



Continuous Improvement Contributes to Webb's Success

Webb's General Managers, Operations Managers and Store Managers come from a wide variety of backgrounds and offer an impressive roster of expertise. And one of the many routes to branch management at Webb is the Continuous Improvement Program (CIP).

The CIP has two major goals: to drive consistent high standards across all branches and to accommodate growth by providing a pool of future managers who are trained in different aspects of our operations.

Brendan Monaghan, Webb's Director of Operations, began developing the standards program when he was hired in 1995 and launched the management training component in 1999. He spoke with us about the program, its goals, and how it has evolved over time.

A little history

Brendan's original job at Webb was to adapt ISO 9000* quality standards to the distribution industry

in order to give the company a competitive edge with customers seeking documented quality assurances. ISO 9000 certification had been designed mostly for manufacturing facilities, so Brendan customized the requirements for Webb and added in aspects of the Six Sigma management philosophy standards.

After three years he began implementing site reviews to set consistent operations standards across all branches, developing a set of best practices as a program checklist. From there, Brendan saw it as a natural progression to establish a management training program.

The right stuff

The success of CIP, including its high retention rate, is due in part to the rigorous interview process. Many apply but very few applicants are chosen to interview, and even fewer are accepted. CIP trainees come from inside and outside Webb; some are recent college graduates, while others have joined the program from a variety of positions within the company.

Although there is no set profile for a successful applicant, they share a high level of motivation, desire to do a good job, willingness to work hard—and one more key ingredient.

"The most important requirement for our applicants is work experience."

— Brendan Monaghan, Director of Operations, Bedford, MA

Notes from CIP "Grads"

"CIP gave me the chance to see how each store functioned and allowed me the opportunity to share some of the best practices throughout the region. I was also fortunate to build some great relationships with customers."

— Nick Pelletier, GM, Augusta, ME

"From the customer's perspective, knowing that Webb implements procedures and provides quality control to better serve them is a rewarding feeling."

— Mike Kennedy, GM, Springfield, MA

More notes on page 8

Did You Know?

Webb's motto, "We've Got It," was introduced in 1988.



See page 10 and 11 for
WebbCam photos

*ISO 9000 is a series of standards, developed and published by the International Organization for Standardization (ISO), that define, establish, and maintain an effective quality assurance system for manufacturing and service industries.



NASCAR "Race to the Championship" Winner Crowned



For the 2013 NASCAR Sprint Cup Series season we put our own spin on fantasy racing and offered customers a chance to win a trip to Las Vegas in December

to attend the annual NASCAR Sprint Cup Awards Banquet at the Wynn Las Vegas Hotel & Casino. It's an exclusive event where the champion of the 2013 NASCAR season (Jimmie Johnson) is crowned, and it's a chance to get up close to the "who's who" in the sport of professional car racing.

Over 575 customers entered our challenge, and after 35 races our top two participants were separated by a mere three points! When the smoke cleared after the 36th and final race of the season, Will Basset from Lindell Fuels of Canaan, CT held on to a five point lead and took home our grand prize. As the grand prize winner Will and a guest will receive round trip airfare, two night's accommodations at the Wynn Las Vegas and tickets to the black-tie NASCAR Sprint Cup Awards Banquet to be held on December 6th.

Accompanying Will on the trip will be Pete Dwyer, General Manager, Victor, CT and his wife Ona.

Congratulations to Will and a huge thank you to all the F.W. Webb employees who supported this promotion and made it a huge success!



FWBC Hartford/CT Science Fair

by Wanda Garay, Showroom Manager, Hartford, CT



On September 28, the Hartford Frank Webb's Bath Center participated in a local fund raiser for the Connecticut Science Center. This event is Connecticut's premier "green" showcase and fund raiser for science education, attended by 700 of the state's most prominent business, government and community leaders.

The evening was very enjoyable, with tapas dining, full bars, a high-tech silent auction, dancing and more. Funds raised for this worthy cause totaled over \$500,000.



Thoughts about Counter Sales

by Chris Witt, GM, Fitchburg, MA

1. Why do customers come to the counter?

- a. Confidence
Webb has what the customer wants.
- b. Recognition
They feel like they are important.
- c. Familiarity
Customers will go out of their way to buy where they're comfortable.
- d. Habit
Like most habits, difficult to change.
- e. Meeting place
"Breakfast Club" – They know their buddies will be here; also, a chance to share info and learn from others.

