

Pipeline

THE F.W. WEBB EMPLOYEE NEWSLETTER



Volume 16 – June 2015

It's official. F.W. Webb acquired Grant Supply on April 30, adding two new locations and 52 new employees in New Jersey.

Welcome Grant Supply



With J.D. Loring of the Lebanon, NH store at his side helping with the transition, new employee Vin Williams (left) greets a long-time customer in the North Brunswick location.

Operating as a division of F.W. Webb in North Brunswick and Pleasantville, Grant Supply is now serving residential contractors and industrial professionals with its local customer service teams and the enhanced inventory, distribution capabilities and industry expertise of F.W. Webb.

"F.W. Webb welcomes our new employees from Grant Supply," said Jeff Pope. "We appreciate their patience, support and hard work during the transition and hope they are feeling more at home as we initiate plans to grow the business and enhance the customer experience. This is an exciting time for us all."

The business landscape in New Jersey is a welcoming one for F.W. Webb. There are many independent wholesale options throughout the state for local contractors, but not many large, dominant players like F.W. Webb that can service them well.

Meet the new Grant Supply GM – page 2.

See a list of new Grant Supply employees – page 14.

THE SCOOP by Bob Mucciarone



With the acquisition of Grant Supply completed, now comes the hard part – getting the new Grant employees acquainted with the Webb systems. It is a slow, arduous process, as the new Grant employees have to completely master a new way of processing

paperwork and transactions. Special thanks to all the Webb employees who are taking time to visit the Grant locations to help with the training.

Meanwhile, business continues. We still feel 2015 will be a very good year. So far, sales seem to be holding strong. As we continue to grow, it has become apparent we need a new bigger Central Distribution facility. We are currently looking for land to accommodate a 1,000,000-square-foot building. In addition, we are still pursuing one or two new acquisitions, while working to develop better and stronger partnerships with our key vendors. We believe stronger partnerships will stimulate sales growth.

All of the above is great but please understand that our greatest asset is all the talented employees of F.W. Webb. You are our greatest asset – every one of you. We are trying hard to build a culture that is stimulating and enjoyable. If we succeed in this regard, it should translate into F.W. Webb being one giant successful company; a company that does its best to service all of its customers.

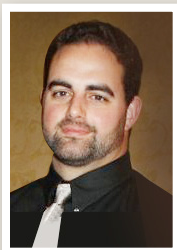
Did You Know?

Total sales in 1900 were \$435,447, yielding a profit of \$1,974.



See page 9 for more WebbCam photos.

General Manager Grant Supply



Joe Pierce is the new General Manager of Grant Supply. Based in the North Brunswick location, Joe is a New Jersey native who started with F.W. Webb last fall. He has considerable

industry experience and expertise in both sales and management. Joe is overseeing both Grant locations.

His near-term goal is “to fortify each branch’s core discipline – commercial plumbing in North Brunswick and residential plumbing in Pleasantville – and infuse Webb’s capabilities and processes to grow our share,” he said. “We need to grow our heating business at both branches and our showrooms need improvements to better address the needs of today’s consumers.”

“We can become meaningful players in New Jersey. It will require a lot of hard work and ingenuity but we’re going to do it, and it will be a fun ride!”

Over the long term, Joe said “both branches need to develop into HVAC and refrigeration destinations for HVAC/R professionals in New Jersey. We have no presence in these disciplines right now, but they are huge markets that need significant attention.”

Grant Supply

A Division of F.W. Webb Company

Anatomy of an Acquisition, Part 1

by Phyllis Laorenza, Pipeline Editor, Marketing Dept.

“F.W. Webb acquires a new company” is welcome news we receive regularly. Sounds simple and straightforward enough. However, with hundreds of moving and overlapping pieces, arriving at this declaration is a complex herculean endeavor – spanning months.

So, exactly how do we bring in a new company? In a word, *teamwork*.

Scouting Prospects

The strategic plan to grow the company includes expanding in and around our current geographic territories and adding new areas of expertise. With this in mind, our Executive Team maintains a pulse on the industry to find companies of interest to us that are either for sale or open to being purchased. With our excellent industry reputation, companies often approach us directly.

Top Level Concerns

In selecting a company for acquisition, Company President Jeff Pope and Chief Operating Officer Bob Mucciarone have many factors to consider.

They begin with this question: Does the acquisition make sense? To get to ‘yes’ or ‘no,’ Jeff and Bob carefully evaluate the company’s product lines, locations, customers, and financials. Among the other key factors are the tangibles: employees (their skills and future role) and fixed assets, such as land, buildings, equipment, machinery, vehicles, contracts and leases.

“We assess what they sell to which customer type, then take it a step further to identify opportunities to expand the product offering to reach a broader base of customers,” Bob said. “Can we better service the local customer and make the business more profitable as an F.W. Webb company?”

Once the decision to move ahead is made, the intricate negotiation phase follows. The formula to determine the value of the business to F.W. Webb involves all the factors outlined plus a thorough evaluation of all assets, cash flow, accounts receivable, and personnel, including ownership.

Once F.W. Webb and the company of interest settle on terms and sign a “purchase-and-sale” agreement, things kick into high gear. Operations, IT, HR, Marketing, and local teams are the key entities called into action.

“Can we better service the local customer and make the business more profitable as an F.W. Webb company?”

– **Bob Mucciarone,**
Chief Operating Officer

Continued on Page 3

Anatomy of an Acquisition, Part 1

Continued from Page 2

Initial Walkthrough

Jeff and Bob, along with Vice President of IT Mike Michaud, Vice President of Human Resources Ruth Martin and Director of Operations Brendan Monaghan, conduct a site visit to make an initial assessment of the scope of the undertaking. Jeff and Bob focus on the top-level executive issues outlined above; Mike – computer, network, data and related systems; Ruth – people and their concerns and roles; Brendan – property, equipment and inventory.

