the ready, and dry systems for unheated spaces, where water is held back from the system until it is triggered.

There are different types, styles and classes of sprinkler heads that activate at different temperatures or accommodate special environments, such as a facility where chemicals are present. There are critical components such as backflow devices to keep water from outside the building from contaminating the potable water.

**"We have a great team here.
Everything flows."**

*Robert Schuler, General Manager,
Fire Protection & Fabrication Division*

And there is pipe...miles and miles of it.

When the division started in the 1970's Webb had to import most of its pipe; now, although we still stock imported pipe, much of it is made in the USA. There is plastic, carbon steel, stainless steel and copper – so much pipe, in fact, that we also have a large Pipe Depot in Sturbridge, MA to service customers all over the Webb footprint.

Pipe and fittings must satisfy stringent industry and insurance requirements, such as Underwriters Laboratory (UL) and Factory Mutual (FM).

"Over the last five years we've gotten all of the major branches stocking fire protection supplies," says Bob. "If a customer needs standard pipe or sprinkler heads they can get these products from their local Webb store. But if the customer needs custom fabrication, the branches know they can count on us."

The business is still growing. "There's always another opportunity," Bob says. "More and more plumbing contractors are involved in fire protection systems, particularly in the growing residential market."

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Did You Know?

*The initial "W" in
"F.W. Webb" stands
for "Wooten" . . .
Frank Wooten Webb.*





Riverbend Home: One Year Later

One year ago F.W. Webb launched its retail e-commerce site, Riverbend Home (often referred to as “RBH” internally). As more and more homeowners are buying home products online, we wanted to be sure that we captured our share of this lucrative market. The channel complements our “bricks and mortar” retail showroom business and allows Webb a great opportunity to sell nationwide.

We thought it would be a good time to reflect on the exciting first year that Riverbend Home has completed and look forward to what’s going to come next. We asked Josh Michaud, E-Commerce Business Manager, to offer his thoughts.

PL: What has surprised you about our e-commerce business?

JM: E-commerce is a fast-changing landscape. I have been thrilled by how quickly the F.W. Webb organization has risen to meet its demands. I credit this to the support RBH receives from both Bedford and Amherst, and especially from our leadership team.

PL: How do online shoppers find Riverbend Home?

JM: Today, the primary path to purchase is via a search engine, landing directly on a product page. For example, if someone searches for a “TOTO Silas single handle faucet”, RBH would appear in the list of search results on Google or another search engine, allowing people to click through to the product page.

As a result, rapidly expanding our selection has been a major focus. As the RBH brand gains awareness and new sales channels mature (like our affiliate marketing program), traffic will both grow and diversify.

PL: What will be the biggest business challenge over the next 12 months?

JM: The sophomore slump! New sales channels, products, and site features have fueled steady improvement to date. Getting to the next level means optimizing those efforts and relentlessly developing new customer segments and our tools to win their business.

PL: What impact does the RBH Call Center have on the business?

JM: The Call Center team in Amherst, NH, led by Phil Duncan, is RBH’s secret weapon. The competition for Kitchen & Bath online is stiff, but I am confident putting an RBH agent up against any of them. Thanks to our shared Webb values, we understand that success comes down to delighting customers.

Check out Riverbend Home at www.riverbendhome.com.

For more background on the Riverbend Home launch, see [Volume 6 of Pipeline](#).

PL: How is the Riverbend Home shopper different from someone who comes to a Frank Webb’s Bath Center showroom?

JM: Focusing on RBH’s consumer segment, perhaps they aren’t so different. While some consumers may prefer to transact in a physical store vs. online, many of the core needs are the same. Our customers value design, quality, selection and a sharp price. They also need assurance before pulling the “purchase trigger” (fit, finish, required items, ease of installation). What differs most, therefore, is how we answer those needs without the power of in-person consultation (e.g. site design, Call Center, live chat, digital content).

PL: What are some of the ways you determine which products to include or feature on the site?

JM: Step 1 - have a great Merchandiser, like Curt Burgess.

Step 2 - leverage the knowledge, data and relationships of an industry leader, like F.W. Webb.

At one year old, we can do even more to fine tune those decisions based on our own sales history, and we are excited for the challenge of bringing in new product categories beyond our core K&B offering.

PL: Where do you see Riverbend Home in five years?

JM: I see RBH as a thriving share-taker in the K&B online space and as one finger in an e-commerce fist for F.W. Webb. I also see RBH as very different than it is today – five years online is a lifetime and evolution is a must!

PL: What has been the most fun so far?

