



Volume 32 – Summer 2018

# Pipeline

The F.W. Webb Employee Newsletter

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## Did You Know?

*The Hamptons have the highest residential real estate prices in the nation.*

See page 3 to learn about Webb's new location in the area.



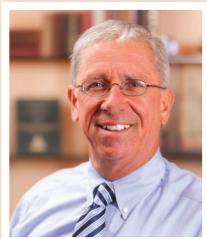
See page 16 for more WebbCam photos.



Over the past few months, we extended our presence by moving into Long Island and by opening our sixth F.W. Webb location in Connecticut. See page 3 for more details.

## THE SCOOP

by Bob Mucciarone



**There is always a lot going on and many opportunities to grow the business. We try to take advantage of all of them, while trying to make the right decisions.**

The new CD building allows us to carry more inventory SKUs so that we can supply all the Webb locations. It also helps us make "opportunity buys" to get better discounts from our vendors. Every single percentage counts toward our profits at year end. We have over \$80 million in inventory at CD. That number will top \$100 million within a year. We finally have CD running in a fairly efficient manner and things will only get better.

Our recent acquisition in Riverhead, NY is doing quite well already and we expect sales to grow quickly there. We may make some renovations to that facility, which will allow them to carry more product.

As you all know, we have entered into a Purchase and Sale Agreement to acquire the assets of Palace Supply. They have three locations – Manhattan and two facilities in the Bronx. We expect to conclude that transaction

either in September or October and will begin operating as F.W. Webb Company right out of the box. Once again, we expect big things from this acquisition.

Meanwhile, we are negotiating with two other companies in Long Island and one in New Jersey. These all present opportunities to Webb, but it is a matter of if we believe the return on investment is there to support the deals.

*Continued on page 2*



## THE SCOOP

by Bob Mucciarone

*Continued from page 1*

Along with acquisitions, we are also investigating and considering new buildings in Auburn, MA; Bangor, ME; Elmwood Park, NJ; Albany, NY and Westfield, MA.

We expect the year-end results to be very good. Our sales continue to track higher than last year as do our expenses. It's always a challenge to keep our expenses low when we are in the growth mode that we are in. As mentioned previously, the new Tax Reform Bill will save Webb significant tax dollars, allowing us to invest in new facilities to continue our growth goals.

Finally, and I've said it before – and I'll keep saying it – despite all that is going on, it never escapes me how important all the F.W. Webb employees are to the success of the company. None of it is possible without all of you.



## Frank Webb Home Wins Second Best of Boston Award

The Frank Webb Home showroom in Boston has won a coveted spot in *Boston* magazine's annual Best of Boston® issue. It has been named "Best Bath Supply" in the magazine's popular list featuring the very best of what the city has to offer. See all featured 2018 winners at [bostonmagazine.com](http://bostonmagazine.com).

This is in addition to the showroom's 2018 recognition earlier this year from *Boston Home* magazine, a leading design publication by *Boston* magazine. The magazine's editorial team cherry picked a handful of their favorite *Boston Home* winners to also feature in the Best of Boston issue.

**"We are thrilled and honored to have won two Best of Boston awards in under a year. Both magazines reach our targeted designer audience and help us get on the radar of homeowners in the area."**

**Dan Lorenz, Director of Showroom Sales, Frank Webb Home**



*Shout out to GM Tom Blades and Showroom Manager Deb Dumel, who help us stand out from the competition. And a big thank you to the Boston showroom team for all of their hard work and dedication.*

AN AMERICAN-MADE  
*Celebration*  
Create the home you imagine with American-made brands.  
Frank Webb Home.  
BATH • KITCHEN • LIGHTING

## An American-Made Celebration

This summer, we launched our first-ever Made in America campaign. It highlighted the Frank Webb Home collection of brands that we can proudly say are made in America, and shared the stories behind the ingenuity of the designs.

As part of the campaign, featured products were put on special display within our showrooms and targeted advertisements were produced to reach homeowners.



## Webb Continues to Grow Across the Tri-State Area

North Fork Plumbing & Heating Supply in Riverhead, NY is the latest acquisition by F.W. Webb as we continue to expand in the tri-state area, which includes New York, New Jersey and Connecticut. Like Webb, North Fork was a family-owned business that catered mainly to the residential trades within the region.

Located at the eastern end of Long Island, Riverhead is about 20 minutes from the Hamptons, a popular summer destination spot with a lot of high-end residences that offer new build opportunities.

The new wholesale store is a satellite of Waterbury, CT where Scott Brown is the General Manager. In response to the opening of this new location, Scott said, "Long Island is a new market for us with substantial opportunities to grow business. We have a strong team in place and with the addition of Webb's capabilities we are poised to become a dominant player on the island."

Other than the prime real estate, the distribution route also makes this a unique Webb location. Should an item not be in stock, depending on where and when the order needs to be fulfilled and traffic, in some instances trucks from our Waterbury location will be loaded onto the ferry that crosses Long Island Sound between Bridgeport, CT and Port Jefferson, NY.



In addition to the Riverhead location, this summer we also opened a new plumbing and heating wholesale store and Frank Webb Home showroom in Meriden, CT. In the fall, we look forward to having a presence in the center of New York City with

the acquisition of Palace Plumbing and Heating Supply. The acquisition should be finalized by September or October.

### Meet the Managers



#### Kyle Crean

*Store Manager, Riverhead, NY*

After nearly four years as a NYPD Police Officer, Kyle took his career in another direction and joined his family's business, North Fork Plumbing & Heating

Supply, as an Inside Sales Rep. Once Webb acquired the company, he was hired to manage the store. Kyle looks forward to maintaining the customer relationships he built at North Fork and introducing the F.W. Webb name to Long Island. A life-long baseball player, Kyle played at the University at Albany and joined the Arizona Winter League, which helps current and aspiring professional baseball players improve their skills.



#### Jessica Flint

*Store Manager, Meriden, CT*

Every day is different for Jessica and that's what she loves most about her job. She has a hand in everything at the store – from purchasing and inventory to

working with customers. Wearing multiple hats is nothing new for her. Before joining Webb in 2011, Jessica worked at a small wholesaler where her role transitioned from the company's showroom to their counter and finally to their corporate office. Her 16 year-old daughter Ashley, gives her the drive she has today and Jessica is proud to be able to set such a strong example for her.



#### Carrie Ward

*Showroom Manager, Meriden, CT*

Carrie is excited to build the Frank Webb Home business in Meridian and work with the amazing sales team. Before this, she worked at Universal Ceramic

Tile Distributors. With a BFA in Interior Design from New York Institute of Technology, Carrie has always had a passion for the field. For fun, she likes to bring history to life by participating in Revolutionary War reenactments that depict the lifestyle, clothing and cooking of that period.



## Are your MA Contractors Hot Work Certified?

As of July 1, a certificate is mandatory to perform Hot Work in all Massachusetts towns – the requirement is no longer in Boston only. Hot Work involves any activity that uses flames or produces sparks and/or excessive heat. The certification and training are designed to promote safe practices, as hot work has been associated with fire risks.

Let your contractors know that F.W. Webb is hosting the following NFPA certification classes held by the Plumbing, Heating and Cooling Contractors of MA (PHCC). Managers, if you are interested in hosting an event at your Webb location, please call Nancy Strazzulla at 781-535-5295.

### Day Class Schedule, 8-11:30 a.m.

Town	F.W. Webb Location	Instructor	Date
Brockton	60 Industrial Boulevard	Andrew J. Lyne, Jr.	8/11
Woburn	50 Everberg Rd	Brad Piesco	8/18
Auburn	43 Sword Street	Bob Brazeau	8/25
Auburn	43 Sword Street	Bob Brazeau	9/29
Hyannis	108 Breeds Hill Rd	Brad Piesco Andrew J. Lyne, Jr.	9/29

### Evening Class Schedule, 5-8:30 p.m.

Town	F.W. Webb Location	Instructor	Date
Brockton	60 Industrial Boulevard	Andrew J. Lyne, Jr.	9/11

## Process Controls Offers New Blanket Insulation

The F.W. Webb Process Controls division is teaming up with Shannon Enterprises of W.N.Y., Inc., a manufacturer of reusable thermal and acoustic insulation blankets. To help save energy costs for contractors, engineers and facility managers, Process Controls now distributes Shannon's environmentally friendly, custom-fabricated insulation blankets for steam system applications.