The team meets with the company's employees as a group to introduce F.W. Webb and to explain what will ensue during the transition phase. Ruth provides a high level overview of HR benefits and addresses the many questions expected from individuals whose company is being bought. "Will I still have a job," is among the chief concerns.

Next Phase

Fresh from firsthand information gathering and personal observation, team members begin focusing intently on their respective areas. Marketing joins the mix, along with a local team led by a General Manager. Sub teams are formed

to begin the intensive process of transitioning the company – its facilities, personnel, customers, equipment, systems, inventory and data governance – to F.W. Webb.

Many areas overlap, making collaboration essential. Operations and local teams work closely with IT, for instance, to assess and catalog inventory. Marketing produces communications to support Executive and HR needs to inform employees, customers and vendors of the transition and process.

As all these pieces accelerate into motion, F.W. Webb strives to minimize disruption at the company being acquired and encourages the ownership to maintain high levels of customer service during the transition.

Action Steps

- Identifying, numbering and barcode-labeling inventory
- Transferring customer and vendor records
- Selecting products to stock and sell
- Developing CD shipping routes
- Determining roles of new hires; training
- Appointing managers
- Naming, branding and promoting the new entity
- Final inventory; closing the deal; timing the announcement

Next issue: The moving pieces and how they all come together in Part 2 of "Anatomy of an Acquisition."

Awards & Recognition



On behalf of F.W. Webb, Plumbing Products Manager Tim O'Connell (far left) and Heating Products Manager Joe Ruggiero (far right) receive recognition from Mestek Inc. for the sale of more than \$1M of Mestek baseboard.

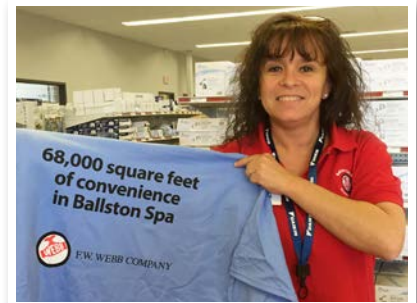
F.W. Webb recently received a Top Achievement Award for sales of Transair aluminum piping in 2014. Transair is a robust, easy-to-install, push-to-connect piping system for compressed air and inert gases.



L to R: Chris Sears, General Manager; Peter Marshall, Product Specialist; Gary Rose, Industrial PVC Products Manager; and Mike Costa, Inside Sales, Cranston, RI.

Ballston Spa 1st Anniversary

The Ballston Spa, NY location celebrated its first anniversary in business on April 16, 2015 with a very successful Open House celebration. Turnout was great with more than 300 people in attendance and top manufacturers displaying their brands. There was plenty to eat, starting with an Italian buffet downstairs and finishing off with wine and desserts in the brand new showroom upstairs. Entertainment included our very own talented Jim Robinson, Outside Sales (pictured).



Rita Carrk, General Clerk, displays the t-shirt given to customers at the event.



Members of the Ballston Spa team, flanked by Greg Welch, OM (left) and Mike Bifano, GM (right)



Jim Robinson takes center stage.

Plattsburgh Opens in New Space to Better Serve Growing Customer Needs



On June 1, we relocated our Plattsburgh, NY operations to a brand-new 33,000-square-foot building. The company had been in a smaller space in Plattsburgh for more than 25 years.

“Our new, larger and more conveniently located facility can better serve the growing needs of commercial and residential contractors in the region, as well as meet the increased demand for industrial products and services,” said Cathleen Barry, General Manager of the Plattsburgh and Queensbury locations. “F.W. Webb is proud to be growing right along with these professionals and supporting their need for high-quality wholesale products for construction, remodeling, repairs, and facilities management.”

Three times larger than the former facility, the new location at 452 Tom Miller Road houses a counter store, warehouse, training room, and office space. It will offer plumbing, heating, HVAC/R, industrial PVF, fire protection systems, propane and natural gas equipment, and water systems products and services.

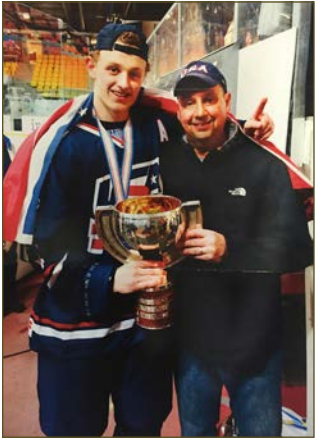
A ribbon cutting and customer open house are planned in June to celebrate the new facility.



HR reports another great showing of generosity this year for the Boston-based Jimmy Fund, which supports the Dana-Farber Cancer Institute's fight against childhood and adult cancer. A total of 78 employees from Bedford and surrounding locations contributed \$1,900, which F.W. Webb matched for a total gift to the Jimmy Fund of \$3,800.

Thanks to everyone who participated.

Webb's Famous Hockey Dad



Lowell, Mass. Store Manager Bob Eichel is an unassuming guy who never expected fame and fortune working for F.W. Webb. He's been happy to work every day for a great company for the past 19 years, raise a family and live a regular life. Never sought fame, but fame somehow found him.

Bob is the father of Jack Eichel, teenage hockey phenom. If you

haven't heard of Jack Eichel yet, pay attention and you'll soon be hearing a lot more about him. Jack is expected to be the number two pick in the National Hockey League (NHL) draft on June 26.

An impressively smooth and fast skater, Jack is called a "skilled power forward," with an exceptional combination of size, speed, accuracy, instincts and awareness. Hockey scouts and coaches consider him a "generational NHL player" of the same caliber as hockey greats Mike Modano and Mario Lemieux.

Jack has been prepping for this life-changing opportunity since he was barely out of diapers. He became enamored with hockey at a very young age. As a three-year-old watching his older sister take skate lessons, he yearned to get on the ice. Bob and his wife Anne told him he'd have to wait until he turned four. When that moment came, "Jack took off and never looked back," Bob said.

