



# Pipeline

Volume 34 –Winter 2019

The F.W. Webb Employee Newsletter

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## Contest

Test your vision on page 18 for a chance to win



See page 15 for more WebbCam photos.

# 2018 HIGHLIGHTS



2018 was an exciting year for F.W. Webb with the opening of our nearly one million-square-foot distribution center in NH, new acquisitions in New York and Long Island and the launch of Webb Rewards. We look forward to many more big things in 2019!

## THE SCOOP

by Bob Mucciarone



As I write this, we are in the final stages of preparing year end numbers.

By the time this hits the intranet, you will probably know how we did and how many weeks of Profit Sharing the Pope family will distribute to eligible employees this year. While we don't have final numbers, I can tell you it was a very productive year. Getting our new 1M-sq.-ft. Central Distribution up and running was imperative to our long term growth plans.

The North Fork and especially the Palace acquisitions were

key initiatives in order to affect our overall growth plans in the area. As you know, we have a deal in place to acquire Long Island Plumbing & Cooling Supply which will be concluded sometime later this year. We have other plans in the Long Island area that we hope will come to fruition later this year also.

The challenge always is to keep growing and expanding to be able to compete with the competition. It's no easy feat.

As we re-invest, we must also keep growing the bottom line. 2018 was one of those years that put much strain on the company as we balanced these crucial investments, while maintaining a good bottom line and keeping the banks happy. That's why in my last note, I said that we needed to take a breath. As we start the New Year, we will continue to try to fill in the holes. We will be active.

*Continued on page 2*

## THE SCOOP

by Bob Mucciarone

*Continued from page 1*



As noted, we expect that 2018 will return excellent results. 2019 should also be a good year. We are somewhat concerned about 2020 and expect a mild economic slowdown. If that's the case we want to be able to sustain it without a ripple.

Therefore, 2019 will be very important to continue to grow at a conservative level while still enhancing our relationships with all our customers, both small and large. We will certainly be ready for whatever the economy throws our way in 2020.

Finally, the 2018 top line sales number was 1.251 billion. There are not many privately owned companies that size. While we continue to grow, we absolutely will keep that small company feel and philosophy.

*I can guarantee you we will always know and understand our biggest assets are all the employees who work at Webb, and we thank you for all your efforts last year and the years to come.*

### Property Investments to Date:

- **Elmwood Park, NJ:** We purchased an additional building that we plan to renovate and open later this year. It will serve as added space for our current Elmwood Park location and also have a showroom.
- **Auburn, MA:** We bought a bigger building to replace our current Auburn facility. It is now being renovated and will open in the fall. It too will have a showroom.
- **Hampden, ME:** We will build a new facility here to replace our Bangor branch.

## New Hydronics Mobile Training Station

We have exciting news for your heating contractors! This spring, F.W. Webb will be launching a Hydronics Mobile Training Station that will travel to contractor locations and trade shows across New England and the tri-state area. Heating Specialists will be on the 18 foot, state-of-the-art box truck to offer training on the latest industry-leading condensing and non-condensing heating products from top brands. Training topics include radiant and snow melt, boiler sizing and selection, water quality and treatment and combustion analysis.

“With the new mobile training station, we can bring on-the-go training to contractors everywhere. This will be a game changer as up until now only manufacturers have had these types of vehicles,” said Mike DelConte, Director of Heating Sales.

In addition to the Hydronics Mobile Training Station, our heating business offers more than a thousand trainings each year that can be customized to meet contractor needs.



What's inside:

- High efficiency condensing boilers
- TRIO cast iron boiler
- Radiant heating
- Baseboard and panel radiators
- Near-boiler piping components
- Thermostats and controls
- Heat loss design
- Water quality treatment

*Have your customers contact Mike DelConte at [mdel@fwwebb.com](mailto:mdel@fwwebb.com) for more information or to schedule a training.*



# F.W. Webb Helps Restore Heat to Merrimack Valley

The F.W. Webb Methuen, MA location was only two miles from the Columbia Gas explosions that left many residents in Lawrence, Andover and North Andover without heat or hot water. Between October and mid-December, the location supplied thousands of products to the contractors from around the country hired by Columbia Gas to restore the area.

## By the numbers

*Between October and mid-December, our Methuen store sold over:*

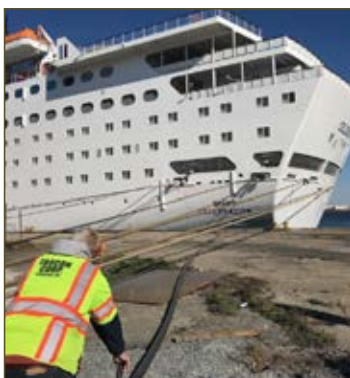
- 700 Boilers
- 500 Furnaces
- 80,000 Feet of pipe
- 100,000 Viega fittings
- 87,000 Hangers
- 55,000 Malleable fittings
- 39,000 Nipples
- 8,000 Pieces of smoke pipe
- 7,900 Legend valves
- 6,600 Apollo Valves

Every day, hundreds of contractors were coming in to place orders and the store had continuous lines throughout the day. To meet the high demand, Methuen added 12 more hours to their usual weekend business hours. The CD team also stepped in to help restock the shelves. Working closely with Methuen, CD staff were called in at a moment's notice during the weekend to have product ready for Saturday or Sunday pick-ups by the Methuen drivers. Additionally, CD made multiple deliveries during the week, beyond their normal schedule, to meet Methuen's large inventory needs.



**"Our Methuen staff worked tirelessly to make sure that contractors got what they needed quickly. We also couldn't have done it without CD – anything we asked, they were on it. The team's hard work and dedication helped many homes in MA get back heat and hot water."**

**– Graham Cook, General Manager, Methuen, MA**



## All Hands on Deck

The F.W. Webb Water Works division also provided services to help with the restoration efforts. F.W. Webb customers, Tascon Corporation and Massport, reached out to Rich Ross, Outside Sales, with an urgent request.

They needed a temporary sewage drain for the 1,400 passenger cruise ship that was docked in Boston's Seaport to house around 800 workers hired by Columbia Gas. The water tanks on the ship were not available for use and they needed a temporary system to pipe into the city of Boston.

That day, Rich sent over a recommended design incorporating HDPE plastic piping and a +GF+ Butt Fusion Machine, used to fuse pipe together on-site. Two days later, Water Works delivered 2,000 feet of piping and fittings. They also rented out their Fusion machine and trained Tascon employees on how to use the equipment.

"Thanks to F.W. Webb and Richard Ross, we were able to install the temporary sewage system quickly," said John S. Tassinari Jr, President and Owner of Tascon Corporation. "Plus, the fact that they had a Fusion Machine was key to completing the job in a timely manner and helped reduce our overall installation costs."



# BE BOLD

## F.W. Webb 2019 Sales Meeting

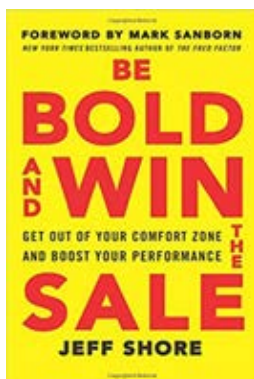
The theme of this year's Sales Meeting, Be Bold, was all about exceeding goals, not accepting the status quo and stepping outside of your comfort zone. Held at the Manchester Downtown Hotel in NH, the day kicked off with a general session led by VP of Sales, Tom Santer. During the presentation, Tom shared a recap of last year's business and 2019 objectives to the more than 300 Outside Sales Reps and Managers in attendance.



2018 highlights included F.W. Webb's strong sales performance and growth in all 15 of our product categories. Totaling sales of \$1.25 billion last year, we once again had our largest year-over-year dollar growth. However, in line with that day's theme, Tom also focused on areas for improvement and strategies to succeed. He presented results from a survey that polled more than 700 small, medium and large customers on F.W. Webb's customer service performance. Mostly positive, Tom highlighted areas that could help Sales Reps go above and beyond, such as having regular customer visits, providing prompt follow up and offering free training and education.