"Shannon has a proven track record of helping customers save money with this solution. Unlike competitor products, it also offers customers a reusable and removable option, which is ideal for components that require periodic inspections and repairs," said Corey Post, Process Controls General Manager.

If you have a project with process piping installation or un-insulated equipment, ask what they use for blanket insulation. Let the customer know that Webb's Process Controls division has an extensive inventory and technicians who can advise on the most energy-saving approach.





**Sunday, October 14, 2018**

Kids 1-mile race starts at 10:00 a.m.

5K race starts at 11:00 a.m.

F.W. Webb's Central Distribution Center  
10 Webb Road, Londonderry, NH 03053  
(Alternate GPS is 52 Pettengill Road,  
Londonderry, NH 03053)

**Register Today! Go to [fleming5k.com](http://fleming5k.com).**

- Adult race \$30, kids race \$15, family rate \$75
- Runners and walkers welcome.
- Deadline to register online to guarantee a t-shirt is Sept. 19.
- Day-of-race registration is available on site.



For the second year in a row, CD will host the Fleming 5K, in honor of esteemed colleague, John Fleming who lost his battle with cancer last year. The course circles around the CD facility three times – participants can choose their speed whether it is walking or running. A one-mile kids' run will precede the 5K.

Spectators are also welcome to cheer everyone on! Plus, there will be plenty to do with food/refreshments, live entertainment, bouncy houses, raffles, prizes and more.

All proceeds will benefit the Parkinson's Foundation in memory of John D. Pope who passed away January 9, 2018.



## Employer of the Year Award

In May, the Webb Springfield, VT location was honored with an Employer of the Year Award from Health Care & Rehabilitation Services (HCRS) of Vermont and Lincoln Street, Inc., non-profit organizations that provide programs and services for people with disabilities. Webb was recognized with the award for their support of Todd Ford, a part-time employee who started at the Springfield site 10 years ago as part of HCRS' occupation development program. Sean Snyder attended the award luncheon with Todd and his mother, and accepted the award on behalf of F.W. Webb. "All of our customers know Todd – he is a big help and an important staple at the store," Sean said.



## Seeing is Believing

To secure additional business with a fast-growing customer, the Albany, NY Webb team took contractors from Crisafulli Bros. Plumbing & Heating for a behind the scenes look at CD and our product distribution process.

"Crisafulli Bros. just moved into an 80,000 sq. ft. facility and were interested in seeing our capabilities before aligning with a wholesaler to help them stock and facilitate their warehouse," said Mike Bifano, Webb's Albany General Manager. "We gave them a comprehensive presentation, but knew that a tour of CD could really show them what sets us apart from the competition."

Webb CD Operations Manager, Jeff Henderson led the facility tour, and customers were joined by Brendan Monaghan, Senior Vice President of Operations, and Chuck Fiorino, Director of Business Development. The customers were impressed by the sheer size of the building and the sophisticated scanning and tracking systems that the Operations team has put in place to ensure timely deliveries. As a result of their efforts, the Albany Webb team is currently working on a quote for 12,000 plumbing and heating service parts.

"This is a perfect example of how important it is to determine your customer's need behind the need," said Darin Cook, Outside Sales, Albany, NY. "Crisafulli Bros. has a huge warehouse, but no real experience on the logistics of operating one. To show our value beyond products, we took them on a tour of CD and introduced them to in-house resources."



*Ahead of the tour, the Webb Albany, NY team went on a deep sea fishing trip with Crisafulli Bros. customers in Seabrook, NH. Connor Stratford, Webb Customer Solutions Specialist, caught the biggest fish of the day.*

## BATTER UP!

Join us for the 2018

### F.W. Webb Softball Tournament

8 a.m., Saturday, August 18, 2018

Riverside Park, Haverhill MA

Lunch will be provided by French's Catering

This might be our biggest tournament yet! We have 14 teams signed up, representing five states. Gather your family and come on by to root for your F.W. Webb colleagues.

- If you want to join a team, there's still time! Contact Pat Casey at [patc@fwwebb.com](mailto:patc@fwwebb.com)
- Send photos from the event to [pipeline@fwwebb.com](mailto:pipeline@fwwebb.com)



*Josh Michaud bats for Bedford in last year's tournament.*



*All friendly competition is put on hold during lunch.*

Watch for an event recap in the next issue of Pipeline.

## Spotlight: Maine Customer Events



### Water Systems Trade Show

To generate new business with local well drillers and highlight Webb's water system capabilities, the West Bath and Rockland, Maine Webb locations organized and hosted a special trade show event in Bristol, ME. Webb's key water system products were on display and our vendor partners were available to promote the products and answer any questions. More than 25 customer leads attended the event, including target well

drilling companies, plumbers and water specialists from the area. It was such a success that the West Bath location is already planning to hold it again next year.



"Many of the attendees have accounts with our company, but don't do much with us at this time. We hosted the event to remind them that we're here and it has really helped us open a new dialogue with customers," said Mike Blagdon, West Bath Store Manager.

### Event tips from the team:

- Recruit vendors at the start of your event planning.
- Create a pre-planning team of 2-3 people and contact marketing for assistance.
- Record expenses and customer results throughout the planning/event.

### South Portland Open House

More than 200 customers and guests attended the Webb South Portland, ME Open House to celebrate the site's new 20,000 sq.-ft. pipe facility and Frank Webb Home showroom. The South Portland team organized the event with a street

festival theme complete with food trucks and games.



More than 35 vendors staffed informational tables, including Reps from our Thermoplastic Piping division, Emerson Swan, Armstrong, etc. During the celebration, World of Change, a local non-profit, collected donations from Webb employees and attendees. By the end of the day, more than \$600 was raised. The organization will use it to fund meals for families in need, music lessons for at-risk kids, scholarship programs and to support the Maine Children's Cancer Program.

"We organized a mix of vendors for the event to appeal to our crowd of mostly plumbing and heating contractors," said Paul Grantz, South Portland Operations Manager.

"It was a good opportunity to have customers see the new site additions. They were really impressed and a lot of them are still talking about it today."



- Familiarize yourself with state regulations. For example, in ME only a non-profit organization can offer raffle tickets/prizes.
- Don't wait for a tradeshow event, plan your own and bring the targeted customer base to you.
- Invite other Webb locations to show the breadth of our product and service portfolio.



## Events Webb Cam

Members from the Chapter 140 Association for Facilities Engineering, NH toured CD and learned about our distribution process.



The Concord, NH team showed off their industrial and home décor super powers at Palmer Gas & Oil's superhero-themed Annual Customer Appreciation Day.



At May's Eastern Energy Expo, F.W. Webb Account Manager and industry veteran, Charlie Bursey, received a special memento from the RI chapter of the Oil and Energy Service Professionals (OESP) association highlighting his contributions as their past president.



Webb employees network at the annual Massbuys Expo event hosted by Gillette Stadium.

Teams across Webb from Process Controls to Alliance Environmental Group and more staffed the Northeast Buildings & Facilities Management Show in June.



In May, Affiliated Distributors recognized Webb with an Overall Growth award.



