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#### Congrats to the 2020 grads!

The celebrations may have looked different this year, but we're glad we found new ways to recognize your success. For more pictures, see page 12-13.

- **1.** Olivia, daughter of Bob Gordineer, Bedford, MA
- **2.** Paige, daughter of Brian Domanico, Hartford, CT
- **3.** Nolan, son of John Dodge, Bedford, MA
- **4.** Damian, son of Brandon Comeau, Bedford, MA
- **5.** Ashley, stepdaughter of Dave Eynon, Binghamton, NY

# THE SCOOP

by Bob Mucciarone



**Just a quick update, everyone:** While we continue to feel the effects of COVID-19, we expect the fourth quarter to be great. Sales in July were sluggish, but we are still pacing close to last year's sales. What we are trying to do is cut expenses where appropriate without impacting our ability to service customers and prepare for future growth. So far it's working. Our goal is to get close to last year's profit number. I'm optimistic that we will, but as you all know, things change day-to-day with the pandemic. Whatever happens, we will adjust as we always do.

Related to the future, we continue to investigate opportunities to help grow Webb. That includes reviewing all product lines. We have made some significant changes that you will see over the coming months, and there will be more on the way. We look to partner with manufacturers that understand the significance of transparency and the value of complete cooperation. Those are the fundamentals of a great relationship. We have many of those now and we look forward to gaining even more successful partnerships.

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# THE SCOOP

Continued from page 1

by Bob Mucciarone

We have not slowed down in our desire to grow the footprint or upgrade current facilities. There are many building projects ongoing to help fill in any holes (see sidebar). Additionally, we are investigating property in Orleans, MA and we will have a new location in Norwich, CT that will be opening soon. We have intentions of further locations in New York City as we continue to explore various scenarios. We are also involved in a very complicated transaction whereby we will sell our current Boston location and build in another part of Boston close by for better parking, visibility, layout and outside storage. It is not yet final, but I'm hoping it works out.

There are also acquisition opportunities that are interesting to us. One in particular would put us in a city we have always tried to be in. We are currently negotiating that one as I write this.

Finally, please follow all the guidelines we have in place to be safe. Be respectful of your fellow colleagues and customers. Everybody has an opinion on the pandemic and it's up to all of us to respect everyone's opinions and to follow the guidelines we have set up.

## Please stay safe and healthy!

## **Building/Renovation Projects:**

- Building a new facility in Bridgewater, MA to replace our Brockton, MA location
- Increasing the size of our Portsmouth, **NH** branch
- Building a second location in Oakland, ME to support a local Water Works initiative
- Building a branch in Egg Harbor, NJ to replace our Pleasantville, NJ location
- Renovating the Centereach, NY branch
- Renovating a building in Babylon, NY
- Opening a new location in Colonie, NY

# F.W. Webb Online Site Refresh — **New Look Increases E-commerce Focus**

An important insight to come out of the COVID-19 pandemic is the need to boost our online ordering presence and increase the number of customers registered for online accounts. As a result, fwwebb.com content will migrate over to ordering.fwwebb.com. We will be taking a phased approach with the goal of having the two sites combined by the end of summer. Then, a completely refreshed fwwebb.com website will launch early 2021.

The updated site will have a new focus on e-commerce. An account login box will have a prominent place on the new homepage to encourage customers to create or sign into their accounts. It will also include functionality to incentivize customers to sign into their accounts. The account setup process will be streamlined so that our customers can login to their accounts faster. Encourage your customers to create an online account to take advantage of the convenience and speed of online ordering.

There are also plans to refresh the Frank Webb Home website with innovative new features. To save time shopping, customers can visit the site to browse product and create a wish list of items. Additionally, customers will be able to take virtual tours of our showrooms from the comfort of their own homes.



Watch for more detail about the website updates over the coming months.



# **Helping Prevent the Spread of COVID-19**

Now that most businesses and facilities are reopened across the Northeast, our Alliance Environmental Group has been receiving more and more requests for disinfection. In July alone, the team responded to more than 100 calls. Nearly 50 customers have entered into on-call service agreements with Alliance in case the need for disinfection arises in the future. The majority of projects have been in Massachusetts, Rhode Island, New York, New Hampshire and New Jersey, with a handful in Maine and Vermont.

"We typically receive high marks from our customers after they see firsthand the quality of work and our attention to detail," said Felix Perriello, CHMM, CPG, LSP, LEP, REP, President, Alliance Environmental Group. "A big shout out goes to our team. They have been working diligently seven days a week and have undergone rigorous infectious hazard response training to stay up-to-date with the latest protocols and regulations."

The director of facilities at a large healthcare institution also called Alliance directly requesting a large professional janitorial cleaning contract in response to a COVID-19 crisis the facility was experiencing. These services include sanitizing and wiping down all solid surfaces with hospital-grade disinfecting agents on a regular basis.

In addition, F.W. Webb representatives have been referring their mechanical contractor customers to Alliance. Since their contracts mandate that spaces be disinfected before the start of their work it has been a natural partnership. As a result, the Alliance team has been busy at industrial facilities disinfecting boiler rooms, lay down areas and communal areas.

Initiatives are currently underway with houses of worship, schools, buses and other transportation vehicles to help them disinfect as a precautionary measure. Looking more long-term, Alliance will promote their disinfection services every flu season and for any other health crisis that may arise.

If you know of a customer in need of viral disinfection and/or a janitorial contract, have them call Alliance's toll-free emergency response hotline at 833-918-1882 or visit AllianceEnvironmentalGroup.com.

#### **Disinfection Services**

- Surface Wiping: Process involves sanitizing and wiping down all solid surfaces
- Disinfectant Fogging: The application of fine droplets to the atmosphere
- Electrostatic Spraying Mist: Produces fine droplets that are applied through the air to coat surfaces

#### About the Disinfectant

- Contains EPA-registered disinfectant hypochlorous acid (HOCI)
- At the appropriate concentration, HOCl has a 1-minute kill claim for COVID-19
- Covers all surfaces and critical touch points
- Process generally takes a couple of hours





# Alliance Environmental Group Becomes 16th Webb Discipline

Its official! Alliance Environmental Group (AEG) is now recognized as one of our areas of expertise. They will continue to have their own website, but all of our corporate communications will promote that we offer 16 areas of expertise, including environmental services.