JM: Working with a cross-functional team of growth-focused associates and seeing that collaboration yield results. It’s contagious. We have a long way to go, but RBH will win because of the people who support it.

Left to right, the Riverbend Home staff: Josh Michaud, Casey Makovich, Colleen Murphy, Lynda Jemson, Curt Burgess, Danny Rodriguez, and Phil Duncan. Not pictured are additional members of the staff who are based at CD.





CD Second Shift Strives for Perfection

by Steve Morency, CD, Shift Supervisor, Amherst, NH



Left to right: Neal West, Floor Lead and Steve Morency, CD Second Shift Supervisor.

service to all the divisions within Webb. We work as a team with everyone pitching in to ensure that we are all working towards the same goal: to be the best in the business.

Our team starts the production shift at 3 pm daily and works until all work is completed. We are responsible for picking all of the nightly auto reqs, promo displays, special pick and packs and new store openings. We handle many “special requests” in order to serve our customers the best we absolutely can. On a nightly basis we are loading an average of twenty 53-foot trailers with an average of 30 locations being serviced.

We have several metrics that we track to help keep the team on target. We look at individual productivity numbers on a daily basis, we track each employee's individual quality as well as the teams overall quality number, and we ask our drivers to perform a daily “Load Audit” consisting of a few simple questions that

the drivers answer to grade our loaders. All of these metrics help us ensure that we give both our internal and external customers the best possible experience.

This year, through June 9, our team selected 876,906 lines. Our daily average was 7,760 lines selected. This roughly translates to 100,000 individual pieces being selected in three different areas and being married together on the loading dock. In the month of June we tracked 99.71% for Quality. We have a team goal of 99.83%, so we still have some work to do to get to that number but we are confident in our team and our processes. Through June of 2014 we have seen an increase of 46,491 lines over the same period in 2013. Year to date we have selected \$136,172,288 dollars of inventory going to our branches and customers. This equals a daily average of \$1.2 million dollars of freight.

One of the most exciting and challenging aspects of second shift is you never know what the day will bring. From weather related issues to holiday schedules to driver availability with combined runs we never know how the day will play out. Whether it's a “Special Drop” or a “Tail Loaded” item, we strive for perfection every day with the hope that we will capture greatness in the process.

So if you have a question or concern, if you need our help in any way, please don't hesitate to pick up the phone or shoot us an email. We are here to serve every member of Webb and we truly believe that YOU ALL ARE OUR CUSTOMERS AND EVERY ONE OF YOU COUNT.



The CD Second Shift Team.



The Big Show 2014: It Was a Gas!

by Darren Juan, Operations Manager, and Robin Glenney, Inside Sales,
Propane & Natural Gas Division

The Propane & Natural Gas Division held its annual expo, The Big Show (formerly known as the Victor Open House), on Wednesday, June 4 at the division headquarters in Hartford, CT. Approximately 450 customers took advantage of a great day of vendor meetings, education, food and fun.

Thirty-eight top propane industry manufacturers were there showing off their latest wares. Customers also had the opportunity to take

classes and earn same-day certification on TracPipe® flexible gas piping and Continental underground piping. Training was definitely a highlight, and many customers told us they found it very informative and well executed.

Wednesday, June 4th



Great food, great opportunity to showcase Webb

In addition to the ever popular Scratch & Dent tent and special show pricing, Expo attendees enjoyed a delicious clambake that was an absolute hit.

This year's show reinforced F.W. Webb's new corporate branding, which emphasizes that every one of the company's 14 areas of expertise represents the full power of the company. To show our customers that Webb is a "big umbrella", attendees heard from diverse group of F.W. Webb sales and product managers, including Frank Lamparelli (Mechanical Sales Manager), Joe Ruggiero (Heating Products Manager) and Scott Hynes (Technical Service Manager), and received a presentation on WebbConnect from John Checchi of the IT group.

It was a great day for all!



Howard Schneider of Propane & Natural Gas Division and John Provencal, SVP, P&H, LP and Water Systems.



Jeff Costello of Fairview Fittings and Karen Belin, Propane & Natural Gas Division.



Students from A.I. Prince Technical School with Connecticut Gas employees.