# DIVISION DOWNLOAD



## Location/Phone

Cranston, RI / 401-739-0180  
Email: [hose@fwwebb.com](mailto:hose@fwwebb.com)

## Team

Chris Sears, General Manager  
Gary Rose, Product Manager  
Brian Clark, Operations Manager  
Matt Hancur, Sales Manager  
Mike Costa, Inside Sales  
Joe Zelano, Technical Assembler

## Key Products

- Carbon steel and stainless steel Teflon lined PVF (RESISTOFLEX)
- Flanged plastic lined PVF
- Aluminum piping for compressed air and inert gas systems
- High quality, high pressure, precision compression tube fittings in brass, stainless and carbon steel

## Applications

- |                             |                     |
|-----------------------------|---------------------|
| • Chemical Transfer         | • Glycol            |
| • Compressed Air            | • Hose Reels        |
| • Food, Beverage, Breweries | • Hydraulic         |
| • Fuel Transfer             | • Material Handling |
| • Gas                       | • Steam             |
| • General Industrial        | • Waste Water       |

# Industrial PVF Specialties Division

Located in Cranston, RI, our Industrial PVF Specialties division offers specialty process piping, bulk hose and custom hose assemblies for the industrial, hydraulic and high purity markets. After acquiring hose supplier Babbitt Steam in 2005, the business began as an incubator or pilot to help F.W. Webb enter the hose market, introduce product innovations and drum up additional business with existing customers. Gary Rose, who at that time managed valve automation and pump sales, was tasked with leading the endeavor.



*Industrial PVF Specialties stocks more than 15 brands of hose.*

"To integrate the new group, Sales Representatives from across the divisions were asked to pre-qualify customer's hose needs, and then contact Gary to assist them and their customer in supplying the right hose, for the right application."

## Not Just Any Hose

Hoses serve as the plumbing that routes different substances and materials between tanks, pumps, valves and cylinders. Power plants, pulp and paper plants, food and beverage plants, breweries, hospitals, research labs, etc., all rely on hoses to aid in the production process by transferring air, water, gases, steam, chemicals, glycol, etc.

*Continued on page 10*

*(L-R) Chris Sears, Gary Rose, Joe Zelano, Mike Costa*



**F.W. WEBB COMPANY**  
**Industrial PVF Specialties Division**



# DIVISION DOWNLOAD

## Services

- Fully automated Finn-Power FP160 crimping machine up to 6" diameter
- CONRAC machine fabricates Teflon-lined pipe spools that range from 1" to 8" in diameter and up to 20 feet long
- 18' long stainless steel Hydrostatic testing tank with 16 megohm de-ionized water and clean nitrogen testing sources
- Epilog laser system for precision identification of hose collars
- Bagging and heat shrinking equipment to protect completed assemblies
- Custom Hose Fabrication
- Crimper Placement Programs
- Critical Spare Hose Surveys
- Hose Identification and Tagging
- On-site training and field flare fabrication of Teflon-lined pipe
- On-site Transair aluminum pipe system installation training



Similar to pumps, one hose does not fit all applications. Some may need to withstand higher pressure, others may need to operate in hot or cold temperatures. Consisting of a hardworking group of four, the Industrial PVF Specialties team is highly-trained and knowledgeable on the more than 15 brands of hose available.

The team helps customers select the right hose for the right application by using STAMPED, a manufacturer recommended process that factors in the materials that will flow through the hose and the rigors of the environment.

Next, because hose fits into other fluid-power components, identifying the necessary end connections of the hose is just as important. Threaded connections, quick connects, collars, flared joints and flanges allow pipe sections to connect and join together on-site to prevent the substances and material flowing through the device from leaking. To obtain an effective, long-lasting seal, the Industrial PVF Specialties fabrication shop has a Finn Power machine. It crimps the collars, flared joints flanges or other assorted end connections, onto the end of the hose so that it matches the exact shape of the component at the site or facility.

"We have a huge liability when making these products. Any leak can cause system downtimes and even worse cause safety concerns – especially if chemical substances are involved," said Chris Sears, General Manager of High Purity Process, Industrial PVF Specialties and Commercial & Industrial Pump divisions. "We pride ourselves in gathering all of our customer's information in order to provide the most accurate solution for their application."

"There is an infinite amount of connections and fittings. With hose request, it is never one size fits all. That's why hose assemblies require a lot of questions and expertise," added Gary Rose, Product Manager, Industrial PVF Specialties.

## Unparalleled Fabrication Services

The division's fabrication shop features state-of-the-art equipment, which helps the team enhance their service offerings and differentiate them from competitors. Their Finn Power machine has the capability to crimp hose up to 6" in diameter. Crimping is an easy, fast and cost effective method for joining the end connections onto the actual hose.

Once the customized hoses are assembled, they are tested in the division's hydrostatic testing tank to ensure it meets manufacturer's published pressure rating. The division also offers regular testing of customers' existing hose that have been in use for years to ensure it doesn't have any leaks and that the durability has remained intact.

*Continued on page 11*



# DIVISION DOWNLOAD

## Cross-selling questions for customers

- What are your hose needs?
- What do you use to move your substances?
- What is the application?
- Who services the hose at your facility?
- Are you experiencing any hose challenges?
- What are your compressed air needs?

## Key words for cross-selling

- Industrial Hose
- Hydraulic Hose
- Custom Hose
- Teflon
- RESISTOFLEX
- Precision Compression Tube Fittings
- Compressed Air Piping
- Aluminum Piping



CONRAC machine for pipe fabrication



Teflon-lined pipe with flared edge

"Testing hoses adds a safety precaution because we want to make sure when it leaves our building it meets all standards such as crimp and hose criteria, the pressure requirement and the customer's specifications. That is critical when supplying hose assemblies," Chris said.

Just as hose needs an end connection to join on-site pipe and ensure that substances don't leak, the same is also true of pipe. The division's CONRAC machine flares specialty pipe lined with materials from the RESISTOFLEX® brand, such as Teflon®, Polypropylene and Kynar®. These materials are designed to handle reactive and corrosive chemicals for the chemical process, pulp and paper, bio-pharm, pharmaceutical and wastewater industries.

## High Purity Assemblies

While the Industrial PVF division supports a wide range of industries, they have a number of High Purity customers. To meet the high standards and regulations in this market, the division stocks a hose inventory that adheres to USP Class VI, FDA, and other relevant standards. In addition, all High Purity hose assemblies are done in a climate controlled workshop and fabrication processes are documented and part of an internally-audited Continuous Improvement Process.

## Aluminum Piping

One of the innovative products the division was the first to distribute to customers is the Parker Transair aluminum pipe system. Over the years, this part of the business has grown and Industrial PVF Specialties is now the exclusive stocking distributor in New England, upstate/central New York and New Jersey. The Transair system is used for compressed air, vacuum, or inert gas – applications that power equipment and machinery – and offer customers savings, easy installation/modification and patented technology. In addition, the division provides pipe fittings and accessories and on-site installation training for the system.

## Poised for Growth

More than 15 years later, the Industrial PVF Specialties division still has the same start-up feel and follows a similar business model. The key to their success has been cross-collaborating with Sales Representatives across the divisions to identify existing customers who may have hose needs.

"Probably 90 percent of your customers are using hose one way or another," Gary said. "And for specialty piping, we are one of the few businesses in the area that have a CONRAC machine, which helps customers save on costly welding and field flaring services that would otherwise be needed."

*If you call on industrial, hydraulic and high purity accounts and encounter a customer need for hose or specialty piping, contact Industrial PVF Specialties at 401-739-0180.*



## More Than a Ball Game

As we know from local partnerships like the John Hancock Company and the Boston Marathon, and national campaigns like the popular Michael Jordan and Nike ads, sports marketing can be a powerful tool. It instantaneously connects the company with the passionate fan base by transferring the good feelings about players, teams and sports back to the company's brand.

As the official sponsor of the two most iconic Major League Baseball (MLB) teams, we now have even more opportunities to grow our brand awareness among fans and provide targeted customers with exclusive and rare moments that help us stand out from the competition.