2. Counter personnel should...

- a. Be perceived as "The Front Line". They are the first line of defense, able to answer the customers before sending them to the sales or management teams.
- b. Understand the customer's problems and situations.
- c. Understand the distinction between Owner/Principal/Customer and the Employee/Customer. They have different needs so a different approach must be used.
- d. Know who has the authority to buy.
- e. Understand that managers and sales personnel create customers, counter sales personnel grow customers.
- f. Focus on accounts within 7 miles of your branch.
- g. Gear the counter displays and inventory towards your customers' needs.
- h. Listen when counter customers tell you what they like and what they don't...and refrain from over-reacting to the info.
- i. Never forget that the customer's time is somebody's money.
- j. Never let customers go away ignored, angry, or empty handed.
- k. Great counters look busy, even when customers are not in the store. That means manning the counter, cleaning, restocking, etc. when you are not working directly with a customer.

Ernie Coutermarsh put together this list in 1977, when he was the General Manager of F.W. Webb in Fitchburg. There is not one item on the list that has changed in over 35 years. We don't need to reinvent the wheel when it comes to great customer service; sometimes we just need a little refresher course.

The phone calls, faxes, emails, and counter hits we receive often from the same customers. This is good, but we risk over familiarity and customers being taken for granted, relaxing customer service, assuming the customer won't notice.

Great companies pay attention to the little things that define customer service: a friendly greeting, a welcoming smile, and a positive attitude. Plus, making the customer feel important and appreciated, listening, and helping to resolve their issues, asking their opinion, keeping our promises, letting them know what's new, and thanking them for choosing Webb.

Here is some food for thought: If you owned this store, would hire yourself? What would you do to make customers return to purchase? What kind of employees would you hire?



Bedford, MA's front line.
From right to left: Dave Ferreira, Dominic Baraiolo, Justin Paschal, Marty Cook and Peter Collins.

Steve's Legacy

by Lee Turner, GM, Rutland, VT



For about the last thirty years, if you closed your eyes on a Friday night in early November in the Rutland warehouse, the buttery aroma might make you think you were in the local movie theater's lobby. If you take a look around you would see that a truckload of popcorn has appeared.

Steve Pulling, our recently deceased stakeholder of thirty five years, had always been very involved with the boy scouts. As a teenager he was an Eagle Scout; later in life he was a scout leader, and eventually a teacher of scout leaders.

His life showed it. His hobbies included beekeeping, hiking, canoing, and raising beef. Steve was the training director of the local volunteer fire department. The Boy Scout attributes of friendly, helpful, courteous, kind, obedient, cheerful, thrifty, clean, brave and reverent pretty much described him.

Sometime shortly after we built our building in 1984, Steve asked for permission to use it to help the Boy Scouts unload their truck load of fund raising popcorn so they could distribute it to their packs and troops. This became a yearly tradition. There are forty year old plumbers in Southern Vermont that can remember coming here as Cub Scouts to pick up their popcorn.

When my children became scouts Steven got me involved (some say suckered into) in the popcorn promotion. Next thing I knew Steve had me volunteering to organize the popcorn drive for three counties with about forty packs and troops. The job even came with a title: "Popcorn Kernel".

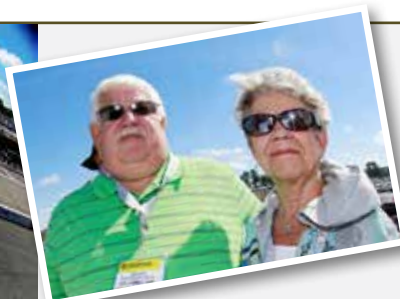


Ed McMullen, Chief Executive for the Green Mountain Boy Scout Council, and Cary Ann Wolcott, Den Leader of Cub Scout Pack 120, check the popcorn inventory at F.W. Webb Rutland.

I would say that in the last three decades we helped the scouts sell over two million dollars' worth of popcorn, two thirds of which goes to the scouts.

On unloading day, volunteers start showing up about five p.m. By nine the orders are pulled, packaged, loaded into trucks and vans and gone. F.W. Webb benefits because they leave behind thirty to forty good pallets every year.

We moved the popcorn through our warehouse tonight and it brought back memories of my friend. Steve may be gone, but F.W. Webb helping the Boy Scouts will always be part of his legacy.