Maine Expo 2014

by Nick Pelletier, General Manager, Augusta, ME

On June 19th F.W. Webb hosted its 11th annual Maine Expo at the Augusta Civic Center. This year's show offered over 100 vendor displays featuring products in several disciplines such as Plumbing, Heating, HVAC/R, Water Systems, Propane & Natural Gas and more. Customers took advantage of several industry related classes and were welcomed by a stock car from the New Hampshire Motor Speedway (NHMS) as they entered the arena. We upped the ante this year with some super prizes. They ranged from flat screen TV's, VIP race ticket packages at NHMS to a stainless steel appliance package which included a refrigerator, range, microwave and dishwasher. Those who attended were able to take advantage of some great deals at the scratch and dent tent and tool sale. We also performed our first car cutting at a Maine Expo thanks to our friends at Lenox. This was a huge hit! Thanks to all who pitched in to make this show a success.



Lenox Car Cutting Contest.



Russell Richards (l), Inside Sales, HVAC/R and John Lewis (r), Outside Sales, HVAC/R, of F.W. Webb in Bangor, ME.



▲ Dave Balch, Location Fleet Supervisor, CD, Amherst, NH



Roger Crete, Tractor Trailer Driver ►

A remote-controlled drone carrying a camera was used recently to capture video footage of CD and the truck fleet. You'll see the results of this work and more in a new Corporate Video for the F.W. Webb Company soon to be released.

2014 Expo Schedule

New Hampshire Expo –

Thursday, September 4th, 2014
New Hampshire Motor Speedway,
Loudon, NH

Customer Appreciation Expo –

Thursday, September 18th, 2014
Michael's Banquet House, Latham, NY

CD Tidbit

Did you know that CD purchases almost 2 million 3/8" galvanized heavy hex nuts a year to support the sales of the F.W. Webb locations?





RiverbendHomeBlog

How to Choose Your Kitchen Lighting

by Casey Makovich, Copywriter, Riverbend Home

Lighting is key to planning a functional kitchen. To get the best kitchen lighting for your daily needs, be sure to make it a priority in the planning stages and consult a professional to avoid costly changes later on down the road. The best lit kitchens combine multiple types of lighting that serve different purposes.

Ambient Lighting



Start by choosing ambient lighting that serves as the main source of light in the room. Recessed lighting or track lighting spread evenly throughout the room are excellent options that can easily be complemented with other types of lighting and stylish fixtures that will add depth to your kitchen lighting design. Designers recommend installing ambient lighting on a dimmer for more control over the level of light in the room. Dimming the lights is also a great way to save on energy bills.

Decorative Lighting



In addition to ambient and task lighting, give your kitchen a focal point and some personality with decorative lighting fixtures. Over the sink or kitchen island are great areas to consider. Pendant lights, chandeliers, or billiard style lights are all great options. If space is limited, opt for a semi-flush mount or flush mount ceiling fixture instead of a pendant light or chandelier to keep the room looking open and airy.

Task Lighting



Identify sections of your kitchen such as the island, sink, stove, or area of countertop where you know you'll be doing lots of food prep and be sure that each work zone will receive plenty of task lighting. Under cabinet lighting helps illuminate hard to see places such as deep cabinets or drawers and helps prevent accidents.

Accent Lighting



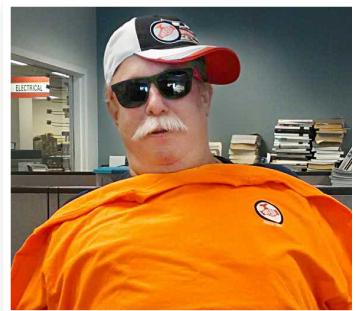
Use accent lighting to highlight design rich areas of the kitchen such as artwork or architectural details like a vaulted ceiling. Recessed mini-can lights installed in cabinets are great for showcasing favorite pieces of china or glassware with focused light.

[Click to read more Riverbend Home blog posts or go to riverbendhome.com.](#)



Racing Counter Days

Gilford, NH



Customer Bruce Haine of Bruce Haine P&H shows off his new Webb shirt at Gilford, NH Racing Counter Day.

Barre, VT



Barre customer Mikeljon Mascitti of Pro Heat with son, lil Mikeljon.



Lil Mikeljon behind the wheel at F.W. Webb's Barre Racing Counter Day.



Williston, VT

Another Great Customer Appreciation Day in Williston

by Donna Rivers, Office Manager, Williston, VT

F.W. Webb's Williston, VT location held its 2nd annual Customer Appreciation Day on Wednesday, June 18th and it was another huge success! A steady stream of customers throughout the day took advantage of great tool specials from vendors including Milwaukee, Lenox, Irwin, JBI, Ritchie, UEI, Fluke, Testo, Malco, and Turbo-Torch.