During the spring, Webb's Augusta, ME, Lebanon, NH and Rutland, VT locations took their Red Sox-rooting customers to play softball at America's most beloved ballpark, Fenway Park. A game was held in the morning and afternoon with about 40 customers participating in each event. Some customers made it a family affair bringing their significant others and kids along for the fun. To complete the experience, customers and their guests received an all-access tour of Fenway Park and a reception was held for everyone to recount the day.

"It was one day where we could connect with customers on a more personal level, said Nick Pelletier, Webb General Manager, Augusta, ME. "We were able to strengthen our relationships and they will always tie that positive experience in their minds with F.W. Webb."



### New York Dine with a Legend Event

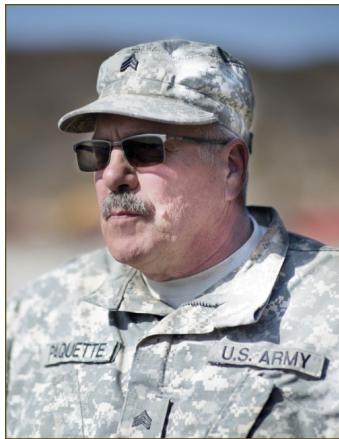
A memorable event was also planned for customers who proudly sport the New York Yankees logo. Manager Chad Bliss and three lucky Queensbury, NY customers had dinner with baseball Hall of Famer and the MLB's first designated hitter, Ron Blomberg. It lasted two hours with the group sharing background on their work and Ron regaling them with entertaining stories from his playing days.

*Since the start of the baseball season, we've distributed over 2,500 Red Sox and Yankees tickets to customers, shipped more than 9,000 customer t-shirts to Webb locations and hosted more than 15 baseball events. In a competitive marketplace, these sponsorships help us build loyalty among our customers and recognize them for their valued partnership.*



## Vermont Employee Travels Half Way Across the World

In addition to being an Outside Salesman at F.W. Webb, Dave Paquette also serves as a Sergeant in the Vermont National Guard. In April, his service took him and his unit to Senegal for a two-week



engineering project. The Vermont National Guard and Senegalese Armed Forces are partners in the National Guard Bureau's State Partnership Program. During the mission trip, which coincided with the 10-year anniversary of the organization's partnership, Dave and his team worked alongside Senegalese Armed Force Engineers on a training range renovation. Together, they built equipment, new drainage and an access road on the training site.

"This was my first time in Africa and it was amazing to see the culture and work with the Senegalese soldiers," Dave said. "Since many of them speak French and the local language, there was a language barrier, but we learned different ways to communicate throughout the project. I'll never forget them and the experience."

A master plumber by trade and an employee of Webb for 15 years, Dave has nominated the company for a prestigious recognition for the last five years, The Secretary of Defense Employer Support Freedom Award.

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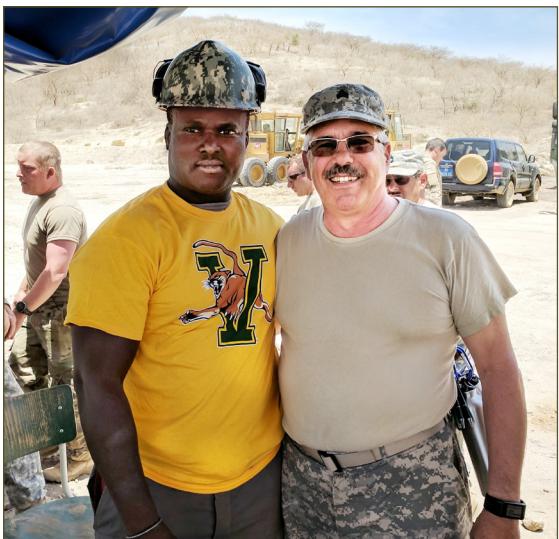
**"Webb has always gone above and beyond to support me and my family. Their policies and flexibility make it easy for me to transition between my civilian and military life,"**

**Dave Paquette, Webb Outside Salesman**

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After 20 years of service, Dave will be retiring from the National Guard next year. He looks forward to continuing to teach a local plumbing apprenticeship program and building his customer relationships at F.W. Webb.

*Hundreds of Webb employees have served in the U.S. armed forces and Dave is one of many Webb employees who are currently active members. We salute their bravery and thank them for their dedicated service.*





## Hard Work Pays Off



The F.W. Webb Cranston, RI location recently delivered two new steam water heaters to replace the 20+ year-old water heaters at a hospital in Rhode Island. A big win for Webb and Outside Salesman Gary Santos, considering it was five years in the making.

Back in 2013, Gary got a call from the hospital about updating their water heater systems, a critical piece of equipment for the hospital's day-to-day operations. He worked directly with Armstrong International and their manufacturer's rep at the time to identify the best water heater solution for the facility. Gary pitched the final recommendation to the hospital, but due to budget constraints the purchase was never made.

Then, right before the New Year, Gary who was three months from retiring as a full-time employee at Webb, heard back from his contacts at the hospital. Their systems were getting older and they knew they couldn't wait any longer to update the system. He told them about Armstrong's newest instantaneous steam water heater model and about a month later they were installed. It just so happened that on Gary's last day at Webb, the hospital turned the system on for the very first time.

"With hospitals it is not uncommon for projects to go this long. It is a big investment that has an impact on everyone in the facility," Gary said. "That is why the relationship is so important. You have to be a problem solver and earn the customer's trust by talking their language because with a piece of equipment like this they can't afford to have downtime."

Gary worked for Webb for 19 years and has been in the industrial process controls business for 41 years. Over the years, he has sold a number of Webb Process Controls solutions and formed countless new business relationships. And this is an area this is growing for Webb. Last year, Armstrong International named the F.W. Webb Process Controls Division its manufacturer's representative for steam, condensate, hot water and heat transfer products in the Northeast. As a result Process Controls formed the Thermal Solutions Group dedicated exclusively to the needs of customers who rely on steam in their facilities.

"Gary spent a lot of time working with the factory directly and the hospital's engineering department. This never would have happened without his insight and expertise in the field," said Matt Dansereau, Outside Sales, Cranston, RI.

Gary has the following advice for the next generation of sales leaders, which is also applicable to other businesses across Webb, "Remember, that you don't sell this type of engineered project every day. You have to go look for the business – that means talking to the facility's directors, engineers and maintenance personnel – and never give up on a sale, it could come when you least expect it."



### Have a great success story? Why not share it?

Besides our charm and exceptional customer service, a key differentiator between us and the competition, is our ability to provide customers a single-source supplier to meet all of their project needs from underground all the way to the rooftop. With 15 divisions across our company that all connect to piping systems in one way or another, many of our products and services easily overlap. However, it is not uncommon for Webb to lose a sale because a rep called elsewhere instead of reaching out across our Webb divisions.

That's why we want your cross-collaboration success stories. Instead of talking about why working together is so important, help us show what it can mean for your division, Webb and the customer. Email your success story to [pipeline@fwwebb.com](mailto:pipeline@fwwebb.com).

We've  
got  
it!



## Giving Back to Our Communities

Throughout the year, Webb branches and employees from MA to PA volunteer their time and donate materials to local causes in the communities where they work and live.

*Thank you to everyone who helps make a difference!*



### Supporting Students in the Trades

In April, our Syracuse, NY Webb branch sponsored and donated product for the Skills USA trade competition with students from across New York. Skills USA is dedicated to improving the quality of our nation's future skilled workforce through the development of personal, workplace and technical skills. For the last two years, the branch has also sponsored a plumbing program for apprentices working and training to obtain their Master Plumber License. "We firmly believe that a commitment to the growth of the plumbing and heating industry starts with a commitment to educating young professionals in the field," said Ed Robicheu, General Manager.



### Building on Hope Renovation Project

The Frank Webb Home showroom in Concord, NH proudly supported a local project by Building on Hope, a community organization of volunteers who work with builders, architects and designers on non-profit facility improvement projects. The showroom and branch volunteered their time and donated plumbing, heating and lighting products as Building on Hope renovated the Crisis Center of Central New Hampshire, a 24-bed emergency shelter for victims of domestic violence.