Larry Tremblay, outside sales representative from Nashua, NH, waves the green flag to start the F.W. Webb 100 NASCAR Whelen Modified Tour race at New Hampshire Motor Speedway on September 21, 2013.



Dover, New Hampshire Store One Year Anniversary

by Mike O'Shea, GM, Dover, NH

On Friday November 8th, the Dover store celebrated their one year anniversary in our new facility with customers and vendors. The day started off with breakfast sandwiches for customers at 7:00 am and was non stop fun and activities until mid afternoon. Customers, employees and vendors enjoyed plenty of food and beverages. Every customer who came through the door left with some type of Webb logoed apparel.

Vendors included Dan Davis Sales, who brought their TRIO and Caleffi trailers, Emerson Swan, American Standard and Honeywell.



F.W. Webb Hyannis, Massachusetts

Cape Cod Clam Boil

by Rich Boynton, GM, Hyannis, MA



Chef Mark Barry

The Hyannis, MA location held its second annual end of summer Clam Boil. In true Cape Cod style, we went through 75 lbs of steamers, numerous hot dogs, linguica, potatoes and onions. We also had corn on the cob and traditional burgers and dogs for our "non-clam boil guests".

The event featured several vendors displaying products. We also had Ray Parent with his Amtrol sponsored race car #17. The race car was on display during the event. The spotlight came at the end of the event with a few "donuts" in the parking lot (sorry Jeff).

From all accounts the event was a success. We look forward to making next year's even better!



**Congratulations to the 2013 Red Sox
World Series champions.**





Top Reasons to Use the F.W. Webb Intranet

Familiarize yourself with colleagues in other locations

Click on the Branch Info tab and select the location you're interested in

Catch-up on back-issues of Pipeline

Go to the Intranet homepage and click the left hand menu.

Look for job postings for a friend who wants to work at Webb

Click on the Human Resources tab and select "job postings" from the left hand menu.

Refresh yourself on all current promotions and download flyers

Click on the Marketing tab and select the promotion you're interested in

Download a high resolution Company logo

Click on the marketing tab and select logos

Create a counter day flyer for your location

Click on the marketing tab and select the template that works for you

See what your colleagues are selling

Click on the Classifieds tab

Find the address of another location

Click on the Branch Info tab and select the location you're interested in

Download WebbConnect Instructions

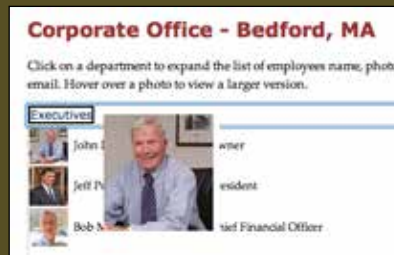
Click on the sales tab and select WebbConnect Instructions

Check Scratch and Dent Inventory

Click on the sales tab and select Scratch and Dent Inventory

Refresh yourself on your benefits

Click on the Human Resources tab and select benefits



Want to submit a new photo of yourself for your branch page? Send digital file to Robin Ferraro at raf@fwwebb.com

F.W. Webb's 14th Annual Customer Appreciation Expo

by Cathleen Barry, GM, Queensbury, NY



Approximately 600 customers attended this year's 14th

Annual Customer Appreciation Expo held on Thursday, October 3rd in Latham, NY. Customers traveled from all over New York state to attend. Our Plattsburgh location even provided bus transportation for customers who took the two hour trip to attend the show and the free technical training classes.

Customers examined hundreds of manufacturer exhibits, received special one-day-only product pricing, and got competitive with the Dan Davis Pit Stop Tire Challenge and the Lenox Car Cutting contests. As usual, the food was fabulous and there was plenty of it. The customers dug in while they sipped on samples of seasonal beer from local NY breweries. Everyone left with a full stomach and, as always, an F.W. Webb t-shirt.



Why not set your homepage to the Webb Intranet and put this handy resource at your fingertips?

Type <http://intranet.fwwebbcorp.fwwebb.com> into your browser, select **Tools** at the top of the page, then **Internet Options**, then **General**, and hit **OK**.