"We are excited to be even more integrated into F.W. Webb and I look forward to partnering with more Outside Sales Reps," said Felix Perriello, CHMM, CPG, LSP, LEP, REP, President, Alliance Environmental Group. "If you think a project has environmental science or engineering opportunities, please give me a call. Even if you don't have anything right now, we can talk about potential services that your customers may need."

Providing a wide range of environmental testing, remediation and engineering consulting services to clients since 2001, AEG joined our company in 2016. They have presented a number of natural synergies between our disciplines. For example, our customers include commercial and industrial facilities, municipalities, schools, hospitals, etc. They require assistance with air permitting, hazardous material management and a multitude of compliance and permitting services. Many have issues with underground storage tanks, soil and groundwater contamination and indoor air quality – in addition to asbestos, lead paint and PCBs in building materials. Alliance handles all of these and more.

AEG also played a major role in helping us expand across New York and New Jersey by assessing new properties. And now with COVID-19, their disinfection services are becoming an invaluable resource for both F.W. Webb locations and our customers. Something the team will continue more long term to help not only with COVID-19, but also during the flu season and for any other health crisis that may arise.

"At the time, acquiring an in-house environmental company was untraditional for a supplier like us, but it has paid dividends over the years," said Bob Mucciarone, Chief Operating Officer, F.W. Webb. "Every discipline should be promoting their services, especially their viral disinfection capabilities since this is a major need for every business right now."



# Help Prevent the Spread of COVID-19

Thank you for everything you do to keep the workplace safe for customers and fellow colleagues. It is truly a team effort! Here are reminders on how we can work together to practice CDC-recommended protocols and stay healthy.

- Maintain a distance of 6 feet between each other or wear a mask
- If you have traveled outside of the state, either wait to get a negative COVID test or quarantine for 14 days before returning to the office
- Stay home if you feel sick or have a sick family member at home
- Wash your hands frequently and thoroughly
- Cover your coughs and sneezes
- If possible avoid using a colleagues' work supplies and those used in a common area
- Avoid sharing food or beverages



# **CD Call Center Brings in New Leads**

At CD, we have a Call Center dedicated to calling on inactive and house accounts to update customer profiles in CRM and help win new business. Since May, the Call Center has connected with over 3,000 of these targeted customers and made over 7,000 engagements, which include sending follow-up information on our services and connecting leads with their local sales rep or branch.

Additionally, IT developed a lead automation process in CRM to help with CD's efforts. It allows our Call Center Reps to flag leads for General Managers in real time. "This is another tool to encourage our team to take detailed call notes and to help our branches follow up quickly and efficiently. I'm excited to see it bring in even more new business," said Kevin Downing, our Business Development Manager who manages the Call Center.

Shout out to Ben Kniaz in IT for helping create and launch this new CRM functionality.

#### Here are examples of recent wins:

- Call Center Rep, Jeanne Cyckowski, reached out to a sewer and drain company. She found out that they started offering heating services and were looking for an attentive wholesaler.
   Bryan Tatro, Williston, VT GM, took the lead and focused Jim Yandow, Outside Sales, on the customer. It has led to new sales and the opportunity for a long-term partnership.
- With guidance from Market Manager, Dennis Ford, Call Center Rep, Brittney Soucy, was able to call on a New Hampshire school district and steer the conversation toward energy savings and COVID-19 planning. It was a successful call that lead to a pump survey request and a review of the entire school district's touchless faucets. The customer was unaware of our service capabilities, and therefore, had never considered us for those unique needs before.
- After reaching out to targeted accounts in the Newburg, NY area that General Manager, Pat McCormack, helped identify, the Call Center shared a handful of hot leads with Pat and his team. They quickly followed-up and were able to secure two orders totaling over \$8,000 and provided quotes on PVF and a few large AC jobs.

# Tech Tips



#### Don't Take the Bait

Spelling and grammar errors, generic email subject lines, fake addresses or web links, unnecessary urgency, requests for personal information are all signs of a phishing email.



#### Think Twice Before You Click

Avoid pop-up windows and *never* enter personal or company information in response to a pop-up webpage. Be cautious of links and attachments in emails from senders you don't recognize.

If you're unsure about the legitimacy of an email or communication, forward it to IT at ithelpwg@fwwebb.com.

## Frank Webb Home TV Ad Airing Soon!

At the beginning of September, we will launch a new 30-second Frank Webb Home TV commercial. It will air on broadcast and cable networks across the Northeast, in areas that target homeowners surrounding our 46 showroom locations.

The commercial talks about rooms in our homes that help create health and happiness. A concept that was developed before COVID-19 hit, but is proving to be an especially important topic during these times.



It also adds a more creative flair with a new technique called "cinemagraph," which features still photographs that include a repeated movement. For example, water running from a bathtub. It appears in a couple of places in the commercial and will help make the spot just as distinctive as our showrooms themselves. We hired actors to play customers and our showroom consultant and, for the first time, we have a child in the commercial to help bring even more of a warm, family feel to the story.

Watch for it on top-rated local news stations, HGTV, the Food Network and Bravo or during popular programs such as Jeopardy, CBS Sunday Morning, 60 Minutes, the Today Show and Good Morning America.

Marketing filmed the commercial at our showrooms in South Portland and Seabrook in June. A big thanks goes out to the showroom team for helping make the filming possible. We love getting the Frank Webb Home name out there and showing off our beautiful bath, kitchen and lighting products.

## New Frank Webb Home in Elmwood Park, NJ



The Elmwood Park showroom officially opened its doors on June 16. Despite the fact that customers could only see the showroom by virtual appointment at first, things have started to turn around with customers now being drawn in by the showroom's excellent location and big front windows full of beautiful products. It boasts five kitchen faucet and showerhead working displays and the showroom also has five separate lighting displays hanging from the ceiling that feature top lighting fixtures and brands.

Showroom Manager Amanda James remarked, "It's been a long journey to get where we are today, but we are very happy to be open and excited to see what the future will hold for the rest of this year."





## **Introducing Pre-Fab Boiler Boards**

In August, we began offering prefabricated boiler boards to heating contractors in Maine, Vermont and New Hampshire. They are designed to save time and money by turning a two-day job into a one-day job.