Next, Jeff Shore, an award-winning keynote speaker and top-selling author, was invited to the stage. He talked about the importance of stepping outside one's comfort zone, outlined the psychology behind discomfort and gave examples of how it can be limiting. Jeff then provided Sales Reps with real-world techniques to be bold and push themselves outside of their comfort zone.



It was another informative and inspiring Sales Meeting in the books! Sales Reps attended breakout sessions with F.W. Webb discipline leaders and had fun networking and recognizing their peers during the awards ceremony. Although 2019 is forecast to be a more volatile market, working as a team, being bold, meeting and exceeding our objectives will set us up for another landmark year.

### Key Takeaways:

- **Be Bold** and offer up a product or service that you may not know.
- **Be Bold** and cross sell with the help of your peers. Confidently put your customer in the hands of another Webb sales person. At the end of the day, they'll still be your customer.
- **Be Bold** and give each customer visit a real purpose. Don't just check the box.
- **Be Bold** and find new customers. Our customer service can't be beat.
- **Be Bold** and cater to the customer's needs.
- **Be Bold**, don't just meet your goals, exceed them.



### F.W. Webb 2019 Mission

We'll hit our overall profit and sales targets by focusing on:

1. Growing small to mid-size accounts
2. Expanding channel sales; specifically plumbing fixtures with commercial quotes and builder program
3. Build showroom profitability

## 2018 Sales Award Recipients

### 2018 John D. Pope Award



**Peter Stenzi**  
Elmwood Park, NJ

### 2018 President's Award



Sales & Margin  
Percentage Growth:  
**Thomas Lane**  
Albany, NY

### 2018 Circle of Excellence Awards



Plumbing:  
**Stephen Anderson**  
Methuen, MA



Heating:  
**Darryl Corey**  
Rutland, VT



HVAC:  
**Mark Taylor**  
Woburn, MA



Water Works:  
**Thomas O'Hare**  
Latham, NY



Industrial:  
**Jeremy Cogdill**  
Williston, VT

## Ken Powell Honored with Lothar Kartanos Award

Each year, we recognize an F.W. Webb industrial salesperson who demonstrates our commitment to customer service. During January's Be Bold sales meeting, the 2018 Lothar Kartanos Memorial Industrial Sales Award was presented to Ken Powell, Industrial Market Manager. Ken supports customers across the Northeast in manufacturing, process mechanicals, chemical, pulp and paper, the ski industry and more.

**"Lothar and the prior recipients are the people I have looked up to and aspired to be like throughout my career. I am honored to have received it and consider myself so lucky to play a small part in such a fantastic story that is F.W. Webb."**

— **Ken Powell**, Industrial Market Manager, PVF



*Ken Powell with Ernie Coutermarsh*

"Ken is a team player with an incredible work ethic. He always comes through whether it is in his bag of tools or he has to do research to get it," said long-time Webb colleague and previous Lothar Kartanos award recipient, Jim Davis.

After being honorably discharged from the Marine Corps for medical reasons, Ken found his calling at F.W. Webb. Over the last 11 years, he has worked his way up through the company starting as an Inside Sales Rep, becoming a Power and Energy Specialist and then moving into Industrial sales. With a proven drive to work hard and exceed customer expectations, Ken is currently helping to develop new Inside and Outside Industrial employees. This year, he is also focused on working more closely with the branches to cross-collaborate on projects. Passionate about the industry, Ken is a member of the emerging leaders division of the American Supply Association (ASA). Over the last three years, he has been taking online classes at Southern New Hampshire University (SNHU), while working full time. In January, Ken received his Bachelors of Science in Business Administration.

## About Lothar Kartanos and the Memorial Award



Lothar Kartanos represented us in the industrial marketplace for 25 years and made a significant difference. He truly loved working with customers and was an expert at applying product solutions to each individual customer's processes. Lothar always went the extra mile and was renowned for looking for areas of opportunity that would benefit both F.W. Webb and our industrial customers. He epitomized professionalism and was held in high esteem by his customers and colleagues.



# Webb Rewards – A Successful First Year



Back in February of last year, F.W. Webb launched a new customer-based initiative called Webb Rewards. The program rules are simple, customers earn 1 point for every dollar they spend on qualifying products. These points can be redeemed for specific F.W. Webb organized trips or for gift cards and brand-name merchandise from an online catalog.

As a whole, Webb Rewards had close to 4,000 participants in 2018. Of those participants, more than 800 earned one of the two Webb trips to Mexico or the Bahamas, and nearly 250,000,000 catalog points were awarded. The sales numbers suggest that the program certainly influenced buying habits.

We look forward to seeing Webb Rewards numbers grow in 2019. To build on the success, we recently announced four new trip options for customers. The trip registration is open until February 28, and the response has already been overwhelmingly positive. Let your customers know that they can earn points for gift cards and brand-name merchandise all year-long. If they aren't a Webb Rewards member, encourage them to enroll! The more they buy, the more they get back.

## 2019 Webb Rewards Trip Options:

### **Paradisus Palma Real Golf & Spa Resort Punta Cana, Dominican Republic**

January 18 – 25, 2020, 7 Nights, All Inclusive, 350,000 Points\*

### **Hilton Rose Hall Resort & Spa, Montego Bay, Jamaica**

Choose March 21 – 25, 2020 or March 25 – 29, 2020,  
4 Nights, All Inclusive, 190,000 Points\*

### **Red Sox Spring Training Getaway Naples Grande Beach Resort, Naples, FL**

March 12 – 15, 2020, 3 Nights, 190,000 Points\*  
Dates are subject to change pending 2020 Spring Training Schedule.



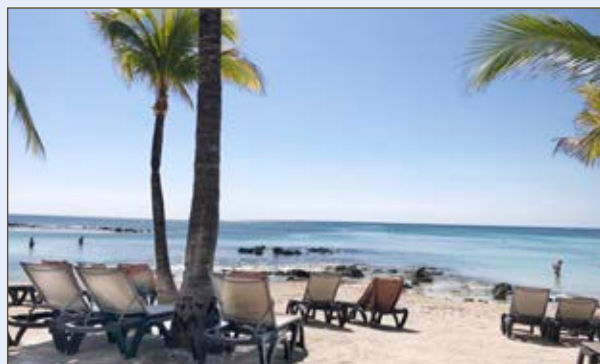
### **Yankees Spring Training Getaway Innisbrook Resort, Palm Harbor, FL**

March 12 – 15, 2020, 3 Nights, 190,000 Points\*  
Dates are subject to change pending 2020 Spring Training Schedule.



\*Customers enrolled in the 2018 Webb Rewards program must also earn at least one more point in 2019 than they did in 2018 to qualify.

## A Well-deserved Break



In mid-January, the first group of customers to earn a trip headed to the Barcelo Maya resort on Mexico's Caribbean coastline for an all-expenses paid week in the sun. The 160 customers and their guests are certain to remember the fun and sunshine. They also had the opportunity to band together at the resort sports bar to watch the Patriots win the AFC Championship, in overtime, with a riveting 37-31 win over the Kansas City Chiefs.

# WEBB Rewards



## Events Across Webb



### Teaming Up at ABX 2018

Nearly 10,000 designers, architects and builders passed through the annual ArchitectureBoston Expo (ABX) held in November at the Boston Convention Center. Frank Webb Home and Frank Webb's Hearth & Home, which offers high-quality fireplace products, teamed up at the event to showcase the top brands from our extensive collections.