Even better than the great prices, our customers were drawn in by our famous chicken barbecue with corn on the cob, potato salad, macaroni salad, and Italian sausages with peppers and onions prepared by several members of our team. Nobody left here hungry!

It was a great day to show our customers how much we appreciate their business and we look forward to doing this again next year.

Kevin Lusignan writes up an order while John from Vermont Energy registers to win one of the grand prizes.



Left to right: Jeremy Cogdill (Outside Sales), Darrell Read (General Manager), & Greg Gouwen (Counter Sales) prepare chicken and sausage on the grill for hungry customers.

Methuen, MA



Who Are You Calling Chicken?

by Patrick Casey, Operations Manager, Methuen, MA

On Thursday, May 29th, the Methuen branch held a joint Customer/Employee Appreciation Event featuring Augusta's "Cluck Truck". Augusta's, a restaurant and market in Billerica, MA, supplies their extremely popular "Chicken on the Road" food truck for events in the area.

The Appreciation Event had four committed vendors to help promote and support the event: Bradford White/ARK Associates, Urell, Ridgid and Emerson Swan. The meals served by the truck were controlled using a coupon format to give out a variety of pre-set meals. Each employee received a coupon good for a free lunch, and the Vendor Reps, Counter Staff and Operations Managers had additional coupons to hand out to customers. The idea was to drive customers to the manufacturer tables to interact with the vendors as well as have a moment to sit down and eat lunch with each other and members of Webb's staff.

The combination made it a good day for all.





Are You Up for the Wellness Challenge?

by Samantha Damon, Benefits Manager, Bedford, MA

Blue Cross Blue Shield (BCBS) is now offering F.W. Webb participants (both employees and covered family members) an exciting new wellness tool! It's a personalized and very interactive website – AHealthyMe (www.ahealthyme.com/login). *You will need to register so be sure to have your BCBS member ID# handy.*

First things first – take the health assessment. Once logged in, this can be accessed a few ways: by clicking on the apple/laptop image on the home page or going to the “My Health Tools” menu. The health assessment takes only about 15 minutes to complete and you can save it and come back to it if you aren't able to complete it in one sitting. Biometrics data (i.e., cholesterol levels) are not necessary but helpful. Once you complete the assessment, you will be given a wellness score identifying risk levels in various areas. Workshops and articles will also be recommended based on your results.

Noting your weight, goal weight and loss/gain rate on your profile is highly encouraged as it will enhance the effectiveness of the site overall.

What's the challenge? To obtain 300 points by December 31st! 100 points are obtained by completing the health assessment. Workshops taken are worth 100 points each. It's important to take the health assessment first as workshops will

be recommended based on your results. Only one workshop can be taken at a time and each one can take between 4-6 weeks to complete. Workshops consist of reading articles, watching videos, taking quizzes and using AHealthyMe's tools and trackers. **All BCBS covered employees that accumulate 300 points by December 31st will be entered into a raffle for a chance to win one of twenty-five \$50 Visa gift cards!**

An informational video has been posted on the Webb intranet (under HR/Benefits/Medical) with information on how to use the site. F.W. Webb's quick links (a feature on the site) are set up a bit differently than explained on the video and only F.W. Webb employees and covered family members can use the site.

If you have any questions regarding the use of this site or the wellness challenge, please contact Samantha Damon in the HR Department.

Are you up for the challenge?



Note: Information you provide about yourself on this site is confidential. BCBS only provides us with the names of those who have completed the health assessment and their points to assess participation. They do not provide any personal detail of the assessment or profile stats.



**Everything to live
a healthier life**

Other great features of this site include:

- Exercise log to track your activity, exercise examples with video clips (upper, lower, core and stretches) to aid you in designing a fitness plan and a Fit for Life workshop with tips to learn to stay healthy and active for life.
- Food log, customizable meal planner with corresponding shopping list and recipes. This is where noting your weight, goal weight and loss/gain rate on your profile are extremely helpful.
- While nutrition and fitness are the primary focus of the site, you will also find:
 - On the home page under quick links, you can reference some F.W. Webb specific information (i.e., EAP and our preventive exam program) as well as a link to BCBS's provider directory and Healthy Screening Guidelines for Adults.
 - A printable monthly newsletter, monthly health topic and monthly recipe.
 - Workshops for smoking cessation, managing stress and fighting the flu.
 - A health library including videos, a symptom checker and decision making tool regarding tests, prescriptions and surgeries.



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More than fire protection

While much of our pipe storage and fabrication business serves fire protection customers, the operation has gone far beyond its origins. It now supplies custom pipe for a myriad of customer applications, with Bob's 50-man crew in Canton working three shifts to accommodate our nine-state footprint and the building boom in places such as the Boston waterfront and the Malta, NY area, where Global Foundries is located.