### Run to Homebase Benefits Veterans

Tony Ruggiero, son of proud parents and Webb employees, Lenetta and Rick Ruggiero, recently participated in the annual Run to Home Base in Boston. Tony, an Army veteran himself, raised over \$1,000 for Home Base, a Red Sox Foundation and Massachusetts General Hospital Program dedicated to healing the invisible wounds for veterans, service members and their families. F.W. Webb employees stepped up to the plate as well proudly contributing over \$500 toward Tony's fundraising goal.



## Webb Cam



Frank Webb Home consultants attended a LIXIL learning trip in NYC and NJ.



Our Bennington, VT counter celebrates Taco Tuesday with Taco – Taco Comfort Solutions that is.



The Onondaga County Association of plumbing contractors hosted an appreciation luncheon to thank the Webb Syracuse, NY team for their continued support of their educational programs.



Vice President Mike Pence thanked our very own Darin Cook for his 30 years of service in the NY Air National Guard.



Our Ellsworth, ME location celebrated July's National Hot Dog day.



Syracuse OM Dave Hanson, won the Gerald Ashe Memorial Golf Tournament for a second time this summer. It is one of the more prestigious district amateur "majors" in the area, named in honor of a local sports writer.



In June, a company picnic was held for Albany, Latham and Ballston Spa, NY Webb employees and their families. There was a strong showing with more than 120 people in attendance. The event had a horseshoe tournament and the kids enjoyed face painting and a bounce house. Kudos to Amy Salisbury, Kevin Gwinn and Dan Macie for organizing such a memorable day.

## Webb Spotlight



**Tracey Dunn**

### Webb Vitals

**F.W. Webb location:**  
Elmwood Park, NJ

**How long at F.W. Webb:**  
5 years (plus 18 years with  
Bergen Industrial Supply)

**Your role at F.W. Webb:**  
Receptionist/Admin

### What is the best piece of advice you've ever received?

It was from my mom, she always said, "one day at a time." Since her passing, I truly try to embrace her words. I try to slow down and enjoy life.

### Tell us something about yourself that would surprise us?

I love hockey. A few years ago my family and I started a journey to travel to all of the different NHL arenas. Besides seeing our New Jersey Devils, we've been to Toronto, Boston, Ottawa and Washington. This season my son, fiancé and I are planning on attending games in Chicago and Detroit.

### When you're not at work, how do you like to spend your time?

When I'm not at work I love family time. Whether it is dinner time together, catching up on our day, traveling, or just hanging out watching TV, there's nothing more I love than my time spent with them.

### I can't go a day without:

Hallmark Channel movies, especially the Christmas ones. I literally watch it every day, and if a favorite is on while at work, I record it. It's just "feel good" TV that puts a smile on my face.

### Describe yourself in 3 words or less?

Caring, passionate and giving

## Webb's Manager Training

Are you ready for a new challenge or looking to grow your skillset? Then, you may want to consider applying for our management training program. From day-one, trainees are working in our branches learning about business operations, such as inventory and shipping, and out in the field meeting with customers. To learn more and apply visit [fwwebb.com/careers](http://fwwebb.com/careers).

For all others, share the program details with any new graduate who you think could be a good fit. We are always looking for talented, motivated and hard-working individuals to join the program.

Please note, a bachelor's degree is strongly preferred.



RECRUITING



TRAINING



SKILL



LEADERSHIP

### F. W. WEBB CELEBRITY

# LOOK-ALIKE



**Bruce Payea**  
Store Manager, St. Albans, VT



**Mike Matusow**  
Professional Poker Player

Submitted by:  
**Patrick Fitzsimmons, Operations Manager, Brockton, MA**

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](mailto:pipeline@fwwebb.com) for consideration in a future issue.



Think you have what it takes?

# Test your Webb IQ

[Click here to play](#)

Name \_\_\_\_\_

Branch # \_\_\_\_\_

## Other than bragging rights, you may win a \$50 Visa gift card!

Three entries with all questions answered correctly will be randomly selected for the award.

### Participation is easy:

- Take the survey [online here](#).
- By mail If you don't have computer access. Simply, make a copy of the questions, fill in your name and branch #, circle your answers and send through interoffice mail:

ATTN: Marketing  
Corporate Office,  
Bedford, MA

Submit your responses by **August 31, 2018** to be eligible.

Employees are allowed one entry per game.



Good Luck!

1. What does HVAC stand for?
  - A High Velocity Air Controls
  - B Heating, Ventilation, & Air Conditioning
  - C Heat Volume Above Celsius
2. Which of these items do we NOT sell?
  - A Golf Cart Heaters
  - B Wireless Speakers
  - C Ice Fishing Hand Augers
3. Which F.W. Webb Division focuses on Water Quality?
  - A Webb Wellness
  - B Water Systems
  - C Water Works
4. Goulds is a brand of what?
  - A Submersible Pumps
  - B Ceiling Vents
  - C Local Gyms
5. What is a butterfly valve used for?
  - A A Kindergarten project
  - B To regulate the flow of a liquid
  - C To connect pipes
6. What is potable water?
  - A Toilet water
  - B Drinking water
  - C Wastewater
7. Which of the below represents our furthest North and furthest South locations?
  - A Quebec and Allentown
  - B Caribou and Allentown
  - C Caribou and Pleasantville
8. In 1921 Webb Company posted its first loss since 1903 due to what?
  - A The Great Porcelain Shortage of 1920
  - B The growing popularity of wooden outhouse
  - C A Boston Plumber's strike that lasted six months
9. What is the difference between a water heater and a boiler?
  - A A water heater heats water and a boiler heats a home
  - B Both heat water, but the boiler can also heat a home
  - C Nothing
10. What does the TL in TL-Pro stand for?
  - A Temperature Loss
  - B Tough Luck
  - C Tank-Less
11. Which bathroom accessory was actually sold by F.W. Webb in the early 1900s?
  - A A coal-fired toilet seat heater
  - B A bathtub cigar rest
  - C A pneumatic perfume dispenser



## Summer 2018 Instagram Photo Contest

Thank you everyone for sharing your great pictures from across the company.

Here are our favorites and this year's \$100 gift card winner. Congratulations to Denise Pallota! Look for all of these photos and more on Instagram @fw\_webb and @frankwebbhome.

Even though the contest is over, we are always on the lookout for pictures. Please email original photos with 1-2 sentence captions to [instagram@fwwebb.com](mailto:instagram@fwwebb.com).

It's a great way for your location to get some free publicity and for customers to learn more about us.



Cassidy Vachon – Bangor, ME

Winner



Denise Pallota – Syracuse, NY



Rich Lanoue – Albany, NY



Eileen Murray – Bennington, VT



Michele French – Concord, NH



Joel Walcott – Warwick, RI

Follow us on  
**Instagram**

@fwwebb  
&  
@frankwebbhome





# Benefits and Wellness Check

by Samantha Kowalski, Human Resources Assistant, Bedford, MA



## Open Enrollment

The annual open enrollment for our medical, dental and vision plans are set to start mid-August. Please remember this is the only time you can make changes to your existing benefits or enroll in new plans. Be on the lookout for the benefits packet that will be mailed to your home address. These packets will have the most current plan rates and information on our great benefits. Changes to your elections can be made by completing enrollment forms and submitting them to HR by Friday, September 14, 2018.

## Looking Ahead

The Flexible Spending Account (FSA) open enrollment is separate from our annual medical, dental and vision open enrollment. Look for the Flexible Spending Account (FSA) open enrollment in late November.