Contractors can choose from three models (see sidebar to right). They all feature high-end components, are pre-wired for easy installation and tested at 1.5X working pressure. The circulators also have ECM technology and the pre-assembly includes the removal of ferrous materials to help improve the hydronic water quality. The board layouts come with a number of options including 2, 3 or 4 zones, LH or RH facing low loss header and a black or diamond plate backing.\*

The Pre-fab boiler boards will roll out to other markets in the coming months. For more details, contact Mike DelConte at mdel@fwwebb.com.

\*Expansion tanks are sold separately.



#### Caleffi Zone Valve Board

- Caleffi Zone Valves
- · Caleffi dual set fast fill valve
- Taco 0018e Circulator Pump (ECM)
- · Caleffi discal brass dirt mag
- · Webstone purge and shutoff valve
- 5 Year Warranty on all Caleffi components



### **Taco Circulator Board**

- Taco 007e Circulator Pumps (ECM)
- Watts fast fill valve
- Caleffi discal brass dirt mag
- Webstone purge and shutoff valve



## **Taco Sentry Zone Valve Board**

- Taco Sentry Zone Valves
- Caleffi dual set fast fill valve
- Taco 0018e Circulator Pump (ECM)
- · Caleffi discal brass dirt mag
- Webstone purge and shutoff valve



# **Heat Design Team Expanding Across Northeast**

We now have a full-service Hydronic Design and Support team in Fitchburg, MA, Keene, NH and Trenton, NJ. This builds on the other seven teams the Heating business has across the Northeast. The Fitchburg and Keene teams are led by Scott Clark, while Anthony Reikow will head the Trenton team. Both have extensive experience in the heating industry and are highly knowledgeable with hydronics and system design, condensing and noncondensing boilers, heat loss, radiant and snow melt layouts.

To learn more reach out to fitchburghkeeneheatdesign@fwwebb.com and NJPAheatdesign@fwwebb.com.



# iWave from Nu-Calgon

With residential and commercial customers more concerned with their air quality than ever before, the iWave family of air purifiers are the ideal solution for greatly reducing pathogens, allergens, particles, smoke and odors in the air.

The iWave-C device has even been shown to help clear the air of COVID-19 by an independent analysis.

#### **Benefits:**

- Maintenance free (iWave-R, iWave-C)
- No replacement parts total cost of ownership is less than other options
- Self-cleaning design (iWave-R, iWave-C)
- Installs in any air conditioning or heating system
- UL and cUL approved
- Three-year warranty\*

Share the benefits with your customers and let them know iWave is available on ordering.fwwebb.com.

Webb#	Product	Description
585140	iWave-C	commercial unit
585141	iWave-R	residential split systems
625517	iWave-M	mini splits

\*Nu-Calgon offers a three-year limited warranty on iWave products. For a valid warranty claim within three years, proof of purchase and proof of installation by a licensed HVAC or electrical contractor must be provided. See full warranty for complete details.





St. Anselm College in New Hampshire has installed **iWave-C** to help keep students and faculty safe.

Learn more

## **New Portable Steam Cart from Reimers**

We are the exclusive distributor of a new plug and play steam system from Reimers Electra Steam, Inc. The portable steam cart simultaneously disinfects and sanitizes and is especially effective on stainless steel work surfaces such as in restaurants, grocery stores, bakeries, delis and packaging facilities. It features one of their steam boilers and a 5-gallon water tank that is mounted on a stainless steel cart with a steam wand for sanitizing. It doesn't require any harsh or hazardous chemicals, pre-mixing or a water connection. With a 10 foot power cord and 20 foot steam hose, the steam system is portable enough to move around the facility and access hard to reach surfaces. Let your customers know that this is another solution we offer to help them maintain a more hygienic environment.





**Customers can enjoy** smaller repairs, increased water savings and less disruption in water service with iHydrant technology.

# **Water Utilities Get Ahead of Water Leaks with iHydrant**

Fire hydrants are required in a municipal water system so firefighters can quickly tap into a water supply. Even though they are an important part of our infrastructure, fire hydrants haven't had advancements in technology in decades. A couple of years ago, McWane Inc., through its valve and hydrant division, Clow Valve, introduced iHydrants, or smart hydrants.

They allow municipalities to monitor fluctuations in their water system that could lead to underground service leaks and potential water main breaks. Underground water leaks can cause major property damage and disrupt the local water service. The technology behind iHydrants captures data in real time and sends it directly to a computer or smartphone so municipalities can easily access the information. Our Water Works division is a Clow Valve stocking distributor in New England and New York and the team has been selling iHydrants since they first launched.

Over the summer, our F.W. Webb customer, the Rutland, VT Water Department, saw the benefits of iHydrants first hand during a scheduled shut down. While contractors were installing a drain line under an active 16" ductile iron water main, the iHydrant technology alerted them that there was a drop in pressure due to the water main being shut down. It then suddenly spiked once the work was complete and the main went live again. Eventually, it returned to a normal reading.

"This was a great test run for Rutland Water to see the full iHydrant capabilities in action. They never had access to this kind of technology before and the superintendent was extremely impressed," said Rory Budds, Water Works Director.

The iHydrant technology sends text and online alerts should the water pressure drop or spike. This critical information can lead to faster repairs, increased water savings and less disruption in water service.

"There is a great opportunity here to help bring the local water utilities some much needed and relevant technology. The event that Rutland saw is just one of many positive experiences we have observed. There have been several water utilities that have found problems within 24 hours of their first iHydrant install," said Mike Vore, Sales and Marketing Manager, McWane Valve & Hydrant Division.





Chlorine and Ph. analyzer with chart recorder.

# Municipality Taps into Water Treatment Services

A municipality was happily surprised when they could use F.W. Webb crossfunctional teams for all their project needs. It started with the F.W. Webb Thermoplastic Piping division. The water department spoke to the team about supplying equipment to facilitate the storage and treatment of the town's water supply.



New chlorine metering pump and day tank.

Following the meeting, F.W. Webb was contracted to support the project with a complete system from concept and design through permitting, installation and final approval. The Thermoplastic Piping team designed a customized chemical feed skid-mounted system and an analyzer panel. Additionally, they customized a chemical day tank to assist with chemical storage in the treatment process. They utilized instrumentation know-how from our Process Controls division to assist with the analyzer panel. Our Alliance Environmental Group was also pulled in to get the system designs

approved by the Massachusetts Department of Environmental Protection. Once approved by the state, a fully-tested, turnkey solution was installed.