"We're not just about fire protection anymore," says Bob. "Pipe is there for everybody and we do a lot of cutting, grooving and light welding for a variety of customers."

Fabrication, like so many of the specialty businesses that Webb has moved into, goes far beyond picking products off a shelf. For a start, it's always evolving. "When an efficient new process comes in the door, such as a threader that can handle both ends of a pipe at once, we incorporate it," Bob tells us.

A little history

In 1972 F.W. Webb acquired Atlantic Pipe, a small pipe shop that supplied industrial PVF. Bob joined the company in 1975 to pursue the fire protection opportunity. A facility was built in Stoughton in 1980 to serve the growing business, upgrading our threading and welding capabilities.

The company's investment in fabrication continued to pay off and the division needed to expand again. In 2005 the company opened the Canton facility, to double our fabrication capacity.



Speaking of pipe...

Once our fire protection business was established, Bob's group consumed more and more pipe. Because he stocked so much, other branches began to call him for pipe for other applications. As Webb grew it became clear that we needed a facility dedicated to pipe storage and transfer.

Our first Pipe Depot was established in Auburn, MA. Toward the end of 2000, the Depot moved to its current location.

"We chose Sturbridge, MA because it is central to 'Webb land'" says Ernie Coutermarsh, Senior Vice President for Industrial Sales. "This is where we store most of our pipe. A manufacturer can make one drop off and we truck it around to the locations that need it.



In addition, we track the metals market and make timely investments that benefit our customers by smoothing out the daily price fluctuations."

"It's the curve balls that make this job great."

– Bill Stapinski, Pipe Depot Manager

regular schedule of deliveries – anywhere from a few bundles to a truckload – but on any given day I might get a call that a branch needs something delivered in New York the next day, or that a customer wants to come and pick up his order."

Pipe Depot may ship as much as 45,000 lbs. at a time, and Bill has to make sure a load is within weight limits. Bill's logistics keep getting more challenging as Webb's footprint grows; now he ships as far as Allentown, PA. The crew at Pipe Depot includes two full time drivers, two full time warehouse personnel, and one "floater" who can perform in either capacity.

"We just enjoy doing what we do," says Bill.



F.W. Webb has an extensive custom pipe fabrication operation in Canton, MA.



PRODUCT Focus



NIRON Polypropylene Pipe and Fittings

F.W. Webb will be introducing an exciting new product this fall. The company has announced that it is partnering with NUPI Americas to be their exclusive distributor of NIRON piping systems in the Northeast.

NIRON is a complete polypropylene pipe and fitting system for the distribution of hot and cold water in plumbing and air conditioning systems, for the conveyance of

drinking water and alimentary fluids, for industrial plants and for the transport of compressed air and chemical substances. The pipe and fittings that compose the NIRON range are manufactured using random copolymer polypropylene (PPRCT), a plastic material with a special molecular structure ensuring high mechanical resistance and duration, even at high temperatures and pressures.

Jim Matthews and Patrick Coutermash of Webb's Thermoplastic Piping Division are spearheading the venture. They recently traveled to the vendor site in Italy, where NIRON is manufactured.



Boston Getaway, Courtesy of Bosch/Buderus

by Joe Ruggiero, Heating Sales Manager, Bedford, MA

About 30 customers who participated in a promotion for Bosch Greenstar Boilers enjoyed a fabulous weekend in Boston on June 20-22. Customers were required to purchase a specified number of qualifying products to earn the reward, which included accommodations at the Colonnade Hotel, a dinner cruise in Boston Harbor and a historic tour of the city.



Left to right: Jeff Claflin, Webb Outside Sales, S. Portland; Cece Claflin; Don Dube, Owner, Easter Mechanical; Theresa Dube; Steve Faucher, Owner, S.F. Plumbing & Heating; Jennifer Faucher.

F.W. Webb and Apollo Share Milestone



Jeff Pope, President of F.W. Webb (4th from left) receives award from Carl Mosack, Conbraco Sr. EVP. Webb received the award from Apollo Valves for purchasing the 150,000,001st 70-100 Ball Valve, first put into production around 1968. Webb and Conbraco execs in attendance, from left to right: John Provencal, Ed Welch, Cal Mosack, Jeff Pope, Carl Mosack, Bob Mucciarone, Ernie Coutermash, Brendan Monaghan, Doug Urell (URELL rep).