Setting his sights on a distant horizon – playing someday for the NHL – Jack would shoot 100 pucks a day in the basement before leaving for school. He was five at the time and already on a travel hockey team. By age eight, he enhanced his morning repertoire with 100 push-ups and 100 sit-ups. Because of his advanced ability, Jack always played with older kids. This made him strive harder and also matured him, Bob said.

Bob and his family are thrilled to have Jack in the Boston area. He stayed with a host family in Ann Arbor, MI for two years, while enrolled in the USA Hockey National Team Development Program. Before this, at 13, he played for the Junior Bruins. Only 18-years-old now, he's already been around the world, playing in places most people will never set foot upon: Russia, Finland, Sweden, Czech Republic, Austria, and Canada.

How did Jack get so good at hockey? Did he inherit his super athletic abilities from Bob or Anne? While Jack is an all-round athlete, great at whatever sport he plays, Bob said it comes down to drive. "He is entirely self-driven with natural athletic ability. We never pushed him, in fact we tried to slow him down."



Jack is currently a freshman at Boston University where he plays hockey and takes a full course load of general study classes. Bob says Jack keeps things in perspective and is well-grounded. With a team of

advisors and a press agent, however, he's not your typical college student. It's also unclear how long he will stay at BU. Much of it depends on what happens at the draft and the decisions he will make with his family and advisors.

So, how does it feel to be a Webb manager with a hockey superstar son? "I'm a proud dad," said Bob, "but I still have to get up every morning and go to work."

On behalf of F.W. Webb, Pipeline extends congratulations and best wishes to Bob, Jack and the entire Eichel family. We are inspired by Jack's story and the realization that dreams can be achieved with vision, drive, hard work and whole-hearted dedication.



A Step toward the Future: Vermont Expo Bigger and Better than ever

by Darrell Read, General Manager, Williston, VT

After more than two decades of successful shows in Barre, VT, we took a shot toward the future and moved our 22nd Vermont Expo up to the Champlain Valley Fairgrounds in Essex Junction, VT this year. The facilities were much larger and better equipped to handle such a large show. It's always a risk trying something new but customers responded very well to the new venue.

Approximately 1,000 people attended the show, which was held on May 7. We had 144 tables for vendors and F.W. Webb specialty booths to showcase several of our 14 areas of expertise. The University of Vermont Children's Hospital sold baked goods and beverages to customers throughout the show and raised more than \$1,000 for the hospital!

As always, we offered our ever-popular customers activities, including the scratch-and-dent "tent" area, plenty of fried turkey, and a fun game of "slow pitch potty toss."

Special thanks to Chelsea Albers and Alicia Criniti in Marketing for helping us coordinate the show and to the Pope family for investing and supporting these events for our customers!



Outside the new venue.



Larry Caruso, Outside Sales, Rutland, VT, setting up the "Potty Toss" game at the Expo – or doing his own version of it!



A Lenox representative, armed with a reciprocating saw, answers that age-old question: How quickly can a car be cut in half? Expo attendees had the opportunity to guess.

Venerable Chefs Nick Markowski (holding the turkey) and Ron Sweeney – both from the Rutland, VT location, cook birds in the famous Vermont Expo Turkey Tent again this year.

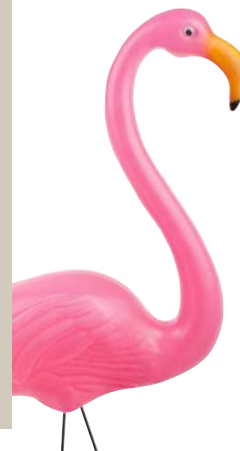


Upcoming Trade Shows & EXPOs Schedule:

- **June 7-10:** New England Water Environment Association, Omni Mt. Washington Resort, Bretton Woods, NH
- **June 10-11:** New England Fuel Institute Energy Expo, DCU Center, Worcester, MA
- **June 12:** F.W. Webb Warwick, RI Product Fair
- **June 17:** F.W. Webb Williston, VT Customer Appreciation Celebration
- **June 17-18:** Northeast Buildings & Facilities Management, Boston Convention & Expo Center, Boston, MA
- **June 19:** F.W. Webb Queensbury, NY 6th Annual Customer BBQ
- **June 25:** Plattsburgh, NY Customer Open House
- **July 1-2:** Rockwell Automation on the Move, DCU Center, Worcester, MA
- **July 19:** Nascar Sprint Cup 301, NH Motor Speedway, Loudon NH
- **September 17:** NY Customer Appreciation Expo, Michael's Banquet House, Latham, NY
- **September 27:** F.W. Webb 100 NASCAR Whelen Modified Tour, New Hampshire Motor Speedway, Loudon, NH
- **October 8:** New Hampshire Expo, New Hampshire Motor Speedway, Loudon, NH

Fun Fact

The ubiquitous plastic pink flamingo lawn ornament, modeled from images of real flamingos in National Geographic, was invented in Leominster, MA in 1956.



Frank Webb Showroom News



Ballston Spa Showroom Manager Bill Almy and Sales Associate Dee Seiber.

Corporate TV Spot Wins Award

Frank Webb's Bath and Lighting Center in Ballston Spa, NY received "Best TV Advertisement" from the Capital Region's Best in Building Awards. Ballston Spa Showroom Associate Denise Sieber accepted the award at an April 30th event at Rensselaer Polytechnic Institute. The judging criteria included technical production, concept, script, creativity, and appropriateness for the target market. Among the numerous entrants, Frank Webb surpassed them all. The award-winning TV spot is running on select stations across our operating region. To learn more about the concept behind our corporate showroom ad, see the February 2015 issue of *Pipeline* on the company intranet.



Your F.W. Webb Showroom

Working Displays Get Them Every Time!