"The customer was ecstatic that he could issue one PO for so many different products and services. He had no idea that F.W. Webb could provide such a full circle of products and services, which made the life of the operator so much easier and more streamlined than anyone else could offer," said Wayne Bennett, Instrumentation Outside Sales, Thermoplastic Piping division.

# LP and NG Boilers from Ideal

The Ideal line of high-efficiency boilers includes the Exalt and Gallant. They are available in a range of sizes and we now have both LP and Natural Gas in stock at CD for contractor's convenience.

The Natural Gas units include a conversion kit so they can easily be converted into LP. However having an LP option that has already been converted at the factory and combustion analyzed will help decrease install and setup time. This will allow contractors to save time and money in the field.

We are an exclusive distributor of Ideal, which is one of Europe's leading boiler brands. The Exalt and Gallant units have been developed specifically for North America.



For additional information, find training webinars on Webb University.



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# Our Plattsburgh Branch Makes One Family's Day

Hanging on the wall at our Plattsburgh, NY branch is a framed puzzle of the location itself that a neighbor had created and delivered. Unsure of what had happened with the picture, the neighbor's family came by the branch one day and were pleasantly surprised to see it is prominently hanging on the wall. The family was in mourning after losing their loved one who had made it.



### Here is what the family posted on Facebook:

"I have so many things I want to share regarding my grandfather. The first thing I will share is his undeniable passion to do puzzles. Pop had asked me to take some pictures of some places and get them made into puzzles for him. One of those places was F.W. Webb Company. My grandfather sat on his front porch and watched every brick go up on this business. We delivered the puzzle but never really knew what they did with it.

My grandmother asked me to go over a couple days ago and see if they had it still. When I walked in there it was front and center behind the desk on the wall. I explained that my Pop the puzzle doer had passed away the day before. They looked up at the puzzle and expressed their sincere condolences. They told us the puzzle was put up right after it was delivered.

When I brought these pictures and the story back to my Grandma "Neme" it made her day. She was so happy his "art" of doing and framing puzzles was up on walls

for people to enjoy. Huge shout out to this business and their staff, they also ran over and helped my Grandma one day when my Pop had fallen outside."









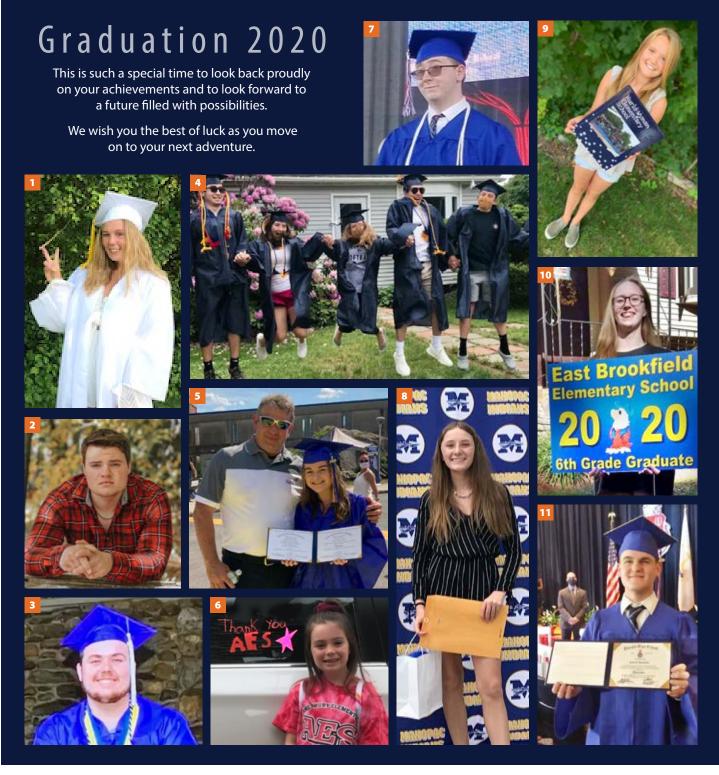


# **Make Way for Ducklings**

Over the summer, our truck driver, Bradley, was recognized in the local NH news for saving a mother duck and her ducklings. They were stranded on the side of a busy road in Bedford, NH, and Bradley pulled over to help them. New Hampshire State Police Lieutenant, Bryan Trask, saw what was happening and he too pulled over to assist. Together, they were able to capture the whole family and deliver them safely to a nearby pond. Way to go Bradley! We're so proud to have drivers on the road like you!







1. Zara, daughter of Brian Hervieux, Greenfield, MA; 2. Owen, son of John Bonnette, Northern Vermont; 3. Former Webb summer employee, Caleb, son of Jesse Plourde, Londonderry, NH; 4. Carly, daughter of Gwen Brady, Bedford, MA; 5. Rachelle Blais, participated in Assabet Valley Regional Technical High School Co-op with F.W. Webb; 6. Olivia, niece of Ashley Didonato, Bedford, MA; 7. Max, son of Kendall Hill, Augusta, ME; 8. Brianna, daughter of Jason Smith, Newburgh, NY; 9. Keira, granddaughter of Jean Parrish, Woburn, MA and daughter of Jesse Bradley, Bedford, MA; 10. Hannah, daughter of Jim Wood, Auburn, MA; 11. Caleb, son of Timothy Desmarais, Cranston, RI



12. Jillya, daughter of John Jannetti Jr., Londonderry, NH; 13. Tatyana, daughter of Ibrahim Guzman, Elmwood Park, NJ; 14. Shannon, daughter of Thomas O'Hare, Latham, NY; 15. Former Webb summer employee, Ben, son of Tom Hevner, Warwick, RI; 16. Haley and Kyle, children of Larry Thiel, Trenton, NJ; 17. Caden, son of Alaura DuBray, Rutland, VT; 18. Julia, daughter of Matt Fraize, Bennington, VT; 19. Emma (right), daughter of Roger Trujillo, Boston, MA; 20. Alex, daughter of Eric Wieladek, Newburgh, NY; 21. Jessie, daughter of Michele Amidon, Methuen, MA; 22. Brandon, grandson of John Ruhle, Elmwood Park, NJ





# SHOUT OUTS

During these challenging times, our Falmouth, MA Frank Webb Home Showroom Manager, Kelley Colon, stepped up to help out her fellow Webb colleagues not just once, but twice.