Allentown, PA



Allentown Counter Day for the Win

On June 26th F.W. Webb in Allentown, PA celebrated the World Cup soccer match-up of Team USA vs. Germany by inviting customers to feast on their choice of hot dogs and macaroni salad OR bratwursts and German potato salad. Adding to the fun, customers who scored a goal playing "Squatty Soccer" were given a prize.



F.W. Webb's "Race to the Championship" halfway prize winners Steven & Donna Shultis with NASCAR legend Bobby Allison at New Hampshire Motor Speedway.



Please submit news items and photos with captions to pipeline@fwwebb.com.

Lewiston, ME



Flag Day Tradition

The annual "Flag Day" trade show took place this year on Friday, June 13th. For over 20 years, the Lewiston, Maine, location holds the event on or around National Flag Day which is June 14th. This year we had another successful event with 30 vendors and 150 customers attending. The event is set up in a serpentine manner, leading each customer to go through each vendor. They meandered throughout our self-serve area, training room and warehouse, and finished up in our beautiful showroom where the catered meal is set up. There were prizes, raffles and giveaways.

For more information about the history of Lewiston's flag day, please see [Volume 5 of Pipeline](#).

Riding for a Worthy Cause

by Tom Mason, Power & Process Market Manager, Waterford, CT

My wife Karen and I participated in Day Kimball Hospital's "Cruisin' for Cancer" fundraiser on Sunday, June 29th. Day Kimball is a local (Putnam, CT) hospital. All the funds raised from this event stay in this area to help families that have a member battling cancer that need help with care and treatment. It is a combination classic car and motorcycle ride followed by a chicken barbecue. I would like to thank Webb's Waterford, CT branch and GM Justin Bednarz for matching my contribution. Over \$10,000 was raised!

Tom and Karen Mason astride their Harley. ▶

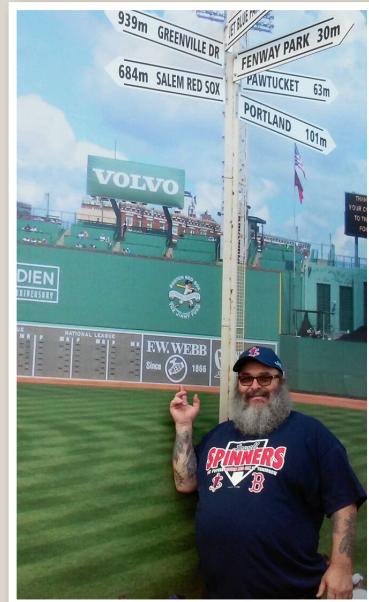




Webb Cam



Jennie Mucciarone, a 2014 graduate of St. Mary's High School and scholar-athlete, threw out the first pitch at the July 7th Red Sox game at Fenway Park. Jennie will be attending Tufts University this fall to play basketball.



Tony O'Neil of F.W. Webb, Lowell, MA with the iconic Webb Valve at Lelachuer Park where the Lowell Spinners play.



Batter up! Dover, NH customers line up for batting practice at Fenway Park.

F.W. Webb employees tap into their inner Islander selves on Malden's "Hawaiian Day."





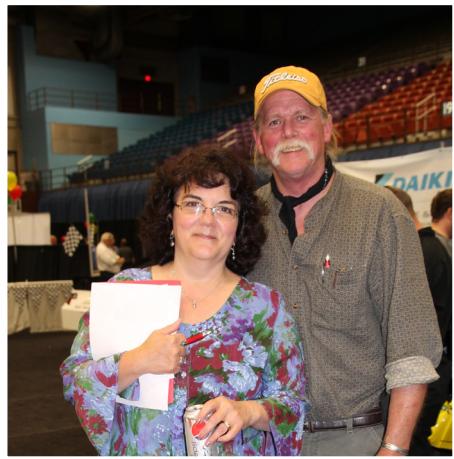
More Webb Cam



Frank Webb's Bath Center, Nashua, NH held a customer appreciation night at the Delta Dental Stadium in Manchester, NH. The Fischer Cat Fungo and Bill Cappella, Showroom sales, strike a pose with the Frank Webb's Bath Center sign.

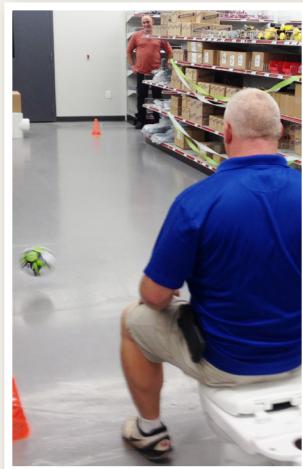


Emma Sewell (l) and Lily Castro (r), Propane & Natural Gas Division, working the registration booth at *The Big Show*.