*FWH featured collections from DXV, a top brand in the industry and Frank Webb's Hearth & Home highlighted products from R.H. Peterson.*



### Thermoplastic Piping and Water Works Trade Show

During the fall, our Thermoplastic Piping and Water Works divisions attended the Green Mountain Water Environment Association (GMWEA) trade show event in Vermont. More than 400 water, wastewater and stormwater professionals, water quality technology and service providers, DPW administrators, staff from nonprofit organizations and state agency administrators attended the event.



### Legionella Presentation at NJ Hospital

The Alliance Environmental Group (AEG) gave a well-attended presentation on prevention, treatment and remediation of *Legionella* at Shore Medical Hospital in Ocean City, NJ. Preventing the growth and spread of *Legionella* in closed water systems has been a hot-button issue over the past couple of years and Felix Perriello, AEG President, Principal Sr. Scientist, is our own resident expert. Felix, along with his team are actively reaching out to hospitals and manufacturing facilities all over the footprint to spread awareness of this especially dangerous bacteria.



## Events Across Webb



### NJ Internal Sales Summit

Employees from our NY, NJ and PA branches attended an Internal Sales Summit in Piscataway, NJ to gain insight on our specialty divisions' offerings and Industrial PVF sales opportunities. The training was designed to promote cross-selling across locations.

*Watch for details on a sales summit coming to your area!*

### Armstrong Product Training for Distributors

F.W. Webb Account Managers and Inside Sales Reps attended a distributor training at Armstrong's new Learning Center in Michigan. It was an informative and productive meeting about Armstrong's product and services portfolio.



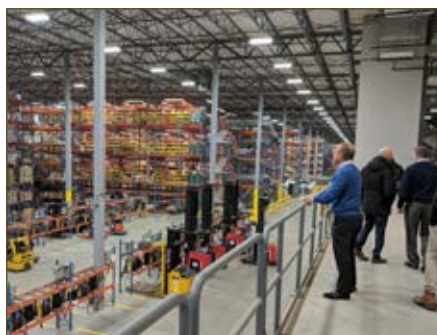
### Armstrong Steam Training



The Pleasantville, NJ branch hosted more than 30 customers at an Armstrong Steam training event in Atlantic City.

### Thermoplastic Piping Vendor Visits CD

The F.W. Webb Thermoplastic Piping division met with NUPI Americas Sales Reps at CD. In 2015, F.W. Webb began exclusively distributing NIRON, a polypropylene piping system manufactured by the company that can be installed in place of copper and steel. The teams worked together on a NUPI NIRON sales strategy for 2019.



### Mark Your Calendars!



The 2019 **BIG Show**

Propane Gas Equipment & Parts Expo

**Thursday, August 22**  
**Mohegan Sun Resort and Casino**

Watch for details on this year's exhibitors, training classes and special purchasing opportunities.



## Frank Webb Home Networking Events



### Waterbury, CT

The showroom held an “Out For Business” chamber event hosted by American Standard. It was a successful networking event with more than 80 people in attendance. Attendees also participated in American Standard’s seminar about new and easy kitchen and bathroom upgrades.

## Holiday Food Drive



This holiday season the Manchester, NH and Bangor, ME showrooms held “Fill the Tub” food drives where retail and trade customers were encouraged to stop by and help fill one of the many tubs in the showroom with non-perishable foods. All the food collected was donated to local food pantries in their respective cities.



### Hartford, CT

In November, the showroom hosted a customer appreciation event for a realtor and her clients, which consisted of investors, brokers and colleagues. It proved to be a great turnout with 70 attendees and solid leads by the end of the night. It also helped the showroom receive a lot of social media attention as guests posted about the event.

## 12 Days of Xmas



Our West Bath, ME store hosted their seventh annual “12 Days of Christmas” event to support Toys for Tots of Central Maine. As part of the event’s tradition, the more than 100 customers and 55 vendors in attendance donated toys and bikes. Overall, 10 boxes filled with toys and more than 60 bikes were donated to the organization. An active member of the community, the event also featured art from the local elementary school.



### Concord, NH

The showroom participated in the Bektash Festival of Trees, an annual event hosted by the local Shriners organization. The showroom’s vendors generously donated more than \$4,500 of gifts. Additionally, the Concord showroom received recognition for Best Tree donated by a business.

## DIVISION DOWNLOAD

### Locations / Phone:

100 Jefferson Blvd., Suite 220,  
Warwick, RI 02888, 401-732-7600

Felix Perriello, President, Principal Sr. Scientist  
857-998-3711, [felix@fwwebb.com](mailto:felix@fwwebb.com)

### What is it for?

- Anyone managing a facility, redeveloping a property or needing assistance with regulatory compliance
- Improves overall public health
- Helps keep air, water and soil clean of pollutants
- Offers protection against toxic materials

### Industries Served?

Federal / Municipal / Institutional /  
Industrial / Commercial

### What are buzzwords to watch out for?

- Environmental Engineering Services
- Air Permitting and Compliance
- Geotechnical Services
- *Legionella* Assessment and Control
- Regulatory Compliance
- Assessments, Remediation and Audits
- Underground and Above Ground Storage Tanks
- Hazardous Materials Management
- Emergency Spill Response
- Soil and Groundwater Cleanup

## Alliance Environmental Group

In 2016, F.W. Webb made an unexpected move – we acquired the Alliance Environmental Group (AEG). This was a surprise to many in the industry because it is not very common for a plumbing, heating, cooling and industrial supply distributor to have an in-house environmental group.

However, our leadership team saw it as a strategic decision for a number of reasons. First, with plans to expand across New York and New Jersey, the company knew it could be a beneficial resource for site assessments when buying property. Secondly, it presents a number of natural synergies between Webb's 15 disciplines, strengthening our position as a one-source supplier.

### Addressing Environmental Concerns

When AEG first joined F.W. Webb, they had six employees. Today they have eight, as well as two part-time contract employees. Each team member has an engineering and/or science degree, and brings unique expertise to the division. Leading the group is Felix Perriello, an environmental scientist with nearly 30 years of experience in the industry. He holds 50 U.S. and foreign-issued patents, multiple copyrights for statistical risk analysis and a handful of environmental certifications.

Anyone managing a facility, redeveloping a property or seeking federal or state regulatory compliance needs an environmental science group at some point or other. Common services that AEG provides include air emissions permitting to document air pollution activities, compliance audits, waste management, assessment and testing of hazardous materials (such as asbestos and lead), chemical reporting for industries (such as plastics, petrochemical and pharmaceutical), and overseeing the assessment and cleanup of environmental contamination.

*Front Row (left to right): Joel Walcott, Timothy Nevins, Heather Stone, Joe Liljegren, Sheryl Amaral; Back Row (left to right): Tom Hevner, Bethany Mong, Felix Perriello*



**Alliance**  
Environmental Group  
An F.W. Webb Company



## DIVISION DOWNLOAD

### AEG and NRC

In 2017, AEG entered a strategic partnership with the National Response Corporation (NRC), a global leader in environmental, industrial and emergency response solutions. As part of the agreement, AEG and the NRC work together on emergency spill response services. AEG supervises the cleanup of hazardous materials, while the NRC transports and disposes of the waste.



“It’s a mutually beneficial relationship. NRC has an annual revenue of about half a billion with hundreds of projects each year that we have the opportunity to tap into through our partnership,” Felix said.

### Legionella – a Hot Topic in Healthcare Today

A newer service offering for the business that is starting to gain traction is the recognition, evaluation and control of *Legionella*, a bacterium that can grow in a building’s water system. It can cause a pneumonia-like illness when small,



airborne droplets of water containing the bacteria are inhaled. Each month, Felix schedules about three *Legionella* presentations across the Northeast to educate professionals on

the topic and highlight AEG’s experience in the area. He has presented to Facility Managers and Infectious Control Professionals at prestigious institutions such as Yale, Shore Memorial Hospital, Brigham and Women’s and Masonicare.