Contractors attending the recent First Anniversary Celebration in Ballston Spa, NY marvel at the working displays in the Frank Webb's Bath and Lighting Center. Let's hope they tell their customers about our interactive showroom where

they can test high-quality fixtures and products before buying them. We offer contractors a referral incentive when the customers they send to a Frank Webb's Bath Center buy products from us.

There's No Place Like the Home Show

The Frank Webb's Bath Center exhibit booth attracted many visitors during the Binghamton, NY Home Show this spring. Held in the SUNY Events Center at Binghamton University, the show had 5000 attendees and 170 vendor booths.



An attendee of the home show makes herself at home in the Frank Webb's Bath Center booth where she relaxes in the Hydrosystem Rodeo Freestanding tub with the Brizo Sotria Freestanding tub filler.



Sherry Manning, Binghamton Showroom Sales Associate, listens to a visitor in the Frank Webb booth.



Customer James "Scooby" Sawyer uses his customized call successfully.

Turkey Calling

by Mike Blagdon, Store Manager, West Bath, ME



The West Bath location did a personalized customer appreciation initiative for a group of customers who are avid outdoorsmen. We selected five customers who we knew to be serious hunters and special ordered them customized turkey calls from a Kentucky company, Derby City Game Calls. Each custom call has both the F.W. Webb logo laser etched onto it, along with the customer's name on the call striker. So, the question has been asked, why turkey calls? Our response is, why not? As a company we're fortunate to have many great customers but not all of them favor baseball, football or racing. We recognize this and on occasion try to reach out to those customers in different ways. In this instance, we did it with customized game calls. To these valued customers it was a big deal because we targeted their passion and in return the feedback we received from them was priceless.

Cheers to the Success of a Team-Oriented Commercial Project!



“A perfect example of the right hand talking to the left,” is how Frank Lamparelli describes the cross-company partnership during the construction of the Smuttynose Brewery in Hampton, NH.

“An amazing example of a partnering relationship,” is how Gordon Bailey assesses it.

Frank and Gordon are two of the many F.W. Webb employees from across our 14 areas of expertise who came together to bring a number of products into the new facility, which in addition to a brewery also features a restaurant showcasing locally produced foods and a pub offering (yea, you guessed it) fresh Smuttynose brews.



The first products in were Georg Fischer COOL-FIT and Transair aluminum pipe from Parker Hannafin for compressed air and CO₂. The Transair purchase also included installation training. Later, the Webb Process Controls Division supplied Endress + Hauser instrumentation products, including mass flow meters. Smuttynose also purchased commodity PVE, Apollo ball valves, and hydronic pumps.

Webb's involvement in this project hasn't ended with construction. “We continue to work with Smuttynose on expansion of our product offerings,” said Gordon. “We are in discussions with the facility engineer to schedule calibration of flow meters throughout the facility. Gary Rose is working on hose and Strahman spray nozzles. Ben Heath sees them on a regular basis and the Exeter store is their go-to location for everyday plumbing needs.”

Furthermore, Smuttynose said the door is open for our Pump and High Purity Process divisions for additional needs.

To take a brewery tour, eat at the Hayseed restaurant, or to learn more about this innovative company, go to: smuttynose.com



The F.W. Webb Team:

- Gordon Bailey
- Patrick Coutermarsh
- Ted Haley III
- Ted Haley IV
- Ben Heath
- Frank Lamparelli
- Jim Matthews
- Gary Rose

Spring Training Day

by Derek Jones, Operations Manager,
Augusta, ME

Webb's own version of “Spring Training” was held at the Augusta, ME location on April 15. The event was a great success with 75 customers participating. We received a great deal of positive feedback.

Multiple product training sessions were conducted throughout the day and included:

- The latest from Bradford White and the new water heater regs from AKR Associates
- Honeywell Redlink and WiFi thermostat information from EDOS
- Commercial HTP gas-fired water heater installation from Emerson Swan
- 2015 product updates and installation from Daikin

In addition, highly demanded classes on TracPipe, gas certification and cathodic protection were conducted by Dave Newman from our F.W. Webb Propane & Natural Gas Division.



Dave Newman conducting the TracPipe and gas certification class

Special thanks to all those who helped make this training day possible, including Mike Blagdon and Cullen Walker from our West Bath location for the excellent spread of food they prepared and cooked. We are looking forward to continuing this event next year.

WebbCam



Dave Piantaggini from AKR Associates presented to 50 contractors at the corporate training center in Bedford on May 7 during a Bradford White workshop on the federal water heater regulations that took effect in April.



Webb's Joe Fernandez, V.P. of HVAC/R accepted an award recently from Affiliated Distributors for F.W. Webb HVAC sales growth and industry support during 2014.



Chief Technology Officer Rick Ruggiero, fueling up on the way to Grant Supply, proves real men eat pink donuts.



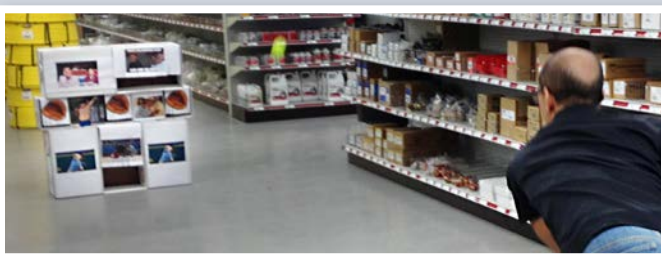
Eric Parker, Sheet Metal Mechanic at F.W. Webb Duct Works fabrication shop, enjoys the Haverhill Open House with his wife and daughter.



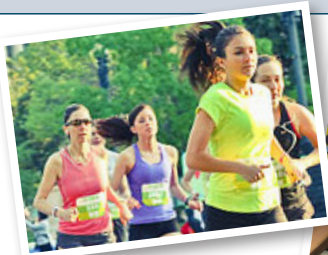
CIP Coordinator Mike Smith was the first customer of the new vending machine in Ballston Spa, NY, which didn't have one during its first year of operation. Mike selected OJ, or so he says!