Webb Spotlight



Michael J. Tubbs

Webb Vitals:

- **How long you've worked for F.W. Webb:**
Almost 14 years, since February 2003
- **Your role at F.W. Webb:**
Inside Sales Representative, Victor
- **F.W. Webb location where you work:**
Hartford, Connecticut

What is your most prized possession?

My family, for all their support

Is there a moment in your life that you are particularly proud of?

The birth of my children, and the Red Sox winning the 2013 World Series at Fenway

What are your hobbies?

Running, playing soccer and coaching. I just ran the Marine Corps Marathon on October 27th, 2013, and I have completed three other marathons prior including the Hartford Marathon two times and the Marine Corps. in 1997.

If you won a free trip anywhere in the world, where would you go?

Australia

The best piece of advice I've ever received is:

Never give up!

Escape to the Lake



Earlier this Fall F.W. Webb thanked 26 New York customers for their business by hosting two separate "Escape to the Lake" weekends at the Sagamore Resort on Lake George.

Friendships developed over group meals, and guests enjoyed some hard to find leisure time with nearby hiking trails, golf, fitness programs and area shopping.

The Resort is situated on a private 70-acre island, and *Conde Nast Traveler's* 2012 Readers Choice Awards ranked The Sagamore #11 out of the Top 20 Resorts in the Northeast.



THE
SAGAMORE
RESORT

F.W. Webb's Corporate and Bedford, MA employees collected \$800 for the Susan G. Komen organization. F.W. Webb Company matched the amount collected to make a \$1,600 company donation.

Thank you all for your support!



Continuous Improvement Contributes to Webb's Success

Continued from page 1

Notes from CIP "Grads"

"Spending time learning each department of a branch helps tremendously with the transition to management by giving you the ability to understand all aspects of a branch, not just the perception from an office."

— **Brian Bradley, OM, Rutland, VT**

"The CIP process is essentially a living manual of procedures that evolves with every customer suggestion or employee corrective action request."

— **Mike Bifano, SM, Ballston Spa, NY**

More notes on page 1

"The most important requirement for our applicants is work experience," says Brendan. "It doesn't matter what kind or where they worked, whether they are working now or gained their experience in high school or during college. But it has to be there."

The other quality the CIP team looks for is a desire to commit to

CIP members pitch in however they are needed at their home branch, and at times they are assigned to work with people in other company locations to meet whatever need presents itself.

"At the end of the day, the operations must support the sales. Operations have to be as perfect as possible to ensure continuing sales," says Brendan. He adds, "Our goal for the trainees is to have them reach the point where they can solve the root problem and not just fire fight."

Going strong

Program graduates usually take roles as Branch Operations Managers or Store Managers; five have moved on to become General Managers. Grads who move on to these positions have been extremely successful in helping their teams increase sales and customer satisfaction. Currently 32 managers across the company (about half of the total) are CIP trained.

"It was really helpful to walk in everyone's shoes for a few days to understand what each person is responsible for."

— **Former CIP Trainee**

Past participants are enthusiastic about what they learned in the program. They often cite the quality and variety of the relationships they formed: among trainees, between trainees and mentors, and with customers.

The other benefit grads often point to is the chance to experience so many different aspects of Webb. "It was interesting to see how various operations worked, from receiving product to shipping it and then invoicing it," explains one former trainee. "It was really helpful to walk in everyone's shoes for a few days to understand what each person is responsible for."

the company for the long term. "For CIP trainees, loyalty is rewarded by opportunity, as well as the benefits we all enjoy such as profit-sharing," he says.

A day in the life

Unlike some management training programs, CIP is totally hands-on. Participants entering the program are assigned to a branch and work for the General Manager and Operations Manager. These participants follow a documented training timeline and perform every job function in the branch.

Operations is the key focus of training: inventory control and movement, shipping, and other behind the scenes factors that allow our branches to get customers what they need, when they need it. However, participants also study all other areas of the business. They work closely with Webb's IT department, helping to create and improve computerized systems and reports.

Sales is a key area as well, with CIP members doing their stint at the counter and interacting directly with customers. Trainees even work for a customer for two weeks, an experience that Brendan says is always an eye-opener. "They get to see the impact even a small error has on the customer, and the impact that has on our ability to keep their business," he explains. "After that they understand why our operation needs to be so tight."