**“Healthcare facilities have an important job to take care of the sick. That’s why I’m so committed to educating them on equipment that will keep their facilities and the people in them safe.”**

**Felix Perriello, President, Principal Sr. Scientist**

Over the last year, AEG has had a number of projects with hospitals, healthcare facilities and nursing homes. For these projects, they offer customers guidance on the best and most cost-effective solution for their operations.

### Expanding Engineering Capabilities

Last year, AEG added a new Vice President of Engineering, Thomas Hevner. Since then, the team has won several geotechnical engineering projects. Geotechnical engineering uses principles of soil and rock mechanics to evaluate the stability of natural environments, assess risks posed by site conditions and design structure foundations.

### Driving Success Through Cross Collaboration

Projects like *Legionella* assessment and environmental engineering offer many opportunities to cross collaborate. For example, Process Controls can supply *Legionella* customers with measuring, monitoring, service and reporting tools. AEG can also provide engineering design to the Propane Gas Equipment & Parts and Thermoplastic Piping divisions. For example, AEG recently provided support for a fuel conversion project that required the delivery and installation of a 30,000-gallon propane underground storage tank (UST) and the removal of two, 12,000-gallon USTs.



Sales from the AEG project then go back to the branch. “It’s a win-win for everyone. Webb can gain a larger gross profit on projects and that contributes to branches’ monthly sales goals,” Felix said.

As AEG continues to get more integrated into F.W. Webb, their goal is to increase their cross collaboration with Sales Reps. “You don’t have to know science and engineering terminology to work with us. If an Outside Sales Rep thinks their project has environmental science opportunities, all they have to do is contact me,” Felix said. “I can join them in a meeting to share our AEG services and answer any questions. No meeting is too far.”

# DIVISION DOWNLOAD

## Ready to work with AEG?

We get it. Sometimes Environmental Science can sound like its own language. However, don't let this discourage you. Simply tell customers, "I'm not an Environmental Science professional, but we have a group of scientists that work for us who could share our service offerings."



**Alliance**  
Environmental Group  
An F.W. Webb Company

### Here are some ideas on how you can collaborate:

#### Propane Gas Equipment & Parts

If your customer has petroleum storage, they will likely require:

- Fire safety analysis
- Engineering support
- Building permit department support services
- Planning department permit support services
- Licensed science or environmental professional services for underground storage tank closure assessments
- Eco/wetlands permits
- Foundation design and buoyancy calculation/evaluations for tanks

#### Plumbing or HVAC

- Asbestos survey prior to initiating project upgrade

#### Refrigeration

- Disposing of waste glycol and other hazardous/non-hazardous waste products for cooling system upgrade or replacement project

#### PVF/Industrial PVF Specialties

- Asbestos survey prior to replacement of piping
- *Legionella* plans and sampling for potable water lines, disposal of waste glycol and other hazardous materials
- Discharge permitting, monitoring and reporting for PVF projects associated with a waste stream

#### Building Controls

- Disposing of controls that contain mercury or other hazardous materials

#### Water Systems

- Laboratory analysis, interpretation of data and design services for a water system installation project

#### Commercial & Industrial Pumps

- Waste stream management (i.e., discharge permitting, monitoring and reporting) for industrial customers who are upgrading or replacing a pump
- Regulatory compliance ranging from internal facility audits, spill response and management of existing waste site cleanup activities

#### Fire Protection & Fabrication

- Asbestos survey or fire hazard analysis prior to fire protection system upgrade project

#### Thermoplastic Piping

- Engineering solutions for waste streams, improving system efficiency, permitting and other regulatory compliance services

#### High Purity Process Components and Process Controls

- Services to ensure regulatory compliance such as waste stream management, stormwater sampling, air discharge permitting and environmental cleanup

#### Water Works

- Management and reduction of waste streams
- Services to ensure regulatory compliance such as collecting discharge samples and discharge reporting



## SHOUT OUTS

*At F.W. Webb we make sure that every customer interaction counts. Here are two examples of Webb employees offering superior customer service and building strong customer relationships.*

### HVAC Technical Support Goes Above and Beyond

Our Hyannis, MA location provided Robies, a HVAC contractor, with a YORK 40 ton Millennium gas/electric rooftop unit. Robies needed it to replace an older system at a local hospital.

Due to extenuating circumstances, the system had to be replaced on a Saturday. Since Robies hadn't installed one of the York Millennium rooftop systems before, they requested technical support from Webb. All day Saturday, a Technical Service Rep was on-site to assist with the startup and commissioning of the equipment.

"This was our first time working on a project of this magnitude with F.W. Webb," said John Robichaud, ROBIES. "Extra time and attention was put into this job from the ordering phase to the final successful installation. The team at F.W. Webb was extremely helpful and went above and beyond to make sure that the entire job went smoothly."



### A Heroic Recovery



When a NJ mechanical contractor was in need of industrial expansion joints fast, he reached out to our Elmwood Park, NJ Webb location. The customer needed the product within two weeks for an emergency repair at a utility company in NY. Although the typical delivery for this type of product can take up to six weeks, Sean Kelly, Inside Sales, and Pete Stenzi, Outside Sales, worked with Flex Hose, a long-time manufacturing partner and customer, to meet this request.

Within a few days of the deadline, Flex Hose secured the product and packaged it for delivery. However, while in route, the shipment got misdirected. Flex Hose located it in Pennsylvania and said that it couldn't be delivered to the customer site until Monday morning – three days after the needed delivery date.

On damage control, Sean and Pete worked with Flex Hose to find a solution. They also involved Ernie Coutermarsh, SVP of Industrial Business Development, to help expedite the process. After a number of emails back-and-forth, the team decided to have FedEx Custom Critical pick up the shipment. It was then delivered to the customer by 6 a.m. – in time for the emergency repairs.



**"It was a heroic effort by Sean, Pete and Flex Hose. As a supplier, our job is to get product from one place to another. There are usually challenges along the way, but what sets F.W. Webb apart from our competition is our ability to adapt to situations and meet our customer's needs no matter what."**

**Ernie Coutermarsh**  
Senior VP of Industrial Development



## Virginia Brewery Calls on F.W. Webb for Specialized Products

As the saying goes, ‘timing is everything,’ and this proved to be very true for Bill Thompson, who had a successful 26-year career with F.W. Webb in Sales and Tech service roles throughout Vermont. Shortly after retiring from F.W. Webb in 2015, Bill suddenly found himself in a new business venture.

His friend of more than 40 years was planning to open a brewery in Front Royal, Virginia with a number of business partners who each brought a much-needed skillset to the business. Consisting of former executives, restaurateurs, management consultants, etc., the only thing that was missing was an engineer to help design the brew house. A mechanical contractor and master plumber by trade, Bill was the perfect fit. Plus, it meant that he could be closer to his grandson who lives nearby.

As soon as he came on board, Bill set out to create a blueprint for a 10-barrel brew house. In need of Plumbing, Thermoplastic Piping and Process Controls products and services, he called on a supplier he trusted – F.W. Webb. To start, F.W. Webb recommended Georg Fischer (+GF+) COOL-FIT, a piping system that allows for even and consistent temperature throughout the brewing process.

“Even the slightest variance in temperature can affect the quality and consistency of the brew. Having a product taste the same from batch to batch is the intended outcome,” said Patrick Coutermarsh, Inside Sales, Methuen, MA. “The savings in reduced energy consumption, long service life and hygienic design are what differentiates Cool-Fit from other options.”

Understanding the +GF+ COOL-FIT benefits, Bill ordered 800 feet of the piping and the F.W. Webb team arranged for a +GF+ installation training. In addition, F.W. Webb provided a water heater and heating and cooling systems, as well as Process Controls products that control the flow, level, pH and temperature on the production floor.

After three years of planning and construction, Front Royal Brewing Company opened its doors in the summer. In addition to the brewery they have a full service restaurant and live music venue.