Stephanie Sherman of F.W. Webb, Augusta, ME and master plumber Michael Morley, Augusta Fuel Company, at the Maine Expo.

An Allentown, PA customer looking to score a goal during "Squatty Soccer".



A Syracuse customer covers his old t-shirt with a brand-new (and better) one.



New Frank Webb's Bath and Lighting Center Now Open in Ballston Spa, NY

Frank Webb's Bath and Lighting Center opened its doors at our Ballston Spa, NY location on July 28th. The state-of-the-art facility offers a broad range of bathroom, lighting and accessible living displays. Showroom Manager Bill Almy is joined by Sales Associate Denise Sieber, previously with Frank Webb's Bath Center in Albany.



Frank Webb's
BATH & LIGHTING CENTER
Your F.W. Webb Showroom



The winning Skills USA team. Ryan Taylor is third from left.

Vermont Wins the Gold

by Lee Turner, General Manager, Rutland, VT

One of our newest employees here in Rutland, Ryan Taylor, was the plumber in a four person team that won a gold medal in the 2014 Skills USA National Conference teamwork contest. Thirty-eight teams from different states competed in Kansas City, MO, in June.

The Vermont team with Ryan as plumber won the gold medal.

For this competition, teams of four students, each including a Carpenter, Plumber, Electrician, and Mason, were required to build a construction project over three days that would demonstrate their ability to work together as a team.

This was the third year that Vermont had a Teamworks team, a joint endeavor between St. Johnsbury Academy and Stafford Technical Center.

John Bixby, Instructor/Advisor to the Vermont team, commented on the website of the Associated General Contractors of Vermont: “Our Vermont team worked very well together, followed the blueprints, and had fun with this project. We are all very proud of their accomplishment and expect to see them continuing to succeed in our construction industry here in Vermont.”

Queensbury, NY Customer BBQ

by Cathleen Barry, General Manager, Queensbury, NY

F.W. Webb in Queensbury, NY hosted its 5th annual customer BBQ on Friday, June 13th. Despite torrential downpours, the event was a success with a great customer turnout. There were 14 vendors that attended the BBQ including: Daikin, Liberty Pumps, Goulds Pumps, Gates Hose, Viega, Bradford White, American Standard, Apollo, PolyLok, Caleffi, Bosch and more. There were prizes, raffles and giveaways throughout the day. Lunch was catered and cooked onsite by a local favorite, Brum's Portaque. A great time was had by all.



Queensbury, NY Fishing Trip

Employees at the Queensbury branch enjoyed a fishing excursion.



Josh Saunders, Counter Sales



Tim Bennett, Warehouse

*Back: Tim Bennett,
Josh Saunders
Front: Cathleen Barry
and Terry Fisher*





People On The Move



Derek Jones is the new Operations Manager in Augusta, ME. In 2011 he joined the Continuous Improvement Program (CIP). He spent his first year in Portland, moving on to Augusta for the following two years of the program. During this time he completed an MBA at Southern New Hampshire University. Derek served as Store Manager in Rockland, ME before receiving this exciting promotion.



Kim Lyons has been promoted to Showroom Manager at the Frank Webb's Bath Center in Needham, MA. She started her plumbing career about a decade ago in Fort Myers, FL. She relocated to Needham to work for another kitchen and bath company, then came to Webb about 2 ½ years ago. Kim was formerly Assistant Manager in Needham, Webb's only standalone showroom. Her mission is to make Frank Webb's Bath Center the “go to” destination for the design/architect community and the plumbing trade as well.



Stephanie Fleming has been promoted to Showroom Manager of the Bedford Frank Webb's Bath Center after two years as Assistant Manager. Stephanie holds a Bachelor's Degree in Business and Marketing, is a certified interior designer and also has a plumbing background. She began her career at The Portland Group, spending five years as a sales associate there. She came to F.W. Webb as Showroom Manager in Haverhill in 2010 and joined the Bedford staff two years later. Stephanie is looking forward to being the manager of the great group in the Bedford showroom.



Ben Clark is the new warehouse manager for the Portland, Maine facility. Ben began his career with F.W. Webb in 2009 when he joined the Continuous Improvement Program (CIP). From 2012 - 2014 he was the Operations Managers in Augusta, Maine. Ben is an alumnus of the University of Maine.