Baseball Opening Day

Customers in Allentown, PA tested out their pitching arms in a makeshift game of "Webble-ball."



Living up to his surname, Bedford, MA Store Manager Marty Cook (right) mans the grills for customers with Steve Anderson, Outside Sales (Methuen, MA) outside the Bedford store.



Calling all Charitable Athletes!

If you are participating in any road races, long-distance cycling events, triathlons or other endeavors to raise money for a charitable cause, share your accomplishment by sending photos to pipeline@fwwebb.com. We'll publish a medley of them after the summer. Good luck to all employees and enjoy your summer activities!



Impressive Turnout for Haverhill on Display

Nearly 200 people attended the Haverhill, MA open house on May 19, 2015. Store Manager Jude Corso called it a “great event that generated phenomenal customer feedback.” Customers and guests had the opportunity to tour the new sheet metal Duct Works fabrication shop as well as visit vendor displays and speak to 35 manufacturers and reps. “Over a week later we still had customers telling us what a great event it was and how they didn’t realize the extended inventory we had or size of the sheet metal shop until they saw it,” Jude said.

“We could call it a ‘Grand Re-Opening,’ since it was all about showcasing the ‘new’ Haverhill location with our Sheet Metal Shop and full line of HVAC/R offerings.”

—Jude Corso, Store Manager

“Contractors throughout the region saw firsthand the investment we have made to the Haverhill facility, not only with our Duct Works fabrication operation but also our focused effort to expand HVAC/R in the area,” said Chris DiPirro, General Manager of Woburn and Haverhill, a new twig of Woburn. “The strong attendance right up to the end was enough to confirm how much customers enjoyed and appreciated the event,” Chris said.

“It takes a huge group effort to make an event like this happen, so thank you to everyone involved. This entire event went off without one hitch. We couldn’t have asked for a better turnout or better feedback,” Jude added.

Bergen Tradition Lives On

by Michael LaPorte, Office Manager, Bergen

Bergen, a division of F.W. Webb in Elmwood Park, NJ, held its 33rd annual golf outing on May 4, 2015. Ninety customers joined 26 vendors and Webb employees for a great day of golf that wrapped up with cocktails, dinner and awards. Golfers earned prizes for closest to the pin, longest drive, and team low gross score. This annual event gives back to the many customers who support us with their business throughout the year.



Customers relax after a day on the course.



L to R: Mike Volk and Tom LaPorte, F.W. Webb



L to R: Jim Zajdel of Ridge Tool Co., Donald J. Vanderbeck Jr. of C.J. Vanderbeck and Son, Tim Brock and Tom LaPorte, F.W. Webb

Casino Night in South Portland



Customers anted up and brought their poker faces to South Portland, Maine's first-ever Casino Night on May 21. During the two months leading up to the event, customers earned "Webb Bucks" by purchasing qualifying items. Upon arrival at the Portland Elks Club, customers received their bucks and cashed them in for chips. Then, for the chance to win more, they headed to the casino tables for Black Jack, Roulette and the Money Wheel. During a live auction, they used their earnings to bid on prizes, such as L.L. Bean gift cards, a Samsung 40" LED TV, and even a six-night stay in Aruba! Customers, vendors and employees all had a great night and are looking forward to doing it again next year.



*Chelsea Albers,
Marketing Manager*

GADGET GURU



Smiley Face Float

The A2WTC Conery Weight is a zinc-plated float switch used in both residential and commercial applications. This smiley face float is most commonly used in wastewater pumping systems – and amazingly keeps right on smiling despite the dirty work!

Do you have an interesting gadget or product you would like to see featured?

Please send to pipeline@fwwebb.com. Put "Gadget Guru" in the subject line.



Binghamton Product Fair – A Sunny Success

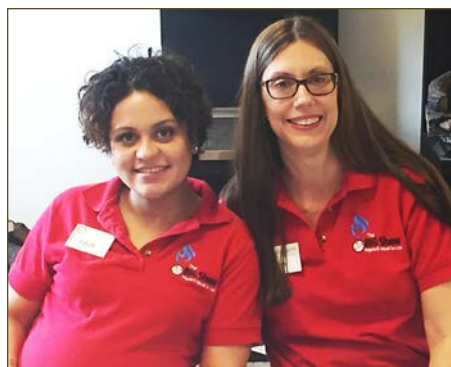
by Matt Dutcher, Operations Manager, Binghamton, NY



F.W. Webb's Binghamton, NY location held an outdoor Product Fair on May 14 and it was a huge success. The weather was perfect for over 250 pre-registered customers and more than 50 vendors.

The event was held under three large tents in our parking lot. A local caterer provided excellent food and drinks while vendor-donated door prizes were given away all night long. Over 200 visitors came

through our showroom for champagne and fresh fruits. A clearance sale of old inventory and scratch-and-dent items also attracted a crowd and generated revenue for the branch. It was a great event which showed our customers how much we appreciate their business.



*Liliana Castro, Receptionist (L) and
Robin Glenney, Inside Sales (R), Hartford, CT*



Big Show Lives Up to its Name

Close to 400 customers attended the Big Show on May 13 at the Propane & Natural Gas Division in Hartford, CT, making it one of the best attended shows to date. Customers saw over 40 manufacturers and enjoyed A Taste of Texas BBQ lunch.



June is Safety Month

Here are a ten safety tips for home, work and life as we observe Safety Month this June.