Rachael Ray Contest Winner

Newton resident Elaine Kohen was selected at random as the winner of Frank Webb's Bath Center's Rachael Ray contest. Kohen and her guest will be traveling to New York City for a taping of The Rachael Ray Show this month. Kohen entered the contest by visiting the Kitchen Appliance Gallery inside Frank Webb's Bath Center in Needham, MA which provides the newest kitchen technology from leading brands.



Contest winner, Elaine Kohen, of Newton, MA (left) is presented with a kitchen gift basket from Frank Webb's Bath Center showroom associate Jolaine Seguin at Frank Webb's Bath Center in Needham, MA.

Duane Adams Shows Off His "Suit and Tie"

Warehouse Supervisor Duane Adams of the Albany, NY store participated in a Suit and Fly contest hoping to win tickets to see Justin Timberlake live in Las Vegas. The contest was sponsored by local radio station 92.3. Duane had to wear a skintight suit for 10 days straight and take pictures on a scavenger list provided by the station. Duane came in third out of nine contestants. Although he did not win, he was thrilled for the opportunity to spend some time with his daughter, Sarah. Although they will not be seeing Justin Timberlake's show in Vegas, they will still be busting moves at the July show in Albany.



Dear Mike, Rick, and to whom it may concern,

I would like to thank you all for letting my dad compete in the contest to win tickets for me ^(Duane Adams) for this concert. It means a lot to me to have him be able to do an outrageous, funny task. We all know him as a funny man, but this will take him a lot of courage and a lot of making fun of in the public eye. I'm glad that my parents work for such a great company and I appreciate your support. I hope he wins!!!

Sincerely,

Sarah Adams



Duane's daughter, Sarah, thanks Albany's team for allowing him to participate in the challenge.

Springfield Showroom has its 15 Minutes of Fame

In mid-October Frank Webb's Bath Center in Springfield, MA welcomed WWLP-TV's local news show, Mass Appeal, and host Seth Stutman, who visited to film a segment on ways to rejuvenate your kitchen and bathroom. Showroom Manager Lori Loughlin and her team did a fabulous job explaining what differentiates Frank Webb from other bath retail showrooms, for example, our working displays where you can try before you buy; sales associates who are never on commission; the fact that Springfield, like several of our showrooms, is also a lighting center—and of course, our extremely knowledgeable staff!

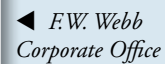
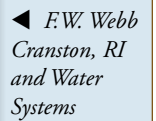
To view the segment, please go to <http://www.wwlp.com/mass-appeal/rejuvenate-your-kitchen-and-bathroom>



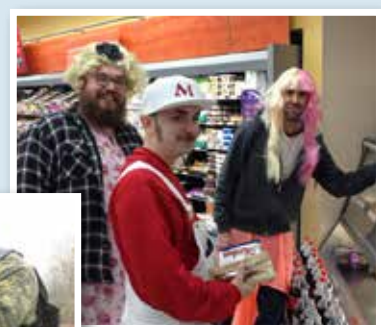
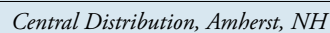
F.W. Webb Company gets into the spirit of Halloween.



Kristin Rice, Office Admin., Malden, MA ►



▲ *Adrian Beaudoin,*
Counter Sales, Augusta, ME



More Webb Cam



In October, F.W. Webb's Patrick Coutermarsh (left) and Jim Matthews enjoyed a visit to Georg Fischer Piping facilities in Zurich, Switzerland and Stuttgart, Germany. They were accompanied by Gary Jackson of Affiliated Distributors.



Ed Robicheau, General Manager, Syracuse, NY with three customers enjoying Game One of the World Series.

From right to left: Randy Holbrook, Holbrook Heating, Pompey, NY; Ed Robicheau, F.W. Webb; Bob Wilkins, Wilkins Construction, Syracuse, NY; Tim Siracusa, Siracusa Mechanical, Auburn, NY; RJ Fetzner, Holbrook Heating, Pompey, NY



Duane Adams sporting his suit at the Albany, NY location



Springfield, MA Showroom Manager, Lori Loughlin giving Mass Appeal's host Seth Stutman a tour of the showroom



Welcome to Falmouth, MA Established October 2013

by Rich Boynton, GM, Hyannis, MA

In October we added another "dot" to the F.W. Webb location map. Our Falmouth, MA location is a 25,000 sq. ft. state of the art building with our full inventory on display in a convenient open concept layout. As you can see from the picture, our beautiful storefront was designed to reflect a traditional Cape Cod look. The facility provides greater accessibility for customers on Cape Cod and the Islands with its convenient location off Route 28.