F.W. Webb supplied the brewery with the following products:

### Heating

- Aldrich 12.5 Horsepower Steam Boiler with Power Flame LP Burner
- Daiken Mini Splits for the basement test brewery and air lock entrance
- Sterling Feed Water Pump
- Columbia Blow Down Cooler
- Sterling Condensate Pump
- Barnes and Jones Steam Traps
- Condensate Wye Strainers

### Plumbing

- HTP Phoenix PH160-80 Water Heater
- WaterSoft 7 Cubic Foot Activated Carbon Filter
- Grundfos Recirculation Pump

### Thermoplastic Piping

- +GF+ COOL-FIT pipe and fittings

### Process Controls

- Caleffi Motorized Valves for the 28f chilled water system
- Caleffi Balance and Flow Gauges
- Honeywell Motorized Steam Valves
- Temperature Controls by Robert Shaw

**“My knowledge of F.W. Webb’s capabilities and highly trained staff made the choice of going to them, even though I was in Virginia, an easy one. I got what I needed when I needed it, as simple as that, and all my questions were answered promptly.”**

**Bill Thompson, Retired Webb Employee**



## Webb Cam

In honor of Veterans Day, Darin Cook, Master Sergeant and Webb Sales Rep, was invited to visit a local 4th grade class to share stories from his 30 year career in the U.S. Air Force and N.Y. Air National Guard.



The Lebanon, NH branch's Father Time, Chuck Savage celebrates the New Year in style.



Our Albany, NY location celebrated one of their favorite days of the year – their annual Webb-family Thanksgiving. Everyone worked together to put on a family feast for the branch and its customers.



More than 500 employees attended the Corporate Christmas Party in Burlington, MA. Pictured is part of the F.W. Webb Marketing team. (L-R) Marianne Tragakis, Tyler Broth, Brent Dumont (with wife Meg Dumont).



Pam Brady, Accounts Payable, Bedford, MA, got into the holiday spirit on the Friday before Dec. 25.



The Concord, NH Christmas Party had a couple of special guests – Santa, retired Webb employee Don Bergeron, and his elf, Paul Gagne.



During the holidays, Concord, NH Webb employees James Covey and Michele French collected donations for the Salvation Army.

## Giving Back to Our Communities

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

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

### Waterbury, CT Store Answers Cancer Patient's Call for Help



When Waterbury, CT resident Bob DeVito was in need of a new oil tank that would cost close to \$3,000, he set up a GoFundMe page looking for help from friends and the community. A disabled survivor of two different cancers, the expense was simply not an option with mounting medical bills. His post was answered by Cheri Ambrose, co-founder of the Male Breast Cancer Coalition, of which Bob, a survivor of the disease, was an original member. Cheri shared Bob's story with Superior HVAC and Tank Removal and they agreed to install a new oil tank for free. The tank itself was donated by our F.W. Webb Waterbury store.

"The new oil tank was delivered just in time for the holidays. I'm so glad we were able to help out a member of the community who was in desperate need," said Ray Bessette, Waterbury General Manager.

### Employee is starting a "Fresh Start" Sober Living House Support



Outside of work, Webb employee Scott Parry, Inside Sales, Bangor, ME, spends his time mentoring men in jail recovering from drug addiction and alcoholism. He has been volunteering for the last four years. During this time, he has often paid money out of his own pocket to help these individuals get room and board once they leave jail. With addiction growing across his community, Scott decided to take his mentorship to the next level. He bought a former boarding house that he has turned into a "Fresh Start" sober living house. Thanks to generous donations, it is now furnished and serving as a safe haven for seven men. He is still accepting donations for needed house updates and men's clothing. [Click here](#) to support this great cause.

"I have purchased this house to make a difference in Bangor for what has become a very important part of my life," Scott said. "I have seen way too many good young men come out of jail and been forced to return to a life they do not want. Many can recover if they are given a safe place that brings structure and stability back to their lives."



## Benefits and Wellness Check

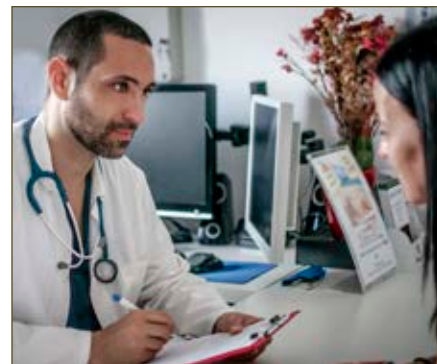
by Stefanie Harrison, Benefits Manager, Bedford, MA

With the New Year, we want to remind everyone of the importance of getting your regular checkup. In addition to your continued health, remember that you also save on your weekly health insurance premiums if you and your spouse have a preventive exam at least every 24 months.

Here are **some** recommended exams and screenings:

### Preventive Care Check-ups

Well-person exam	Adults ages 22 and older, periodic visits
Diabetes screening	Adults ages 40–70 who are overweight
Substance abuse screening	All adults
Cholesterol/lipid screening	All adults ages 40-75
Colon cancer screening	Ages 50 and older: <ul style="list-style-type: none"> <li>• FOBT or FIT Tests annually</li> <li>• Flexible sigmoidoscopy every 5 years</li> <li>• DCBE every 5 years</li> <li>• Colonoscopy every 10 years</li> <li>• CTC/virtual colonoscopy every 5 years</li> <li>• Stool-based deoxyribonucleic acid 3 years</li> </ul>
Depression screening	All adults
Fall prevention in older adults	Adults ages 65 and older with risk factors
Healthy diet and physical activity counseling	Overweight adults with risk factors
High blood pressure screening (outside clinical setting)	Adults ages 18 and older
Lung cancer screening	Adults ages 55 to 80 with smoking history
Obesity screening/counseling	All adults
Sexually transmitted infections (STI) counseling	Women, annually; men at risk
Tobacco use cessation: counseling/interventions	All adults
Tuberculosis screening	Adults at risk
Ultrasound aortic abdominal aneurysm screening	Men ages 65–75 with smoking history
Vision Check-ups	Children and Adults See page 18 for more information



**Please consult with your doctor about which of these screenings are important for you to get.**

To find a list of Primary Care Providers, go to [myCigna.com](http://myCigna.com) or contact them at 1-800-244-6224.

[Click here](#) for a full list of health screenings or go to the Wellness Intranet site.





## Preventive Vision Check-ups

Eye exams at every age are important to keep your vision strong. Regular eye exams can also help you find eye diseases early and preserve your vision.

Eye diseases are common and may have no symptoms at all for a long time. A comprehensive dilated eye exam by an eye doctor is necessary to find eye diseases, such as cataracts, diabetic retinopathy, glaucoma and age-related macular degeneration diseases, in the early stages.

Our Cigna Vision plan covers one eye exam annually and, just like other preventive screenings, there is no cost to you. Supplemental vision coverage for lenses, contacts and frames is available through EyeMed.

To test your vision, we created the “Find The Webb Logo” below. See how many Webb logos you can find and send your result to [stefanie@fwwebb.com](mailto:stefanie@fwwebb.com) for a chance to win a pair of new sunglasses.





## Webb Spotlight

### Todd Hallock



#### Webb Vitals

**F.W. Webb location:** Corporate

#### How long at F.W. Webb:

27 years across a number of roles, including Driver, Counter Associate, "jack of all trades" in St. Albans, VT, Inventory Control, Outside Sales (residential, commercial) and Operations Manager

#### Your role at F.W. Webb:

Northern New England Heating Sales Specialist covering Maine, New Hampshire and Vermont

#### What has been one of your greatest experiences at F.W. Webb?

Playing softball at Fenway Park. To have the opportunity to stand in the same spot where so many great ball players have played was very surreal. The field looks so much bigger when you're out there playing. I played baseball and softball into my adult life, and this was an experience I will never forget. Baseball is my passion, and just for the record I am a diehard Yankees fan!