## Ticks and Mosquitoes

Tick and mosquito season is in full swing. Take precautions to protect yourself, loved ones and pets with these tips:

- Remove leaf litter and clear tall grass from yard
- Mow your lawn frequently
- Use bug sprays with DEET, but avoid spraying directly onto your skin
- Do what you can to avoid standing water on your property, as mosquitoes need this in order to breed
- Plant mosquito repellent plants like basil and lavender



## Dental Health

This quarter we are taking a look at dental health. Did you know you should floss first before brushing your teeth? Yes! When flossing, plaque and bits of food are loosened and should be brushed away after you've finished flossing. Fluoride from the toothpaste will make better contact if food wedged in between the teeth is removed before brushing. Whichever order you choose, it is important to make brushing and flossing a daily priority.

With Webb's Delta Dental benefit you are allowed two cleanings per year; be sure to take advantage of this great benefit to keep your teeth and gums healthy.



## Welcome Aboard

### Leadership Team Grows



**Rory Budds** is the new *Director of the Water Works division*. In this role, he will be responsible for the growth of Webb's Water Works business throughout the Northeast. Prior to Webb, he was at Ferguson Enterprises for nearly 15 years.

During this time, Rory managed the company's sales teams across Connecticut and Massachusetts, and most recently he helped develop their Water Works business in the greater New York metro market. Rory is a member of the Long Island Water Conference, Long Island Contractors Association and the New York section of American Water Works Association (AWWA). He studied Political Science at the University of Connecticut.



*Director of Plumbing* **Brian Keenan**, is a 25-year industry veteran who brings extensive technical knowledge and diverse experience in sales, distribution and procurement. Brian oversees sales of plumbing products and supplies

for F.W. Webb, which includes the company's PurePro® line of tankless water heaters and the Deriva portfolio. In addition, he supports the plumbing needs for the company's residential and mechanical contractors and institutional customers. Before joining F.W. Webb, he held leadership positions at plumbing wholesale suppliers and at local MA universities. A Northeastern graduate, he received his first introduction into the industry through a Co-op position at a kitchen and bath showroom. Brian is currently getting his MBA at Boston College.



With more than 15 years of experience in the industry, **William Mercado** has been hired as the new *Store Manager* for Allentown, PA. Since Webb is newer to the area, he will develop, implement and maintain a business plan to help the Allentown location and Webb become a top-tier plumbing and HVAC/R distributor among local contractors.

After attending John Jay College of Criminal Justice for a couple of years, he joined Ferguson Enterprises as Branch Manager. He is a committed family man to his wife of 19 years Erica, and their four children – Kate, Sophia, Eva and Maverick.



**Don Moody** has been hired as the *General Manager* of the Bronx and Manhattan locations. Once the acquisition of Palace Plumbing Supply in NY is complete, he will implement a transition process to ensure a smooth and seamless integration. From there, he looks forward to expanding the customer base in the area and driving awareness of all the different disciplines that Webb has to offer. He is no stranger to the wholesale industry as his family owned a heating supply business and he also worked at AF Supply in NYC and Long Island. With nine siblings, 31 nieces and nephews and three kids of his own, family takes up a lot of his free time.



**Derek Wilson** is the new *Operations Manager* of Webb's Bangor, ME location which serves contractors from across the state. He is committed to ensuring customer satisfaction and continuously improving operational goals. Over the next year, he will be busy helping the branch move and smoothly transition into a new building a few miles down the road. Before joining Webb, Derek was a Service Manager for Modern Pest Services. He moved to ME to attend Unity College and hasn't left since. An avid outdoors man, he is a registered Maine Guide.



## On the Move



**Amanda Ashford** is the new *Showroom Manager* in Dover, NH. She has always had an interest in interior design, gaining an Associate's Degree in the field from Hesser College. Amanda worked as a Kitchen and Bath Designer at A&B Lumber Barns before joining Frank Webb Home in 2013. Working at Webb is a family affair, as her husband Taylor Ashford, is an Inside Sales Representative out of our Manchester, NH location. In addition to her new role, she and her husband recently celebrated the birth of their third child, daughter Nevaeh.



F.W. Webb has appointed **Cindy Briggs** as the *Showroom Manager* of Frank Webb Home in Ellsworth, ME. After owning her own retail business for 20 years, Cindy joined F.W. Webb in 2006 as a part-time Sales Consultant in the Bangor, ME showroom. She is passionate about making the showroom a premiere destination for homeowners and has big plans, which includes refreshing displays to reflect the latest trends and aligning with the local Chamber of Commerce. On the weekends, Cindy's favorite activity is to spend time on the lake with her husband and their golden retriever.



**Brenda Ingersoll** has been promoted from Assistant Manager to *Showroom Manager* of the Frank Webb Home showroom in Gloucester, MA. Joining Webb in 2007, she worked at the Bedford and Methuen, MA showrooms, and she helps train showroom consultants across the company. With a strong passion for building and design, Brenda finds great gratification in helping customers with their bathroom and kitchen projects. Prior to Webb she worked as a Realtor and Project Manager at a construction company, and she also has product marketing experience. With a family full of builders, Brenda likes to joke that she "was born into this work."



After completing Webb's manager training program, also known as CIP, **Zach McHale** is now the *Store Manager* of our Dedham, MA location. He looks forward to helping this growing store become even more successful through teamwork and dedicated customer service. Before joining Webb in March 2017, he worked at Coastal Pools and got his degree in Psychology with a minor in Business Administration at the University of New Hampshire. In his spare time, he likes to play basketball and hang out with friends and family.

## All in the Family



Congrats to Devon Varney, son of Webb employee Scott Varney! He won a \$5,000 scholarship from the International Association of Plastics Distribution (IAPD). Devon will be attending UMaine Orono come fall, where he will major in Biology with a pre-med concentration.

As members of the IAPD, Webb employees and their children are eligible to apply for the annual scholarship program. HR will send out a notification once the scholarship becomes available again.



Trenton, NJ Store Manager, Donnie Baquiran with his daughter Dana who graduated Magna Cum Laude from the Ramapo College of New Jersey. During the ceremony, she was honored with the 2018 Outstanding Academic achievement award from the college's School of Business.



Hat's off to all of Webb employees whose children graduated this year. Congrats and best of luck!