- **Rich Beales:** Inventory Control to Inside Sales in Hingham, MA
- **William Gonzalez:** Selector to Inventory Control in Hartford, CT
- **Cesar Barreto-Tello:** Warehouse to Counter in Boston, MA
- **Paul Hudspeth:** Inside Sales to Outside Sales in Albany, NY
- **Sam Fox:** Warehouse to Warehouse Supervisor in Williston, ME
- **Ken Powell:** Inside Sales to Industrial Specialist in Ballston Spa, NY

Webb Spotlight

Kayla Gelineau

Webb Vitals

- **How long you've worked for F.W. Webb:** 1½ years
- **Your role at F.W. Webb:** Human Resources Assistant
- **F.W. Webb location where you work:** Bedford, MA

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

My great grandmother, Rita and my grandmother, Beatrice. They both passed before I was born and I was named Kayla Rita Beatrice Gelineau in honor of them.

Where is the most interesting place you have visited?

Jamaica.

The best TV show of all time is: *Friends*.

What is your most prized possession?

The necklace passed down to me from my great grandmother.

The best piece of advice I've ever received is: “Happiness is in the heart, not in the circumstances.”



Kayla, a dedicated Bruins fan,
with boyfriend Shaun Blaney.



June & July 2014

Anniversaries

5 Years

Jody Avery - Cazenovia, NY
 Penny Ginney - Cazenovia, NY
 Anisa Meigs - Cazenovia, NY
 Stanley Neu - Cazenovia, NY
 Michael Ryan - Cazenovia, NY
 Richard Young - Cazenovia, NY
 Ben Clark - Portland, ME
 Cullen Walker - West Bath, ME

10 Years

Mark Bryan Jr. - Albany, NY
 Wendy Adams - Albany, NY
 Leo Pollander - Barre, VT
 Jean Baker - Fire Protection and Fabrication, Canton, MA
 Brian Lamb - Dedham, MA
 Daniel Burke - Dover, NH
 Jason Collins - Fitchburg, MA
 Guy Mestieri - Hyannis, MA
 Peter Marshall - Industrial PVF, Cranston, RI
 Ronald Poire - Lebanon, NH
 James Buckley - New Bedford, MA
 Mario Camara - New Bedford, MA
 Daniel Demelo - New Bedford, MA
 Catherine Desouza - New Bedford, MA
 Joseph Guerreiro - New Bedford, MA
 Jonathan Pacheco - New Bedford, MA
 David Rego - New Bedford, MA
 Robert Tracey - New Bedford, MA
 Lisa Effler - Portland, ME
 Phil Duncan - Riverbend Home Amherst, NH
 Fred Vivenzio - Syracuse, NY
 Jack Shoemaker - Syracuse, NY
 Pamela Tudhope - Williston, ME
 Bruce Finethy - Woburn, MA

Births



Elaina Rose Ternullo, born 7/22/14
 Daughter of Jay & Melissa Ternullo,
 Corporate, Bedford, MA

15 Years

Lawrence Brooks - Bangor, ME
 Shawn Spooner - Barre, VT
 Dennis Ford - Boston, MA
 Mark Hamill - Boston, MA
 John Hegarty - Fire Protection and Fabrication, Canton, MA
 Jeremy Vandersyde - CD, Amherst, NH
 Joseph Foti - CD Sales, Amherst, NH
 Stephen Head - Dover, NH
 Brian Markwell - Greenfield, MA
 David Lundergan - Corporate, Bedford, MA
 Sandra Stanton - Queensbury, NY
 Shane Lear - Rutland, VT
 Cheryl Forbes - Salem, MA
 Daniel Gilbert - Williston, VT

20 Years

Jesse Plourde - Call Center, CD, Amherst, NH
 James Mansfield - CD, Amherst, NH
 Chip Slattery - Corporate, Bedford, MA
 Ryan Karcher - Dover, NH
 Brian Domanico - Propane & Natural Gas, Hartford, CT

25 Years

Armand Rocheleau - Nashua, NH
 Jennifer Blake - St. Albans, VT

30 Years

Brian Wheeler - St. Johnsbury, VT



F.W. Webb's New Bedford employee, Larry Santos (bottom right) and fellow members of the MA Air National Guard, at Bagram Airfield in Afghanistan.

WEBB CELEBRITY

LOOK-ALIKE



Paul Sferrazza, "Wally"
 HVAC Product Manager, Woburn, MA
 poses with Colonel Sanders

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.



Submitted by: John Langenfeld, Engineered Control Systems Manager, Building Controls Division, Woburn, MA