## **Coming Together for GIL**

When Kelley heard that Webb driver/warehouse employee, Gil Zuniga, lost his wife unexpectedly due to a heart attack, she immediately took action by setting up a fundraiser to help him cover the funeral costs. She reached out to customers and fellow Webb employees and explained the situation. Thanks to their generous donations, they were able to raise \$2,500, enough to cover all of the funeral costs.



"Gil is a joy to work with, always smiling, always positive, always willing to help with anything we need," Kelley said. "I'm glad that Gil and his family have one less thing they have to worry about during this extremely heart breaking time."

## Free Haircuts in Falmouth

At the height of the pandemic in April when hair salons and barber shops were closed, Kelley sent an email to all Falmouth and Hyannis, MA employees offering free haircuts. She is a licensed cosmetologist and still works at a salon during her days off from the Frank Webb Home Showroom. Between the two locations, she gave 15 haircuts.



"Everyone expressed how happy they were to be able to get cleaned up and feeling somewhat normal again considering what the world is going through. They were all very appreciative and it made me so happy to be able to help, even in the slightest way," Kelly said.



## Flag Drop Box

Our Syracuse, NY Sales Rep, Jeremiah Jaeger, and his son made drop boxes for tattered, torn and faded American flags that need to be retired. The drop boxes have been placed around their town and the Cub Scouts Pack they belong to have been collecting them and making sure they are retired properly.



# Felix Joins the Geological Society of London



In June, Felix Perriello, President and Lead Scientist of Alliance Environmental Group, was elected as a fellow with The Geological Society of London. The society is a not-for-profit organization that aims to promote earth science education and awareness, as well as professional excellence and ethical

standards. It is the oldest of its kind and the largest geological society in Europe with more than 12,000 fellows.

The society was founded in 1807 in London and is home to a private library that contains more than 300,000 volumes of books and journals concerning geological phenomena around the globe. It is one of the most important and extensive geological libraries in the world.

As a Fellow, Felix will be joining an international community of geoscientists. The criteria for obtaining fellowship status includes having a degree in Geology or a related subject or proof of relevant experience. This honor represents one of Felix's lifelong professional ambitions.

Felix additionally commented on his acceptance into the society, saying, "Well, it means that when Jeff Pope sees the extra letters after my name, it will guarantee that I have to sing again at the next GM meeting. Now, that is an even greater honor!"

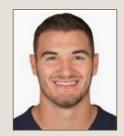


William 'Strata' Smith was an English geologist, credited with creating in 1815 the first detailed, nationwide geological map of any country. In February 1831, the Geological Society of London recognized his achievement with a prestigious award. A reproduction of this map is on display in Alliance's home office.

# LOOK-ALIKE



**Bobby Volk** CIP from Newburgh, NY



Mitch Trubisky
Football Quarterback
for the Chicago Bears

Submitted by Matt Bliven, Regional CIP Supervisor

# Submit your nomination for a Webb Employee Celebrity Look-Alike.

If chosen, you and your Look-Alike, will win a \$20 Amazon gift card.



Send your nomination to pipeline@fwwebb.com for consideration in a future issue.





## **Webb Spotlight**

## **Mawien Maper Mayath Miyen**

Most folks at Webb know him as "Mo"



#### Webb Vitals

Title:

Selector (Split Shift)

**Location:** 

Central Distribution, Londonderry NH

Years Worked at F.W. Webb: Three

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

"Everything you want right now that you don't have is outside of your comfort zone"- Jack Canfield.

#### What is the best book you have every read?

One of the best books that I have ever read is, "Wooden on Leadership" by John Wooden and Steve Jamison. The book contains Coach Wooden's notes, observations, goals and leadership concepts that apply to basketball, success and life.

#### What do you like to do outside of work?

When I'm not working, I read books, run, spend time with family and friends and I love to travel.

# If you could have dinner with anyone, dead or alive, who would it be and why?

It would be with former UCLA basketball head coach John Wooden. He was a legend, coach of the century and he was truly a level 5 leader.

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

The first job I ever had was on my father's farm where I looked after cattle, sheep and goats. The hardest part about it was milking the cows, sheep and goats. I got kicked and knocked down many times before I learned the tricks of the trade. It is one of my best childhood memories.

## IAPD Scholarships

Congrats to **Mitchel Meigs** and **Sarah Howard** for being awarded scholarships from the International Association of Plastics Distribution (IAPD). Mitchel is the son of Anisa Meigs from our Process Controls division and Sarah is the daughter of Kathy Howard from our corporate office. As members of the IAPD, Webb employees and their children are eligible to apply for the annual scholarship program. Each year, scholarships are awarded in amounts up to \$5,000.



Mitchel graduated from Le Moyne College Magna Cum Laude with a Bachelor of Arts degree and will be attending graduate school at the Syracuse University School of Law. He received numerous accolades for academic achievement while an undergraduate at Le Moyne. He was chosen the Dean's Scholar of the 2018-2019 academic year and became a lifetime member of Le Moyne Tau Sigma National Honor Society.



Sarah is a current sophomore at the University of New Hampshire (UNH) and is studying on a pre-dental track with minors in Middle Eastern Studies and Forensics. She has been awarded the highest honors on the University's Dean's List for her first two semesters at UNH. Sarah is also a member of the University's Honor's Program, which recognizes her as the top ten percent of her class with a standing 4.0 grade point average.

HR will send out a notification once the scholarship becomes available again.





# **Benefits and Wellness Check**

by Stefanie Harrison, Benefits Manager, Bedford, MA

I hope you had a great summer and are planning some fun activities for the last few weeks of the season. I have started to look towards fall and with that comes open enrollment.

## **Open Enrollment**

Our annual open enrollment for medical, dental and vision will start in early September. You will receive your open enrollment packet in the mail soon after enrollment opens. It will include a special surprise gift.

Open enrollment is the one time per year that you can make changes to your benefits without a qualifying event. Please make sure to review your current benefit elections over the next couple of weeks. If you are not making changes, there is nothing you need to do.

Due to the impact that the pandemic has had on many, there will be no increases to our rates this year. However, please remember to complete the Tobacco Affidavit, which is required every year.