## Anniversaries: July – September 2018

### 5 YEARS:

**Benjamin Arce-Boisvert**  
Manchester, NH  
  
**Joan Babilonia**  
Springfield, MA  
  
**Scott R Brown**  
Newburgh, NY  
  
**Ed Cosman**  
Newburgh, NY  
  
**Matthew Cordeiro**  
Methuen, MA  
  
**Chris Cross**  
Exeter, NH  
  
**Michael Dargin**  
Canton, MA  
  
**Donn Gelinas Staples**  
Portland, ME  
  
**Roger Guimont**  
Winslow, ME  
  
**Benjamin Heath**  
Dover, NH  
  
**Joe Jaskal**  
Methuen, MA  
  
**Stephen Jerome**  
Portsmouth, NH  
  
**David Labore**  
Manchester, NH  
  
**Richard Laflam**  
Lebanon, NH  
  
**Christine Lescarbeau**  
Concord, NH  
  
**Samantha Kowalski**  
Bedford, MA  
  
**Lydia McDaniel**  
Waterbury, CT  
  
**Steven Medeiros**  
New Bedford, MA  
  
**Miguel Melendez**  
Dedham, MA  
  
**Tom Nguyen**  
Canton, MA  
  
**Randolph Patnode**  
Plattsburgh, NY  
  
**David Prunier**  
Methuen, MA

**Gabriel Ramos**  
Newburgh, NY

**Andres Rivera**  
Waterbury, CT

**John Ruhle**  
Elmwood Park, NJ

**Ed R Ryan**  
Barre, VT

**Ana, Maria Santiago**  
Stamford, CT

**Andrew Sentino**  
Hartford, CT

**Jeff Souza**  
Hyannis, MA

**Alex Steenbergen**  
Gilford, NH

**Dan Sullivan**  
West Bath, ME

**Luis Velazquez**  
Springfield, MA

**Steven Woodward**  
Newburgh, NY

### 10 YEARS:

**Randy Beatrice**  
Canton, MA

**Charles Bridgeford**  
Albany, NY

**Rodney Chase**  
Brattleboro, VT

**Justin Costello**  
Nashua, NH

**Andrew Debell**  
Albany, NY

**Anthony Dineen**  
Falmouth, MA

**Kevin Feeley**  
Warwick, RI

**David Ferreira**  
Bedford, MA

**Scott Fitts**  
Winslow, ME

**Tasha Hill-Leblanc**  
Fitchburg, MA

**Rachael Martin**  
Binghamton, NY

**Kira McKenna**  
Hartford, CT

**Adam Nichols**  
Londonderry, NH

**William Streeter**  
Madison, NH

**Scott Thompson**  
Fitchburg, MA

**Eric Williams**  
Londonderry, NH

### 15 YEARS:

**Joel Bien-Aime**  
Canton, MA

**Dennis Desjardins**  
Brockton, MA

**Deryl Finn**  
Lebanon, NH

**Matt Lyons**  
Hyannis, MA

**Robert Maclareen**  
Canton, MA

**Jane Maxham**  
Lebanon, NH

**William Robinson**  
Waterbury, CT

**Thomas Sanders**  
Woburn, MA

**Ed Rafter**  
New Haven, CT

**Sally Ryan**  
Waterford, CT

### 20 YEARS:

**Joe Coffey**  
Brockton, MA

**James Davis**  
Cazenovia, NY

**Wanda Garay**  
Hartford, CT

**Winston Greene**  
Manchester, NH

**Dennis Hennessey**  
Albany, NY

**Robert Livingston**  
Queensbury, NY

**William McHardy**  
Woburn, MA

**Bernice "Bea" Moody**  
Londonderry, NH

**Seth Tuttle**  
Rutland, VT

**Gary Santos**  
Cranston, RI

**Joe Shaw**  
Albany, NY

### 25 YEARS:

**John McBride**  
Methuen, MA

**James Harrington**  
Rutland, VT

### 30 YEARS:

**Duane Adams**  
Albany, NY

**Dan Foley**  
Dedham, MA

**Melda Montgomery**  
Portland, ME

**Joan Nardone**  
Bedford, MA

**William O'Shea**  
Londonderry, NH

**Rick Ruggiero**  
Bedford, MA

**Kevin Schultz**  
Salem, MA

### 35 YEARS:

**Chris Dipirro**  
Malden, MA

**Waterworks**

**Rick Face**  
Albany, NY

### 40 YEARS:

**Rick Breault**  
St. Albans, VT

**Lee Turner**  
Rutland, VT

## Promotions

- **Damian Donaldson** – Counter to Outside Sales; Rockland, ME
- **Robert Henderson** – Inventory Control to Inside Sales; Syracuse, NY
- **Sean Mannion** – Inside Sales to Outside Sales; Concord, NH
- **Jose Perez** – Warehouse to Counter; Hartford, CT
- **David Ridley** – Warehouse to Counter; Lewiston, ME
- **Brandon Spence** – Counter to Warehouse Manager; Springfield, MA
- **Chris Valenti** – Counter to Commercial P&H Estimator; Piscataway, NJ
- **Brian Wilsey** – Warehouse to Counter; Syracuse, NY



Whether driving or flying, no one will be able to miss our 1M-sq.-ft. Central Distribution Center.



## New Employees: May – July 2018

<b>Conor Ahern</b> Warehouse, Ballston Spa, NY	<b>Linwood Buzzell</b> Warehouse, Portland, ME	<b>Jordan Fabregas</b> Warehouse, Springfield, MA	<b>Kevin Jean</b> Inside Sales, Methuen, MA	<b>David Moody</b> Driver, Concord, NH
<b>Jose Alvarez</b> Warehouse, Water Works Malden, MA	<b>Alicia Campbell</b> Inside Sales, Springfield, MA	<b>Justin Fish</b> Warehouse, Ellsworth, ME	<b>James Kelleher</b> Warehouse, Plymouth, MA	<b>Brett Moran</b> Counter, Riverhead, NY
<b>William Amaral</b> Warehouse, Bedford, MA	<b>Timothy Carroll</b> Showroom Sales Rep, Exeter, NH	<b>Eric Fitzgerald</b> Warehouse, Queensbury, NY	<b>David Kelly</b> Showroom Sales Rep, Auburn, MA	<b>Bonnie Moreau</b> Warranty/Credit Clerk, Exeter, NH
<b>Kim Anderson</b> Receiver, Londonderry, NH	<b>Lisa Coffre</b> General Clerk, Piscataway, NJ	<b>Ashley Flint</b> General Clerk, Meriden, CT	<b>Keith Kilpatrick</b> Driver, Binghamton, NY	<b>Jeffrey Morneau</b> Warehouse, Bedford, MA
<b>Anthony Antonucci</b> Outside Sales, Madison, NH	<b>Erica Cole</b> Inventory Coordinator, Bangor, ME	<b>Charles Furman</b> Driver, Albany, NY	<b>Travis Kozak</b> Driver, Utica, NY	<b>Ian Morrison</b> Selector, Londonderry, NH
<b>Nicole Babbitt</b> Office Administrator, Hartford, CT	<b>Joseph Conroy</b> Water Works Specialist, Williston, VT	<b>Joshua Gallien</b> Receiver, Londonderry, NH	<b>Gregory Lambert</b> Warehouse, Rutland, VT	<b>Michael Mugocha</b> Warehouse, Concord, NH
<b>Thomas Back</b> Warehouse, Sturbridge, MA	<b>Casindra Cooper</b> Receptionist, Meriden, CT	<b>Roger Gervais</b> Warehouse, Lewiston, ME	<b>Patrick Langley</b> Water Works Specialist, Bangor, ME	<b>Noel Muragijimana</b> Receiver, Londonderry, NH
<b>James Baranofsky</b> Driver, Needham, MA	<b>Gabriel Corbin</b> HVAC/R Specialist, Bangor, ME	<b>Thomas Goelz</b> Outside Sales, Riverhead, NY	<b>Monique Laroche</b> Driver, Concord, NH	<b>Joseph Murphy</b> Warehouse, Brockton, MA
<b>Leslie Barnett</b> Purchasing Trainee, Londonderry, NH	<b>Christopher Crapanzano</b> Warehouse, Piscataway, NJ	<b>German Goldus</b> Driver, Concord, NH	<b>Robert LaSalle</b> Warehouse, Plattsburgh, NY	<b>Charles Neal</b> Outside Sales, Cazenovia, NY
<b>Jake Bartlett</b> Intern, Dover, NH	<b>Matthew Crean</b> Outside Sales, Riverhead, NY	<b>Giovanni Grajales</b> Driver, Hartford, CT	<b>Jason Lytle</b> Driver, Dover, NH	<b>Michael Neuts</b> Driver, Oakland, ME
<b>Michael Bellofatto</b> Counter, Woburn, MA	<b>Wendy Cruz</b> Showroom Sales Rep, Dover, NH	<b>Carlos Guzman</b> Warehouse, Methuen, MA	<b>Enza Magliochetti</b> General Clerk, Riverhead, NY	<b>Robin Newton</b> Warehouse, Rutland, VT
<b>Aaron Blais</b> Driver, Lewiston, ME	<b>Jeremiah Currier</b> Selector, Londonderry, NH	<b>Aaron Hall</b> CIP, Dover, NH	<b>Paul Mallett</b> Layout, Canton, MA	<b>Robert Nicholas</b> Warehouse, Sturbridge, MA
<b>Dalton Bocknick</b> Counter, Salem, MA	<b>Spencer Dayton</b> Call Center Rep, Londonderry, NH	<b>Ronna Hamilton</b> Office Administrator, Exeter, NH	<b>Joseph Massa</b> Commercial P&H Estimator, Piscataway, NJ	<b>Devin O'Brien</b> Warehouse, Auburn, MA
<b>Richard Booth</b> Inside Sales, Manchester, NH	<b>Gregory Demars</b> Driver, Waterford, CT	<b>Frank Hampson</b> Selector, Londonderry, NH	<b>Jennifer McCarthy</b> Showroom Sales Rep, Exeter, NH	<b>Kevin O'Brien</b> Warehouse, Woburn, MA
<b>Nicholas Bouton</b> Warehouse, Methuen, MA	<b>Mark Dignazio</b> CIP, Elmwood Park, NJ	<b>Drew Heffernan</b> Warehouse, Methuen, MA	<b>Michelle McLellan</b> Showroom Sales Rep, Lewiston, ME	<b>Juan Ortiz</b> Warehouse, Malden, MA
<b>Matthew Brown</b> Warehouse, Rutland, VT	<b>Evan Dodge</b> Receiver, Londonderry, NH	<b>Carmesha Holmes</b> Showroom Sales Rep, Albany, NY	<b>Benjamin Melcher</b> Selector, Londonderry, NH	<b>Marissa O'Shea</b> Warehouse, Londonderry, NH
<b>Dakota Brown</b> Regional HVAC Technical Service Rep, Allentown, PA	<b>Collin Dodge</b> Receiver, Methuen, MA	<b>Patrick Horne</b> CIP, Boston, MA	<b>Kevin Mercer</b> CIP, Methuen, MA	<b>Brandon Paige</b> Warehouse, Bangor, ME
<b>Frederick Bryant</b> Piggy Back Driver, Canton, MA	<b>Kenneth Doe</b> Counter, Newburgh, NY	<b>Kayla Interbartolo</b> Warehouse, Malden, MA	<b>Rebecca Merrikin</b> General Accountant, Bedford, MA	<b>Richard Palacios</b> Receiver, Londonderry, NH
<b>Michael Bundy</b> Sr Environmental Scientist, Alliance Environmental	<b>John Donofrio</b> Outside Sales, Hartford, CT	<b>Peter Jackalone</b> Inside Sales, Riverhead, NY	<b>Kellie Metivier</b> Office Administrator, Dover, NH	<b>Richard Paulousky –</b> Showroom Sales Rep, Bellingham, MA
			<b>Tammy Miller</b> Selector, Londonderry, NH	<b>Ronny Peguero</b> Warehouse, Methuen, MA