1. Before lifting, check for obstructions or slippery spots along the intended route. If two or more people are needed to carry an object, they should all be about the same size and one should be in position to watch and guide the way.
2. To handle boxes and cartons: crouch close to the load; grasp the opposite top and bottom corners; draw a free bottom corner between your legs; lift with leg muscles.
3. Long objects, such as pipe or lumber, should be carried over a padded shoulder, with front end high to avoid hitting people or objects. Use caution when negotiating corners.
4. After lifting, turn correctly by shifting your feet or moving with short steps; don't twist at the waist or torso. Protect your back.
5. Use the right protective gear for the job or activity: helmets and hard hats, reflective attire, lights, goggles, ear plugs or phones, steel-toed shoes, knee pads, etc.
6. Good work gloves are essential for hand protection from cuts and chemicals. They can provide a better grip for lifting and working with tools. Many are ventilated for comfort.
7. From the workshop to the kitchen, regularly inspect tools and equipment for damage or age. A dull or faulty tool can injure, while a cracked handle can hurt you and those nearby. Replace faulty tools and equipment.
8. Using the right tool on the job is vitally important. Don't use a wrench as a hammer, screwdriver for a chisel, or your fingers as a pry. Keep tools and other supplies in the right container, preferably labeled.
9. Pick up dropped items and wipe up spills. Falls from tripping and slipping hazards can sideline people for a long time and are especially debilitating as we age.
10. Teach youngsters about safety by your example: Always wear a helmet cycling and always fasten your seat belt.



Watertown Supply Renovations

Renovations are complete to Watertown Supply, our new plumbing repair/replacement parts and counter location in Watertown, MA, servicing the greater Boston area as a one-stop location. Watertown Supply, a division of F.W. Webb, is now an open concept store with self-service or full-service assistance. Have a customer looking for a hard-to-find replacement part? Contact Caino, our parts guru, at usparts@watertownsupply.com – he welcomes parts photos, requests and questions!



Before: Counter service only



After: Open concept sales



33 Grove St., Watertown, MA

WATERTOWN SUPPLY

A Division of F.W. Webb Company

F.W. WEBB CELEBRITY LOOK-ALIKE



Matt Newtown

Counter Sales,
Plattsburgh, NY



Zack Brown

Country Music Artist,
Zack Brown Band

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 July 15 for the August Celebrity Look-Alike Contest.

Submitted by Rudy Sullivan, Inside Sales, Plattsburgh, NY

There's No Place Like a Home Staycation

by Laurie Willis, Copywriter, Riverbend Home, Bedford, MA

Want to escape and unwind from the daily grind? You don't need a trip to enjoy a well-earned vacation. You can create a dream destination without venturing far by making your home a staycation destination.

Cook Outside

Create an open and fun space to cook outdoors for family and friends. A backyard setting creates a zone where cooking and entertaining are seamless activities. An outdoor cooking space can be as simple as a grill on the patio or as elaborate as a fully functional kitchen with counter space, side burners, prep sinks, mini fridge, rotisserie, wet bar, and even a pizza oven.

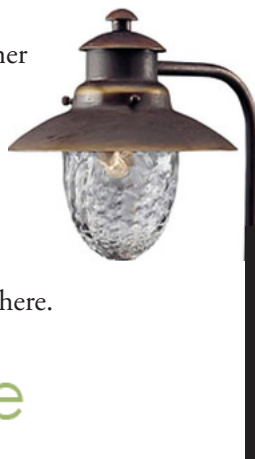


Lounge Outdoors

One of the best ways to enjoy the fresh air and sunshine is to bring your life outdoors. Make your outdoor space an extension of your interior with comfortable seating arranged to encourage social gathering and conversation. Install a ceiling fan to keep porches cool and relaxing in the daytime heat. Add a patio heater so you can still enjoy your outdoor spaces in the cooler weather or late into the evening as the sun goes down. A heater will keep the chill at bay and cast a warm glow to add ambiance.

Light Up the Night

Whether you want to enjoy an intimate dinner for two or host a barbeque for a large family gathering, the right outdoor lighting adds ambiance and safety. Illuminate pathways with accent lighting and add outdoor sconces to porch walls and entryways. Hang strands of string lights or add candles to give your outdoor living spaces a sophisticated atmosphere.



Enhance Your Staycation with Fire, Warmth and Light

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

Summer is the perfect time to create and enjoy a dream backyard paradise. Your Frank Webb's Hearth & Home Showroom in Haverhill is filled with inspiration for your outdoor living space this season. Along with the Lavaheat patio heaters highlighted in the April 2015 *Pipeline*, we also have outdoor fire tables and grills.

Our wonderful variety of fire pits and stylish fire pit tables from the Outdoor Great Room Company includes lower cost do-it-yourself options. We are also featuring the new Emily Rose Collection, a stylish designer line of outdoor fire pits and chairs that is sure to complete the look-and-feel of your backyard oasis.



Need a New Grill?

We offer "Built to Last" Broilmaster grills in gas or charcoal. You can't beat the quality of these well-crafted, made-in-the-USA grills. We also have a line of outdoor cookers for your lobster, clam bakes and corn on the cob.

Stop in or call to order your outdoor merchandise – there's a discounted price for F.W. Webb employees! Let your Hearth & Home showroom help you enjoy summer at home!




Frank Webb's
HEARTH & HOME
Your F.W. Webb Showroom
978-373-7222



F.W. Webb Company Would Like to Welcome the Following New Employees:

- **Wayne Bennett** – Outside Sales, Methuen, MA
- **James Biella** – Warehouse, Hartford, CT
- **Kyle Binette** – Warehouse, Portland, ME
- **Corey Boyda** – Warehouse, Sturbridge, MA
- **Darin Cook** – Outside Sales, Albany, NY
- **Joel Duncan** – Inside Sales, Portland, ME
- **Dylan Dwyer** – Office Administrator, Hartford, CT
- **Michael Edwards** – Inside Sales, Dover, NH
- **Michael Emberger** – Commercial Quoting Specialist, Nashua, NH
- **Timothy Finch** – Selector, Amherst, NH
- **Russell Gonyer** – Driver, Northampton, MA
- **Philip Greene** – Driver, Hyannis, MA
- **Ryan Griffin** – Counter, Salem, MA
- **Jamie Hall** – Counter, Queensbury, NY
- **Kaylie Hall** – Counter, Williston, VT
- **Jeffrey Hammond** – Driver, Hyannis, MA
- **Cheryl Harvey** – Inside Sales, Portland, ME
- **Victoria Inglis** – Data Analyst, Bedford, MA
- **Michael Kirchner** – Warehouse, Newburgh, NY
- **Matthew Kline** – Showroom Manager, Syracuse, NY
- **Craig Kurker** – Inside Sales, Waterbury, CT
- **Joseph Lampariello** – Warehouse, Albany, NY
- **Maurice Langlois** – Warehouse, Portland, ME
- **Dale Lindberg** – Counter, Fitchburg, MA
- **Matthew Mason** – Warehouse, Portland, ME
- **Dianne Matta** – Showroom Sales, Needham, MA
- **Gary May** – Counter, Boston, MA
- **Angel Maysonet** – Driver, Hartford, CT
- **Gloria McFadden** – Receptionist, Syracuse, NY
- **John Moroney** – Intern, Canton, MA
- **Rick Naughton** – Shipper, Albany, NY
- **David O'Brien** – Inside Sales, Pittsford, NY
- **Kyle Paddock** – Counter, Greenfield, MA
- **Lacey Pelto** – Receptionist, Keene, NH
- **Steven Philbrook** – Warehouse, Bangor, ME
- **Samuel Prive** – Intern, Amherst, NH
- **Richard Racine** – Driver, Concord, NH
- **Sean Riley** – Driver, Methuen, MA
- **Angel Rivera** – Selector, Amherst, NH
- **Joseph Rizzi** – Inside Sales, Binghamton, NY
- **Jaime Rodominick** – Showroom Sales, Bedford, MA
- **Michele Safford** – Receptionist, Albany, NY
- **Robert Sayball** – Tractor Trailer Driver, Amherst, NH
- **James Sheafe** – Warehouse, Newburgh, NY
- **Marla St. Peter-Baruch** – General Office Clerk, Winslow, ME
- **Alexander Tate** – Warehouse, Bedford, MA
- **Jeremy Vanier** – Warehouse, Queensbury, NY
- **Julie Weaver** – Warehouse, Rockland, ME

North Brunswick New Employees:

- **Stephen Alonzo** – Inventory Control Clerk
- **Christine Armstrong** – Inside Sales
- **Michael Baskakow** – Driver
- **Marilyn Birkenmeier** – Commercial Quoting Specialist
- **Bryan Breese** – Inside Sales
- **Natasha Buiko** – General Office Clerk
- **Oleg Buiko** – Driver
- **David Burns** – Inside Sales
- **Patrick Butterfield** – Purchasing Expeditor
- **Michael Cipullo Jr.** – Warehouse
- **Michael Cipullo Sr.** – Counter
- **Max Culbreath** – Warehouse
- **Janet Deisley** – Receptionist
- **Grace DeSantis** – Office Manager
- **John Desmond** – Receiver
- **Stephen Fehl** – Driver
- **Michael George** – Shipper
- **Alexandre Gorlov** – Warehouse
- **Leslie Hernandez** – General Office Clerk
- **Grant Herring** – Outside Sales
- **Patrice Herring** – Showroom Manager
- **Thomas Jenkins** – Warehouse
- **Michal Kacmar** – Warehouse
- **Dustin Kern** – Driver
- **Stephen Little** – Buyer
- **Richard Lukacs** – Driver
- **Wayne McMullin** – Inside Sales Supervisor
- **Michael Nealon** – Warehouse
- **Gloria Oberreiter** – Inside Sales
- **Louis Orta** – Counter
- **Carolyn Primiano** – Accounts Receivable
- **John Roglieri** – Outside Sales
- **Richard Scalea** – Inside Sales
- **Peter Sramowicz** – Operations Manager
- **Joseph Stachowski** – Warehouse Supervisor
- **William Stanbach** – Consultant
- **Christopher Valenti** – Warehouse
- **Deborah Vetter** – Accounts Receivable
- **Vincent Williams** – Counter

Pleasantville New Employees:

- **William Dennis** – Inside Sales
- **Elizabeth "Lynn" Dilliplane** – Showroom Sales
- **Timothy Dilliplane** – Inside Sales
- **Robert Fedore** – Inside Sales
- **Andrew Gholston** – Driver
- **Craig Lawrence** – Counter
- **Philip Lewis** – Showroom Manager
- **Dianna McNierney** – Office Administrator
- **Ivan Singleton** – Driver
- **Timothy Weir** – Counter
- **Branden White** – Driver
- **Warren White** – Warehouse Supervisor
- **Jim Yates** – Store Manager

Webb Spotlight



Sheila and Jay O'Coin

Jay O'Coin

Webb Vitals:

- **How long you've worked for F.W. Webb:**
17 years, since the acquisition of Kennebec/Kentrol/Sevco in 1998.
- **Your role at F.W. Webb:**
I handle special projects for the Process Controls Division, taking projects from the identification stage to product ordering.
- **F.W. Webb location where you work:**
My home branch is Winslow, Maine, but I work remotely from the Windham, Maine location.

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

It was September 11, 2001. I was at the ISA show in Houston representing F.W. Webb when America was attacked. With all flights halted for several days, I eventually drove back to Maine with other manufacturers. It was a galvanizing incident that changed the course of history and an experience that will stay with me for life.

What's the best book you've read?

Classics: Almost anything by Hemingway. And, modern (a tie): "The Forgotten Man" by Amity Schlaes and "The World is Flat" by Thomas Friedman.

Before working at F.W. Webb, what was the most unusual or interesting job you've ever had?

Nine years spent teaching English and coaching sports at Auburn, MA High School provided some of the most unusual and interesting moments of my career.