We have set up the 2020 Open Enrollment site on the Intranet. You can find a copy of the Benefits Guide and Election form here. If you need any hardcopies, please contact your supervisor.

Please remember, the Flexible Spending Accounts run on a calendar year, so you cannot make changes to this benefit until January 1.

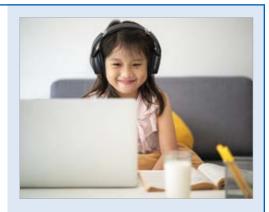
## Life Insurance/401K

While you can make changes to your life insurance and 401K contributions anytime during the year, open enrollment is a good time to make sure you are sufficiently covered and that your beneficiaries are up to date.

If you have any questions about open enrollment and your benefits, do not hesitate to contact me at 781-761-7301 or stefanie@fwwebb.com. Cathy Thompson is also available to assist with any questions or concerns (781-272-6600 or cath@fwwebb.com).



Achieving a healthier lifestyle.



# COVID-19 Support and Resources

This year's back to school season will look a lot different for parents, especially for those with younger kids, and it can create new anxieties around managing work and virtual education.

KGA offers several resources to support parents and caregivers that are constantly updated based on the guidance received from states.

- Log in to www.my.kgalifeservices.com with or without a membership and use company code webb.
- The COVID-19 Resource page offers creative alternatives to child care and ways to cope with homeschooling.
- You can also access the "Coping with COVID-19 videos" for parent support.

As always, KGA will target their services to meet the unique needs of each individual based on their circumstances. To help recommend services, they offer a free 30-minute session with a mental health provider or special needs consultant.

Contact them at 800-648-9557 or info@kgreer.com with any questions, concerns or guidance you may need.



### Achieving a healthier lifestyle.

Dan Sullivan is an inside salesperson at F.W. Webb in West Bath, ME. In November of 2019, he started a weight loss journey that led to him dropping a truly impressive 98 pounds. Shortly before that, Dan had a self-described moment of realization that he wasn't healthy and he wasn't happy with his weight and it was time to do something about it. He knew that it wasn't just about changing his diet, but he also had to change the way he thought about food and eating in order to break some of the unhealthy patterns he noticed himself in.





#### What were the behavior or lifestyle changes that you made?

In terms of food, I decided to cut out carbs and force myself to stick to that commitment. For me, that meant no more bread and no more sugar. I stuck almost entirely to meat and vegetables. I know that weight loss can only be achieved through "calories in, calories out" that means you have to burn more calories each day than you take in through food. The Carb App and my Fitbit helped me keep track of that.

#### Why did you decide to make this change?

I knew I was pretty unhealthy at the weight I was at and there were things I just couldn't physically do anymore. As a dad, it's important to be able to run around and play with your kids, I struggled with that. I also missed playing sports and all the outdoor activities I used to do when I was younger. I really felt that if I didn't start making changes and losing weight, I might not make it to see my kid graduate high school.

#### What positive impact did it have on your life?

Losing the weight has really changed my mental outlook. My attitude towards life is much more positive and it makes me feel like I'm in my 20s again. I'm back to playing disc golf, riding my bike, hiking, and just enjoying all the activities that I did when I was younger. Not to mention the pain and inflammation in my knees and joints is virtually gone.

# What advice would you have for anybody else at Webb with similar goals?

To make such significant changes, you have to want to do if for yourself. You can't do it for any other reason. You have to know in your mind you want to do it. I believe that there is a true connection between mind, body and spirit. If one of the three is "off" it can throw the other two out of balance. You need all three in harmony to have a healthy soul. That has been part of my mantra through this process.



**Nan the Nurse** is wishing all Webb employees and their loved ones well during this crazy time! A great time for all to focus on healthy eating and staying active! If you have a story you'd like to share, please contact Nan by email at nan@nanthenurse.com.



## **HVAC Group Updates**

We are excited to now have two Directors lead our HVAC group! Due to the complexities of this discipline and new technology advancements, residential and commercial responsibilities have been split up between them to better serve our customers.



**Rich Boynton** oversees the residential and light commercial HVAC market for F.W. Webb. He develops programs and plans to support contractors that install heating, air conditioning, mini splits, VRV (Variable Refrigerant Volume)

systems into homes, condos and apartments, as well as restaurants, strip malls, small-scale office buildings, etc. Rich started his career working with a local mechanical contractor, established an HVAC division for a plumbing and heating company, and has now been at F.W. Webb for more than 25 years. He received his Associate's degree in HVAC Technology from Massasoit Community College and studied Management Science at Bridgewater State University. Rich holds three professional licenses: Massachusetts oil burner technician, EPA-certified technician, and NATE-certified technician.



Focused on the commercial and applied HVAC/R market, **Jason Halmen** is responsible for the growth of project sales in this area. Products and services under his purview include heating, air conditioning, VRV (Variable Refrigerant Volume)

systems and commercial refrigeration. Jason has nearly 20 years of experience in the HVAC industry. He joined Webb in 2018 as a HVAC Engineering Specialist. Jason holds a Bachelor of Science degree in Mechanical Engineering Technology from Northeastern University. He is a LEED Accredited Professional and a member of The American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE).

### **Leadership News**



Director of Heating, **Mike DelConte's** role has expanded to include LP Gas Sales. To help grow this discipline he will strengthen relationships with LP gas customers, provide training and support to our sales team and general managers and represent F.W. Webb at LP gas industry association events. With nearly 20 years of experience in the heating industry,

Mike is thoroughly steeped in all types of heating systems, equipment and accessories. He also has extensive experience helping oil dealers expand their business into propane. An active member of the heating and propane community, Mike is affiliated with a number of industry associations.



As Marketing Director, **Laura Player** is responsible for building the brands of both the F.W. Webb wholesale business and the Frank Webb Home retail showrooms. She oversees the planning, development and execution of multi-channel marketing and advertising initiatives across the company, as well as external and internal

communications. A Certified Professional Services Marketer (CPSM), she has over 10 years of experience, mostly spent in the construction industry. Before joining Webb, she held a similar role at Windover Construction and also worked as a Marketing Manager at Suffolk Construction. Laura is a graduate of the University of Virginia.