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

When I was 16 years old, I was hired by a local plumbing and heating wholesaler. When I told my Father the news, his advice to me was to learn everything I could. He believed that this particular trade was a good one for me and would have various opportunities and avenues for me to take.

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

One of the best books I've ever read was Financial Peace by Dave Ramsey. It truly gave me exactly that –peace with my finances. I took a hard look at my finances and debt. It motivated me and taught me ways I could become debt-free. I would recommend this book to anyone who hasn't read it.

#### In three words or less, how would you describe yourself?

Best three words I would use to describe myself are loyal, dedicated and energetic.

#### Can you tell us something about yourself that would surprise us?

You might be surprised to know that I am a follower of Jesus Christ.



*In December, Todd married Stacy Papa, Outside Sales, Portland, ME.*

## Jim Henderson Drives Consistency across Showrooms



Frank Webb Home has grown to 44 showrooms across the Northeast and staffs more than 140 showroom managers and associates. To ensure consistency and collaboration across showrooms, Jim Henderson has been promoted to Showroom Sales Manager. Jim will work to streamline business plans and processes with the goal to maximize both sales and profitability at every location.

Jim joined F.W. Webb six years ago as the Showroom Manager of Waterford, CT. Last year, he became a Lighting Specialist. He will continue to serve as the company's lighting expert; adding top lighting brands to the showroom product offering and helping showrooms update their lighting displays with the latest upscale fixtures.



## On the Move



**Jeff Thompson** has been promoted to *Senior Vice President of Purchasing*. Over the last couple of years as VP of Purchasing, he restructured our vendors, product and made organizational changes on behalf of F.W. Webb customers. During his 30 years with F.W. Webb, he has held a number of roles, including Inside Sales, Operations Manager and General Manager.



As the new *General Manager* of our Londonderry, NH Central Distribution facility, **Jeff Henderson** looks forward to taking CD to the next level. He joined F.W. Webb in 2017 as the Operations Manager of CD Amherst. Previously, he worked as an Operations Manager and certified ISO auditor at a multi-billion, worldwide wire and cable distributor called Anixter. He attended Central Connecticut State University where he first studied Architecture, but soon realized he preferred construction management.



With more than 15 years of experience in the industry, **Ray Bessette** has been appointed *General Manager* of Waterbury and New Haven CT. A long-time CT resident, Ray has built a number of strong business relationships in the market. He looks forward to expanding F.W. Webb's presence across the state and providing customers with unmatched customer service. He first joined F.W. Webb in 2012 working out of the Stamford, CT branch as Showroom Manager and Store Manager. A few years later, he moved into an Outside Sales position in Waterbury.



**Pat Casey** is the new *General Manager* of our Woburn, MA location. Formerly a twig of Methuen, the counter store has grown tremendously over the past few years, with sales of over \$40 million last year. Pat looks forward to continuing to build on this momentum and will work closely with nearby branches to improve Webb's overall impact in the market. He joined F.W. Webb more than 10 years ago through our Management Training Program and became the Operations Manager of Methuen in 2012.



Long-time F.W. Webb employee **Eric Duguay** has been promoted to *Heating Product Manager*. Based out of CD, he will spend time on the road to meet with the sales team, branches and vendors to review key product lines and identify new product opportunities. Eric joined F.W. Webb shortly after high school as a Truck Driver. From there, he moved his way up into Inside and Outside Sales positions at our Dover and Concord, NH locations.

## Employee Recognition Board



For the New Year, our Pleasantville, NJ branch created a special board to recognize employees. Located in the breakroom, anyone can contribute by thanking or complimenting a colleague.



Our free standing tubs are kid approved! Thank you Amanda Ashford, Frank Webb Home Dover, NH, for sending such a cute picture of your kids.

## Additional Promotions

**Jason Burbank** – Inventory Control to Warehouse Supervisor, Water Works Londonderry NH

**Ed Morea** – Inside Sales to Store Manager, Mamaroneck NY

**Anthony Rodriguez** – Inside Sales to Outside Sales, Waterbury CT

**Denise Sieber** – Showroom Sales Consultant to Showroom Manager, Ballston Spa NY



## On the Move



New *Plumbing Manager* **Dominick Esposito**, is a Licensed Master Plumber, HVAC Technician and Backflow Preventer Tester. Before joining F.W. Webb two years ago, he was a loyal F.W. Webb customer for over 18 years at the Auburn and Fitchburg, MA locations. While at F.W. Webb he has been in Inside and Outside Sales. In his new role, he will be the primary contact for vendor coding and data management and he will review the branch inventory mix to provide improvement suggestions. He holds a number of trade licenses and certifications in MA including, Unrestricted Construction Supervisor, Unrestricted Sheet Metal License and Process Pipefitter License. Dedicated to the plumbing and HVAC trades, Dominick serves as an Advisory Committee member for Watersystems, Montachusett Regional Technical School and Nashoba Valley Technical School.



**Matthew Nicholson** has been promoted to *Water Works Product Manager*. In this role, he will help select the best product lines in the industry and convey their benefits to staff and customers. Matthew has 24 years of experience in Water Works from general contracting to inside sales, outside sales and management within the wholesale distribution industry. In 2016, he joined F.W. Webb as an Account Manager. During this time, he introduced our Water Works' capabilities to targeted customers in central and western MA and opened Water Works branches in Springfield, Auburn and Hartford.



**Xavier Fernandez** is the new *Store Manager* of our Falmouth, MA store. He looks forward to contributing to a positive and successful work environment and offering customers high-quality service. He started at F.W. Webb in August 2016 as a Driver out of our Plymouth, MA location and later transitioned into an inventory position. Through these roles, he was able to become familiar with the F.W. Webb system and products and began building customer relationships. Xavier is currently working on a degree in Business Marketing at Bristol Community College.



**Alicia Campbell** has been named *Store Manager* of our new Westfield, MA location. In this role, she will manage store inventory and develop sales in the local market. She returned to Webb last year as a Commercial Quote Specialist in our Springfield, MA branch. Previously, she held an inside sales role in our Hartford, CT branch. An animal lover, she and her wife foster dogs and puppies for an animal rescue group.

## NEWWA Award



Scott Fitzgerald from our Water Works division received the 2018 Massachusetts State Leadership Award from the New England NEWWA. L-R: Scott and Christopher Hodgson, Immediate Past President of NEWWA.



## Madison Plumbing & Heating Supply Officially Becomes F.W. Webb

We are pleased to announce that as of Jan. 2, Madison Plumbing & Heating Supply has officially been renamed F.W. Webb. The location also has a small showroom that is currently undergoing a complete remodel to open as a Frank Webb Home showroom.

## Welcome Aboard



Bringing a strong operational background, Profit & Loss experience and an entrepreneurial spirit, **Scott Nelson** is the new *General Manager* of our redistribution business, CD Sales. Under his leadership, he will help grow CD Sales by building strong relationships with kitchen and bath dealers, other supply houses and related niche markets.

Before joining F.W. Webb, Scott worked as a GM for Williams Scotsman, Operations Manager for Amazon Fulfillment and Director of Operations for Planet Fitness.



The Water Works division has added a *Gate Valve Specialist* to the team. With more than 25 years of experience, **Mike McCarthy** has held manufacturing, operations and sales roles within the water and wastewater industry. Previously, Mike was Director of North American Operations for Blackhall Engineering LTD out of the UK and was the General Manager at

American R/D, a valve division of McWane. In 1996, Mike was awarded the North Carolina AWWA Service award for serving on the Board of the AWWA Pipe Distribution Schools. He is currently a member of the American Water Works Association (AWWA) and Water Environment Federation (WEF), and is also involved with the AWWA C-500 Standard gate valve committee.