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

Boating with my wife on Casco Bay and being with our two grandchildren.

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

Two similar pieces of advice from my father: "Everything happens for a reason" and "Whatever happens, happens for the best."

Counting Steps for a Good Cause

By: Samantha Verratti, Benefits Manager, Bedford, MA



We are excited to kick off a challenge activity sponsored by Blue Cross/Blue Shield to get us walking while supporting a charitable cause. The goal of this six-week program, which begins June 22, is to log at least 7000 steps per day using ahealthyme.com or

phone app. All employees and their family members enrolled in the F.W. Webb medical plan are invited to participate and are eligible to win Fitbit monitors and gift cards throughout the entire program.

A \$1.00 per participant entry fee will be collected and teams will form around a variety of charitable organizations. You can select from a list of 10-12 during enrollment on ahealthyme.com (have your BCBS ID card handy). At the end of the event, proceeds raised will go to the charitable organization of the team with the highest average steps – with matching funds from F.W. Webb to enhance the total.

Sign up begins June 15.

▶▶ Go to the benefits section on the company intranet for more information. ◀◀

Social Media Update

F.W. Webb is actively using social media to stay in touch with our customers regarding products, promotions and events. You can help our outreach efforts by joining us on our social media pages and sharing with your friends and family. *Thanks!*



Like Us On Facebook: [F.W. Webb Company](#)
[Frank Webb's Bath Center](#) • [Riverbend Home](#)



Follow Us On Twitter: [F.W. Webb Company](#)
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Follow Us On LinkedIn: [F.W. Webb Company](#)
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April & May 2015

Work Anniversaries

5 Years

Mark Beaulieu
Auburn, MA
Daniel Blair
Binghamton, NY

Cheryl Brogan
Bedford, MA

Reed Brown
Watertown, MA

Richard Duhamel
Bedford, MA

Marc Friedman
Bedford, MA

Chris Fuller
Amherst, NH

Ryan Harding
Augusta, ME

Frank Lamparelli
Methuen, MA

Michael Marsh
Rockland, ME

Paul McDonough
Amherst, NH

Troy Melvin
Ellsworth, ME

Sean Monahan
Haverhill, MA

Andrew Mucciarone
Methuen, MA

Jason Pope
Nashua, NH

Chris Rhoades
Dover, NH

Javier Rodriguez
Salem, MA

Doreen Scanlon
Boston, MA

10 Years

Thomas Davis
Springfield, VT

Michael Norton
Woburn, MA

Debra VanDenburgh
Elmwood, NJ

Glenn Varney
Winslow, ME

15 Years

George Ashford
Concord, NH

John Blanch
Rutland, VT

Jeff Cook
Windham, ME

Jean Dossous
Canton, MA

Thomas Hansen
Auburn, MA

Laura Hawkins
Barre, VT

Robert McGee
Boston, MA

Denise Pallotta
Syracuse, NY

Dzevad Toskic
Boston, MA

20 Years

Keith Button
Syracuse, NY

Edward Ryan Sr.
Williston, VT

25 Years

Edward Brian
Cranston, RI

30 Years

Manius Andre
Canton, MA

Scott Brewster
Rutland, VT

Brent Townsend
Biddeford, ME



Births

• **Aubrey Lynn Biron** born May 23, 2015. Daughter of Chris and Sarah Biron, CD, Amherst, NH

• **Emily Dean** born April 10, 2015. Daughter of Jeff and Jen Dean, Sturbridge, MA

• **Norah Dwyer** born May 13, 2015. Daughter of Pete and Ona Dwyer, Propane & Natural Gas Division, Hartford, CT

• **Mackenzie Grigg** born April 7, 2015. Daughter of Kevin and K.C. Grigg, Ballston Spa, NY

• **Dylan Hancur** born April 13, 2015. Son of Matt and Courtney Hancur, Cranston, RI

• **Declan O'Leary** born April 6, 2015. Son of Brian and Amy O'Leary, Dover, NH

• **Scarlett Sedensky** born March 17, 2015. Daughter of Chris and Hillary Sedensky, Dedham, MA



Promotions

• **Mitchell Berry** – Warehouse to Inside Sales Trainee, Winslow, ME

• **Nickolas Bodlovick** – Inside Sales to Outside Sales, Portland, ME

• **Tracy Bonsant** – Warehouse to Warehouse Supervisor, Augusta, ME

• **Corey Canning** – Warehouse to Counter, Gloucester, MA

• **Daniel Corti** – Inside Sales to Outside Sales, Lebanon, NH

• **Brian Eastman** – Counter to Inside Sales, Brockton, MA

• **Paul Flaherty** – Warehouse to Counter, Rockland, ME

• **Jennifer Hutchinson** – Inside Sales to Outside Sales Trainee, Hartford, CT

• **Thomas Lane** – Inside Sales to Outside Sales, Albany, NY

• **Michael Martineau** – Warehouse to Shipping Supervisor, Methuen, MA

• **Ken Powell** – Industrial Specialist to Industrial Sales Leader, Ballston Spa, NY

• **Kirk Radley** – Inside Sales to Commercial HVAC Estimator, Ballston Spa, NY

• **Stephen Ricard** – Driver to Counter, Dover, NH

• **Gerald "Tom" Starley** – Inside Sales to Outside Sales, Binghamton, NY

Retirees

• **Dan Harrington**, Outside Sales, Portland, ME after 15 years

• **Hector Ortiz**, Receiver, Amherst, NH, after 9 years

Correction: In the last issue, Pipeline incorrectly listed the number of years of Bill Thompson's tenure upon retirement. Bill worked for F.W. Webb for 25 years, not 19. We apologize for the error.

More than 500 people responded to our Pipeline Reader Survey. Thank you for the great response!

We are tallying the results and will report back to you in the August issue. If you didn't get a chance to take the survey and still want to provide feedback, we're all ears at pipeline@fwwebb.com!