*Continued on page 25*



Continued from page 24

## New Employees: May – July 2018

**Aldo Perez**  
Machine Shop Laborer,  
Water Works Malden, MA

**Joshua Peterson**  
Warehouse, Water Works  
Malden, MA

**Andrew Phelps**  
Counter, Keene, NH

**Matthew Popov**  
Warehouse, Madison, NJ

**Peter Potenza**  
Outside Sales,  
Fitchburg, MA

**Nadezhda Pustovalova**  
Showroom Sales Rep,  
Manchester, NH

**Alfred Quickenton**  
Driver, Latham, NY

**Damin Rakhmanov**  
Receiver,  
Londonderry, NH

**Gregorio Ramirez**  
Warehouse, Methuen, MA

**Jeremy Raymond**  
Inside Sales,  
Plymouth, MA

**Brian Reese**  
Warehouse, Portland, ME

**Patrick Reilly**  
Inside Sales, Portland, ME

**Eric Reilly**  
Thermoplastics Sales  
Specialist, Allentown, PA

**Bryand Rentas Yambo**  
Receiver, Londonderry, NH

**Michael Riedinger**  
Driver, Allentown, PA

**Joseph Risner**  
Selector, Londonderry, NH

**Jasmine Rivera**  
Selector, Londonderry, NH

**Francis Rodriguez**  
Warehouse, Hartford, CT

**Paul Rowan**  
Warehouse, Hingham, MA

**Erica Rowell**  
Receptionist,  
Manchester, NH

**Noreen Shea**  
Receptionist,  
Needham, MA

**Michael Sherr**  
Inside Sales, Boston, MA

**William Silas**  
Outside Sales,  
Waterford, CT

**Linda Simmons**  
Selector,  
Londonderry, NH

**Scott Smith**  
Driver, Methuen, MA

**Patrick Steemson**  
Warehouse, Hyannis, MA

**Heather Stone**  
Sr Environmental Scientist,  
Alliance Environmental

**David Stott**  
Counter, Waterford, CT

**Scott Summers**  
Inside Sales,  
Riverhead, NY

**Robert Sutton**  
Warehouse, Malden, MA

**Ryan Sweeney**  
Selector, Londonderry, NH

**Tyquan Taylor**  
Driver, Syracuse, NY

**Nicholas Terho**  
Counter, Fitchburg, MA

**Daniel Thompson**  
Selector, Londonderry, NH

**Kevin Timmons**  
Driver, Riverhead, NY

**Cole Tognarelli**  
Warehouse, Hyannis, MA

**Edward Tomasko**  
Warehouse, Rutland, VT

**Sandra Torgersen**  
Showroom Sales Rep,  
Madison, NJ

**Brandon Towne**  
Receiver, Londonderry, NH

**Avae Traina**  
Intern, Portland, ME

**Luke Trujillo**  
Intern, Bedford, MA

**Cassidy Vachon**  
Showroom Sales Rep,  
Bangor, ME

**Patrick Varley**  
Inside Sales, Boston, MA

**Adam Volack**  
Warehouse, Waterford, C

**Kevin Wheeler**  
Warehouse,  
Bellingham, MA

**Samantha White**  
Selector, Londonderry, NH

**Daniel Whiting**  
Receiver, Londonderry, NH

**Maria Wilson**  
General Clerk, Malden, MA

**James Workman**  
Warehouse, Pittsfield, MA

**Cathy Wunschel**  
General Clerk,  
Bellingham, MA

**James Yesucevitz**  
Inside Sales, Brockton, MA

**Jonathan Zoller**  
Counter, Lowell, MA

## Births

- **Camden James Bradley** – Born May 11, 2018  
Son of Brian Bradley, Rutland, VT
- **Isaac John Burrows** – Born January 27, 2018  
Son of Steve Burrows, Plymouth, MA
- **Audrey Crow** – Born May 29, 2018  
Daughter of Michael Crow, Methuen, MA
- **Matilda Harrison** – Born May 14, 2018  
Daughter of Stefanie Harrison, Bedford, MA
- **Carter Hedstrom** – Born May 8, 2018  
Son of Matthew Hedstrom, Boston, MA
- **Lincoln Kibler** – Born May 17, 2018  
Son of Shane Kibler, Oakland, ME
- **Braelynn Lamb** – Born February 16, 2018  
Daughter of David Lamb, Londonderry, NH
- **Ava Lindley** – Born May 28, 2018  
Daughter of Ryan Lindley, Methuen, MA
- **Sylvia Rose McLaughlin** – Born June 3, 2018  
Daughter of Chelsea McLaughlin, Falmouth, MA
- **Molly Michaud** – Born June 18, 2018  
Daughter of Joshua Michaud, Bedford, MA
- **Jameson Rocha** – Born April 7, 2018  
Son of Aaron Rocha, New Bedford, MA
- **Liam Wu** – Born May 30, 2018  
Son of Tak Wu, Canton, MA

## Retirees

- **Janet Deisley** – Piscataway, NJ, 3 years
- **John Everett** – Methuen, MA, 20 years
- **Scott Hanson** – Ellsworth, ME, 17 years
- **Lawrence Mallia** – Salem, MA, 11 years
- **Paul Paulette** – Winslow, ME, 20 years



The Thermoplastics team celebrated John Everett's 20-year career with F.W. Webb.

**Pipeline** is the employee newsletter of the F.W. Webb Company. It is published quarterly in January, May, August, and November by the F.W. Webb Marketing Department. Employee submissions – news tips, articles and photos – are welcome and encouraged at [pipeline@fwwebb.com](mailto:pipeline@fwwebb.com). Current and back issues are posted on the company intranet.

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