**Garrett Ouellette** is the new *Store Manager* of our Meriden, CT branch. He brings with him over 12 years of experience in the industry. Prior to Webb, he worked for Plimpton & Hills Corporation, a plumbing supply company, in roles that spanned from sales to estimating and project management. Most recently he was the Branch Manager of their Manchester, CT location.

## Happy Retirement



Scott Smith, Plumbing Manager, retired in January after 39 years with F.W. Webb.

He's had many roles and responsibilities over the years, including OM, showroom development and design and open concept merchandising manager. He'll be greatly missed!



## Retirees

**Larry Brewster**, Driver, Rutland VT, 40 years

**Richard Collier**, Outside Sales, Syracuse NY 27, years

**Jean Dossous**, Threader, Canton MA, 18 years

**Robert Livingston**, Driver, Queensbury NY, 20 years

**Claire O'Brein**, Showroom Manager, Auburn MA, 18 years

**Scott Smith**, Plumbing Manager, Bedford MA, 39 years

**Steven Whitmore**, Tractor Trailer Driver, Londonderry NH, 12 years





## New Employees: October – December 2018

**Logan Abbott**

Warehouse  
Exeter NH

**William Ahrendt**

Warehouse  
Portland ME

**Eduardo Amezcua**

Warehouse  
Newburgh NY

**Kevin Anderson**

Inside Sales  
Seabrook NH

**James Banville**

Commercial HVAC  
Estimator, Augusta ME

**Orlando Basco**

Warehouse  
Boston MA

**Warren Bean**

Outside Sales  
Springfield MA

**Daeron Bennett**

Driver  
Albany NY

**Peter Boardman**

Inside Sales  
St. Albans VT

**Ronald Breeden**

Warehouse  
Portland ME

**Joshua Burdett**

Counter  
Auburn MA

**William Burke**

Outside Sales  
Newburgh NY

**Kathryn Carpenter**

Showroom Sales Rep.  
Malden MA

**Thomas Collins**

Shipper  
Albany NY

**Marc Connolly**

Warehouse  
Westfield MA

**David Cooke**

Driver  
Hartford CT

**Noah Crevier**

Warehouse  
Hyannis MA

**Michael Daley**

Warehouse  
Hyannis MA

**Lucas Darlinton**

Driver  
Windham ME

**Todd Davis**

Counter  
Waterbury CT

**Jeremy Denomme**

Warehouse  
Fitchburg MA

**Reginald Derisme**

Warehouse  
Rutland VT

**Leslie Derry**

Counter  
Brattleboro VT

**Elena Dicristofaro**

Showroom Sales Rep.  
Pleasantville NJ

**Mary DiDonato**

Office Administrator  
Woburn MA

**Daniel Dixon**

Outside Sales  
Piscataway NJ

**Richard Doherty**

Counter  
Rockland ME

**Tracy Dussault**

Warehouse  
Portland ME

**Sean Eldridge**

Inside Sales  
Portland ME

**Joshua Ellis**

Inside Sales  
Winslow ME

**Matthew Eusebio**

CIP, Concord NH

**Gaddiel Fantauzzi**

Receiver  
Londonderry NH

**Tyler Fletcher**

Warehouse  
Auburn MA

**Donald Fredette**

Warehouse  
Rutland VT

**Paul Gagne**

Outside Sales  
Concord NH

**Gilbert Gandia**

Technical Support  
Analyst  
Bedford MA

**John Gauthier**

Counter  
Auburn MA

**Kelley Givani**

Showroom Sales Rep.  
Auburn MA

**Dennis Goss**

Warehouse  
Concord NH

**Miguel Guzman**

**Rodriguez**  
Warehouse  
Methuen MA

**Jeffrey Hagan**

Driver  
Piscataway NJ

**James Hall**

Warehouse  
Winslow ME

**Jason Halmen**

Engineering Specialist  
Bedford MA

**Wilquis Haywood**

Receiver  
Elmwood Park NJ

**Michael Hernandez**

Inventory Control Clerk  
Bronx NY

**Michael Hilton**

Inside Sales  
Lewiston ME

**Amanda James**

Showroom Sales Rep.  
Madison NJ

**Jennifer James**

Sr Environmental  
Scientist  
Alliance Environmental

**Peter Jones**

Warehouse  
Bedford MA

**Pavel Kot**

Counter  
Westfield MA

**Lauren Krikorian**

Showroom Sales Rep.  
Dover NH

**Andrea Landi**

Showroom Sales Rep.  
Exeter NH

**Donald LaPorte**

Warehouse  
Keene NH

**Marcella Larrabee**

Warehouse  
Hyannis MA

**Bryan Lawrence**

Inside Sales  
Albany NY

**Richard Lebron**

Driver  
Methuen MA

**Jose Leccia Saballo**

Warehouse  
Bronx NY

**Dana Lemire**

Inside Sales  
Concord NH

**Kevin Long**

Counter  
New Bedford MA

**Joshua Lopez**

Warehouse  
Springfield MA

**Kyle Loten**

Outside Sales  
Dover NH

**Kharee Louis-Jeune**

Layout, Canton MA

**Tyler Lovelette**

Warehouse Lead  
St. Albans VT

**Justin Martindale**

Driver  
Queensbury NY

**Richard Mazur**

Inside Sales  
Hartford CT

**Eileen McCann**

Showroom Manager  
Allentown PA

**Michael McCarthy**

Water Works/Treatment  
Specialist  
Malden MA

**Thomas McNamara**

Commercial HVAC  
Estimator  
Ballston Spa NY

**Nykeria Mendes**

Warehouse  
Hingham MA

**Christopher Molloy**

Heating Specialist  
Bedford MA

**Brandon Murdie**

Shipper  
Albany NY

**Craig Nash**

Warehouse  
Ballston Spa NY

**Scott Nelson**

General Manager  
CD Sales  
Londonderry NH

**Mark Noland**

Driver  
Albany NY

**Conor O'Brien**

CIP  
Portland ME

**Garrett Ouellette**

Store Manager  
Meriden CT

**Juan Ovalles**

Piggy Back Driver  
Canton MA

**Juan Padin**

Warehouse  
Waterford CT

*Continued on page 24*

Continued from page 23

## New Employees: October – December 2018

**Eric Paris**  
Inside Sales  
Methuen MA

**Lucien Parnell**  
Warehouse  