As Director of Plumbing, **Nick Snell** oversees sales of plumbing products across the F.W. Webb footprint and works closely with our sales representatives to ensure customers have the support they need. In addition, he provides strategic overview for plumbing promotions, customer events and product trainings. Prior to F.W. Webb, he spent

the bulk of his career as a manufacturers' rep for a leading company in the industry. In this role, he was involved with every level of the business partnering with wholesale distributors, showrooms, contractors, builders and specifiers. Nick has unwavering enthusiasm for the trade and is an active member of the Plumbing-Heating-Cooling Contractors Association (PHCC).



### On the Move



Jeff Cook has been promoted to Store Manager at our Windham, ME location. A 20-year veteran of F.W. Webb, he plans to apply everything he has learned at Webb over the years. From the experience he gained as a Warehouse Manager to the time he spent working the counter and inventory and his most recent roles as Inside and Outside Sales.

His career at Webb has coincided with 26 years in the armed forces. He spent four years in the Army National Guard, followed by 11 years with the Navy that included a deployment to Afghanistan and then served in the Maine Air National Guard, which he retired from in 2017 with the rank of E-8 Senior Master Sergeant. Jeff is excited about his new role and looks forward to exceeding sales and creating a welcoming environment for customers and employees.



**Ben Kenausis** has been promoted to Store Manager of our Gloucester, MA branch. He joined Webb in 2017 where he worked as a 2nd shift warehouse associate and then moved onto Inside Sales at our Salem, MA branch. Ben worked in the HVAC field for several years in various roles including service, install and dispatch. He graduated from the HVAC

program at Lincoln Technical Institute in New Britain, CT. In addition to his 2.5 year old, he and his wife welcomed twins in April. Outside of Work, he spends time with his young family and sneaks out to golf when he can.



Jon Stevens has been promoted to the General Manager of our Syracuse branch. He looks forward to working with the team to make F.W. Webb a preferred supplier in the area. He joined Webb in 2014 through our Manager Training Program. From there he went on to work as an OM at our Binghamton, NY location and most recently he

was the Store Manager of the Liverpool, NY Water Works branch. He graduated from SUNY Oswego with a Bachelor's degree in Business Administration. Jon enjoys golfing and spending time at his family's camp in Old Forge, NY with his wife and daughter.

### More Promotions

- Shawn Barth from Counter to Inside Sales, Albany, NY
- **Patrick Brown** from Shipper Supervisor to Fleet Supervisor, Methuen, MA
- Michael Casatelli from Counter to Inside Sales, Albany, NY
- Albert Cifarelli from Counter to Inside Sales, New Haven, CT
- **Brendan Dyer** from Warehouse to Outside Sales, Binghamton NY
- Paul Hudspath from Receiver to Inside Sales, Albany, NY
- Brian Lamb from Counter to Inside Sales, Dedham, MA
- William Mangual from Will Call to Warehouse Supervisor, Hartford, CT
- Jeff Osborne from Warehouse Lead to Warehouse Supervisor, Hampden, ME
- Bruce Rocha from Counter to Store Supervisor, New Bedford, MA
- Raymond Valcourt from Driver to Pipe Room Supervisor, Methuen, MA
- Vincent Villani from Warehouse Supervisor to Warehouse Manager, Malden, MA
- Clay Walker from CIP to Store Manager, Springfield, VT

#### Retirees

- Cynthia Berkovsky 15 years, Winslow, ME
- Carl Castagna 6 years, Syracuse, NY
- Gary Jackson 22 years, Winslow, ME
- Joseph Loscalzo 3 years, Elmwood Park, NJ
- Pierre Maitre 10 years, Canton, MA
- Richard McIntye 36 years, Biddeford, ME
- Sharon Muise 23 years, Gloucester, MA
- Ronald Olivera 20 years, Methuen, MA
- Lee Papp 17 years, Concord, NH
- Thomas Rucevice 13 years, Rockland, ME
- Prasert Saeteng 14 years, Canton, MA
- Richard Walters 7 years, Dover, NH