Latham NY

**Michael Pedone**  
Driver  
Auburn MA

**Skyler Pence**  
Warehouse  
Syracuse NY

**Louis Pereira**  
Warehouse  
Meriden CT

**Matthew Peterson**  
CIP  
Hyannis MA

**Vannacksmeys Phon**  
Warehouse  
Methuen MA

**Robert Pratt**  
Inside Sales  
Lewiston ME

**Stephanie Ritz**  
Showroom Sales Rep.  
Allentown PA

**Jeremy Rivera**  
Selector  
Hartford CT

**Jason Rodriguez**  
Counter  
New Haven CT

**Julian Rodriguez**  
Inside Sales  
Mamaroneck NY

**Erik Rosa**  
Driver  
Springfield MA

**Christopher Russell**  
Driver  
Latham NY

**David Sabia**  
Warehouse  
Waterbury CT

**Mark Sargent**  
Warehouse  
Hyannis MA

**Karen Sau**  
Receptionist  
Needham MA

**Richard Serrato**  
Warehouse  
Brockton MA

**Kyle Sheehan**  
Counter  
Dedham MA

**Roger Sinclair**  
Warehouse  
Springfield VT

**Bruce Smith**  
Driver  
New Bedford MA

**Lani Smith**  
Showroom Project  
Manager  
Bedford MA

**Brett St Hilaire**  
Counter  
Manchester NH

**Sheryl St Pierre**  
Showroom Sales Rep.  
Plymouth MA

**David St. Clair**  
Counter  
Bedford MA

**Robert Stone**  
Sheet Metal Sales  
Manager  
Haverhill MA

**Roy Tudeen**  
Inside Sales  
Portland ME

**Kody Wilson**  
Warehouse  
Dover NH

**Steven Wulfekuhle**  
Warehouse  
Fitchburg MA

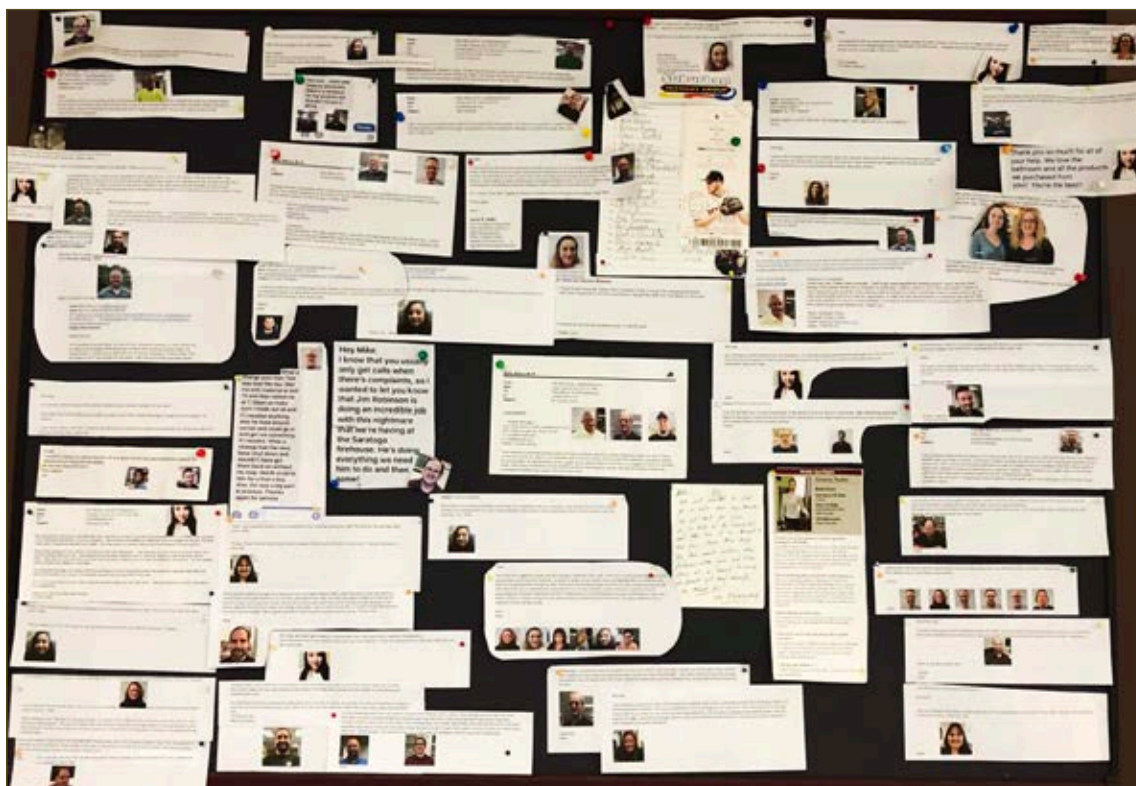
**Wendy Yanez Fajardo**  
Showroom Sales Rep.  
Stamford CT

**Richard York**  
Driver  
Dover NH

**Justin Zenus**  
Warehouse  
Brockton MA

**Matthew Zevitas**  
Technical Support  
Analyst, Bedford MA

**Matthew Zisk**  
Showroom Sales Rep.  
Portland ME



## Wall of Fame

Whenever a customer sends a note about their positive experience with the Webb Albany, NY branch General Manager Mike Bifano prints it out along with the employee's picture and posts it by their coffee break area. The branches' Wall of Fame got pretty packed in 2018!



## Anniversaries: Oct. – Dec. 2018

### 5 YEARS:

**Jennifer Anderle**  
Hartford CT

**James Anderson**  
Hartford CT

**Christina Belford**  
Binghamton NY

**Timothy Berry**  
Portland ME

**Ken Blanchard**  
Warwick RI

**John Bonnette**  
St. Albans VT

**Mark Braatz**  
Winslow ME

**Carl Castagna**  
Syracuse NY

**Liliana Castro**  
Hartford CT

**Royal Chadwick**  
Ballston Spa NY

**Ken Decoteau**  
Londonderry NH

**Keri Emerson**  
Lewiston ME

**Justin Gelinas**  
Bangor ME

**Dan Hartwell**  
Syracuse NY

**Tim Holliday**  
Utica NY

**Stephen Howard**  
Waterbury CT

**Shawn Kennedy**  
Malden MA

**Nikki LaFountaine**  
Bedford MA

**Robert Lee**  
Cazenovia NY

**Matt Lisella**  
Hartford CT

**Roger Lozeau**  
Madison NH

**Sean Meehan**  
Utica NY

**Darius Omidbakhsh**  
Winslow ME

**Randy Owen**  
Gilford NH

**Scott Pelletier, Sr.**  
Albany NY

**Kim Pena**  
Exeter NH

**Wilmar Perez**  
Londonderry NH

**Brian Pontes**  
Springfield MA

**Russ Richards**  
Bangor ME

**Ariel Rodriguez**  
Londonderry NH

**Samuel Rosen**  
St. Johnsbury VT

**Johnny Smith**  
Manchester NH

**Jonathan Stevens**  
Binghamton NY

**Kathy Warren**  
Portland ME

**William Winter**  
Boston MA

### 10 YEARS:

**David Buckless**  
Cranston RI

**Bill Valinski**  
Londonderry NH

### 15 YEARS:

**Steven Foster**  
Lewiston ME

**Danielle Frank**  
Exeter NH

**Steven Harwood**  
Cranston RI

**Ronald Naclerio**  
Ballston Spa NY

**Chris O'Keefe**  
Salem MA

**Chris Sears**  
Cranston RI

**Mike Smith**  
Sturbridge MA

**Gary Stevens**  
Augusta ME

### 20 YEARS:

**Ron Bellemore**  
Londonderry NH

**James Plante**  
Lowell MA

**Charles Robicheau**  
Bangor ME

**Darlene Salines**  
Bedford MA

### 25 YEARS:

**Deborah Dickinson**  
Lewiston ME

**Jeff Dockum**  
Rutland VT

**Thomas Jalbert**  
Concord NH

**Linda Ouellette**  
Lewiston ME

**William Ryan**  
Lebanon NH

### 30 YEARS:

**Randall Gerry**  
Londonderry NH

**Darby Otis**  
Winslow ME

### 35 YEARS:

**Cyndie Ballard**  
Bedford MA

**Denise Chamberlain**  
Winslow ME

**Richard Larkin**  
Londonderry NH

**Stephen Theberge**  
Lewiston ME



Our Concord, NH location recently celebrated their 10th anniversary with vendors and customers.



Dean Stefanski from our Hartford, CT location celebrates 10 years with F.W. Webb.

In November, Carol Rosinski, in Marketing welcomed her first grandchild, Makenna Marie Hausmann.



## Births

**Susannah Coopersmith** born 11/20/18. Daughter of Aaron Coopersmith, Pittsfield MA

**Sawyer Crean** born 11/6/18. Daughter of Kyle Crean, Riverhead NY

**Violet Duncan** born 12/6/18. Daughter of Sheri Bertrand and Phil Duncan, Londonderry NH

**Gabriel Mercier** born 12/18/18. Son of Scott Martin, Northampton MA

**Carter Renaud** born 11/5/18. Son of Brittany Wimmer and Nick Renaud, Mamaroneck, NY

**Ava Roy** born 1/3/19. Daughter of Robert Roy, Fitchburg MA

**Quinton Thomas Barretto-Tello** born 11/16/18. Son of Cesar Barreto-Tello, Boston MA

**Henry Walcott** born 11/28/18. Son of Joel Walcott, Warwick RI

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