## **Anniversaries: April - June 2020**

#### 5 Years:

**Aaron Bechard** Plattsburgh, NY

**Veronica Berry** Dover, NH

**David Borjeson** Plymouth, MA

**Robert Borland** Syracuse, NY

**John Bowman** Allentown PA

Anthony Caswell Lewiston, ME

**Zachary Chase** Plattsburgh, NY

Scott Cohen

Trenton, NJ

Richard Cropsey
Ballston Spa

Bradley Czarnecki

Rutland, VT **Tyler Dickinson** 

Lebanon, NH

**Jonathan Dunn** Springfield, MA

**Patrick Flynn** Portland, ME

**Taylor Gianquitti** Cranston, RI

**Jennifer Hagar** Bedford, MA

**Eric Hard** Lebanon, NH

**Ryan Ibbetson** Newburgh, NY

**Joe Jauss** Hartford, CT

**Gary Juszczak** Haverhill, MA

**Robert Kaiser** Augusta, ME

**Gail Kapala** Bedford, MA **Ricky Lehoux** Londonderry, NH

**Ed May** Queensbury, NY

**Donald McCollett** Augusta, ME

**Mike Montague** Methuen, MA

**Peter Polito** Londonderry, NH

**Cesar Salazar** Watertown, MA

**Robert Shippie** Woburn, MA

**Craig Smith** Pleasantville, NJ

**Scott Violette** Hartford, CT

**Scott Ward** Syracuse, NY

**Adam Ward** Plymouth, MA

#### 10 Years:

Mark Beaulieu Auburn, MA

**Julie Borjeson** Plymouth, MA

**Reed Brown** Springfield, MA

**Doeun Heak** Portland, ME

**Ratana Khan** Londonderry, MA

Frank Lamparelli Methuen, MA

**Jeremy Maccallum** Methuen, MA

**Ellen Marks** Gloucester, MA

**Doreen Scanlon** Boston, MA **Paul Sferrazza** Woburn, MA

**Bryan Tatro** Williston, VT

#### 15 Years:

Matt Dansereau Cranston, RI

**Howard Geisel** Albany, NY

Matt Gurnon Brockton, MA

**Nathan Howland** Syracuse, NY

**Pat McCormack** Newburgh, NY

**Charles McCoy** Dover, NH

**Dennis Moulton** Binghamton, NY

**Heather Munsen** Portland, ME

**Jacqueline Rigo** Hyannis, MA

**Glenn Rocheleau** Northampton, MA

**Alan Taddei** Warwick, Rl

**Danny Wade** Hampden, ME

**Robert Weber** Syracuse, NY

### 20 Years:

**George Ashford** Exeter, NH

**Shon Cabrera** Springfield, MA

**Jeff Cook** Windham, ME

**Peter Cooney** Syracuse, NY **Andrew Cordisco** Malden, MA

**Eric Demers** Northampton, MA

**Thomas Hansen** Auburn, MA

Mike Kiman Woburn, MA

**Carl Mason** Albany, NY

**Denise Pallotta** Syracuse, NY

**Maria Santos** Hartford, CT

**Jeff Thompson**Portland, ME

**Dzevad Toskic** Boston, MA

#### 25 Years:

**Keith Button** Syracuse, NY

**Kerry Wrobel** Queensbury, NY

## 30 Years:

**Ted Brian** Cranston, RI

**Bob Matvichuk** Salem, MA

## 35 Years:

Scott Brewster Rutland, VT

**Hugh Dow** Barre, VT

#### **Births**

**Dante Colon** born 6-18-20. Son of Dan Colon, Plymouth, MA

**Kayleigh Desmarais** born 4-12-20. Daughter of Tim Desmarais, Cranston, RI

**Gibson Emberger** born 6-20-20. Son of Michael Emberger, Nashua NH

**Christopher Hatch** born 7-20-20. Son of Adam Hatch, Portland, ME

**River Kelley** born 4-14-20. Son of Stephanie Kelley, Hingham, MA

Mack and Liam Kenausis born 4-18-20. Sons of Ben Kenausis, Gloucester, MA

Raelynn Kendra born 6-24-20.
Daughter of Evan Kendra, Londonderry, NH

**Chathy Ngenga** born 4-30-20. Daughter of Chade Ngenga, Williston, VT

**Raymond Poirier** born 5-11-20. S on of Jason Poitier, Dedham, MA

**Delia and Wrye Sequin** 7-9-20. Children of Jolaine Seguin, Needham, MA

**Addy Stratford** born 5-20-20. Daughter of Connor Stratford, Bedford, MA

**Lainey Thorne** born 6-20-20. Daughter of Patrick Thorne, Oakland, ME

**Xavier Torres** born 3-27-20. Son of Maria Torres, Allentown, PA

**Harper Vitale** born 4-22-20. Daughter of David Vitale, Methuen, MA



Addy Straford celebrated her first 4th of July with a festive red, white and blue dress.





## New Employees: April – June 2020

#### **Corey Baldwin** Warehouse St. Johnsbury, VT

Patrick Bolduc Showroom Sales Representative Lewiston, ME

**John Bruno** Outside Sales Centereach, NY

**Tia Cordeiro** Warehouse Londonderry, NH

Jeanne Cyckowski Business Development Representative Londonderry, NH

**Michael Davidson** Inside Sales Elmwood Park, NJ

**Craig Dennison** Inside Sales Rockland, ME

**Johnathan Durrant** Warehouse Keene, NH

**Derek Dutton** Staff Accountant Bedford, MA

**Julie Ford** Sr A/P Analyst Bedford, MA

Jamie Gonzalez Receptionist Needham, MA

**Amanda Iosua**Business Development
Representative
Londonderry, NH

**Corey Johnson** Warehouse New Haven, CT

**Michael Kaminski** Assistant Warehouse Supervisor Portland, ME

Matthew Kilcoyne Inside Sales Portland, ME

# **Geuyle Lafaille**Driver

Elmwood Park, NJ

**Zachary Laguerre** Warehouse Newburgh, NY

**Steven Lewellyn** Counter New Haven, CT

Joshua Loughlin Inside Sales Greenfield, MA

**Lance Marques** Counter Centereach, NY

**Luke Marrotte** Warehouse Concord, NH

Michelle McLellan Showroom Sales Representative Lewiston, ME

**Peter Medeiros** Warehouse New Bedford, MA

**Ryan Meza** Counter Pleasantville, NJ

**Samuel Monette** Warehouse Springfield, MA

**William Moore** Driver Bronx, NY

**Adam Morse** Tractor Trailer Driver Springfield, MA

**Sarah Nemeth** Showroom Sales Representative Madison, NJ

**Saul Nunez** Technical Support Analyst Bedford, MA

**Gregory O'Donnell** Counter Portland, ME

Marissa O'Shea Warehouse Londonderry, NH

#### Mark Palleschi Inside Sales

Inside Sales New Bedford, MA

**John Pavao** Civil Engineer Alliance Warwick, RI

**Brian Platt** Inside Sales Aston, PA

**Caleb Plourde** Warehouse Londonderry, NH

Kenneth Price Showroom Sales Representative Elmwood Park, NJ

**Joel Procaccini** Inside Sales Dedham, MA

**Steven Racette** Driver Nashua, NH

**David Rivera** Driver Haverhill, MA

**Charlie Salvania** Driver New Haven, CT

**Alley Smith** Warehouse Portland, ME

**Nicole Smith**Office Administrator
Gloucester, MA

**Brett Spano** Warehouse Hingham, MA

**Patrick Traino** Driver Waterford, CT

**Hector Valle** Driver Hartford, CT

Peter Vander Veur Outside Sales Portland, ME

**Maria Wilson** General Clerk Malden, MA

## Welcome Aboard



As the new Lowell, MA Store Manager, **Tim Harrington**, will oversee the branch operations and sales. Before joining, F.W. Webb he worked in similar roles at Lowes and CVS. He got his Bachelor of Science degree in Business Management with a minor in Marketing at Salem

State University. Outside of work, he likes to find a binge-worthy Netflix series to watch. His favorite shows are Breaking Bad and 24. He also enjoys spending time with his family, which includes his two daughters.



**Liliana Scenna** is the new Showroom Manager of our Frank Webb Home showroom in Needham, MA. She will be responsible for refining the sales, service and delivery processes, increasing sales, providing exceptional customer service

and keeping the showroom looking great as always. After studying interior design at Mt. Ida College, Liliana has held many sales and management positions in the design/furnishing industry at companies like Roche Bobois, Eldred Wheeler and OFC. She has also operated her own interior design business in the past and once even founded an independent jazz record label. She is originally from Watertown, MA and spends her free time outdoors, usually at the beach.

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Employee submissions – news, tips, articles and photos – are welcome and encouraged at pipeline@fwwebb.com.

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