When we opened the doors at 6:30 on our very first day, longtime Webb customer and Falmouth resident Victor Kester of Kester Plumbing and Heating was waiting for us. (Victor made a second stop later and became our last customer of the day as well.)

Our grand opening celebration was a truly fantastic week, including catered lunches and vendors every day and the Bosch trailer on display for one day. We capped off the week with our grand prize giveaway of a \$500 gift card, split between Jimmy Vaughn, whose name was picked from the hat, and the owner of the company he works for, Bennett Plumbing and Heating. Congratulations to both!

For more information please contact Falmouth store manager Greg Kelly at 774-255-4155.



Victor Kester of Kester P&H and Webb Counter Sales Representative James Miller in the new Falmouth store.

People On The Move



Webb welcomes **Josh Michaud** as E-commerce Business Manager for the Riverbend Home division, working to build Webb's digital future. Josh comes to Webb from Staples,

where he most recently served as Director of Category Merchandising and Top Customer Programs. He has a master's degree in Finance from Bentley University.

"I look forward to the challenge of building a new business with the strength, expertise and support of a 150-year-old industry leader," he said.



Congratulations to **Josh Stumbaugh** on becoming the new Operations Manager for the Albany, NY branch, taking over for Mike Bifano who will be the store manager of the new Ballston Spa, NY

location. Josh grew up in the industry, working for his father's installation and service company. After graduating from Siena College in 2005 with a degree in Finance, he worked with another distributor for five years. Josh joined Webb as an HVAC inside sales associate about three years ago. He is very service oriented and he looks forward to putting his in-depth product knowledge to work for our customers.



Chuck Fiorino is now Refrigeration Product Manager. Chuck brings over 24 years of experience in the HVAC and refrigeration industry. For the past ten years he has been an outside sales representative at

F.W. Webb's Woburn branch. He is looking forward to working with the entire company toward the goal of building the strongest refrigeration team in the industry.



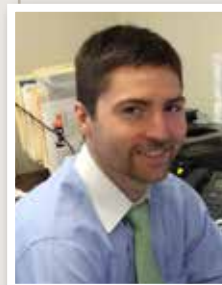
Congratulations to **Tim Crow** on his new role as Refrigeration Inside Sales Representative in Nashua, NH. Tim will manage and support refrigeration applications, inside sales, and operations

for all F.W. Webb locations. Tim has been with Webb for 4 years in inside sales and inside sales manager capacities and brings with him almost 20 years of experience in the industry. Tim specializes in residential, commercial and industrial heating, air conditioning, and refrigeration.



F.W. Webb in Williston, VT welcomes back **Bryan Tatro**, who will be the new Operations Manager. Bryan has been in the industry for about ten years, specializing in

residential plumbing. For the past three years, Bryan has been the Store Manager of St. Albans, VT. He previously worked in the Williston branch in a number of different sales and warehouse capacities. He has established strong relationships with customers and employees at the branch and is looking forward to the new challenges that this position brings.



Congratulations to **James Turbide** on his new position as the Operations Manager of the Hartford, CT branch. James has been in F.W. Webb's CIP program for two and a half years, at the Hartford branch.

James is an alumni of Roger Williams University with a degree in International Business. He is excited to take on this new challenge.



Matt Bliven will take on the position of Store Manager at the new Allentown, PA Branch. Matt comes to this role after almost five years in Webb's CIP (Continuous Improvement

Program). He is a graduate of Syracuse University with degrees in Entrepreneurship and Marketing.

"I can't wait to put my Entrepreneurship degree to full use, but I'll miss everyone in New York that I've gotten to know over the years," he says.

Matt is in the process of relocating from Syracuse, NY to Allentown, PA.

Other Employees on the Move:

- **Dan Desilets:** Inside Sales to Outside Sales in Kentrol, Winslow, ME
- **Steven Lawless:** Warehouse to Inventory Control in Albany, NY
- **Paul Hooley:** Counter to Inside Sales in Boston, MA
- **Adrian Beaudoin:** Driver to Counter in Augusta, ME
- **Chris Engelhard:** Inside Sales to Inside Sales Manager in Queensbury, NY
- **Hanna Michaud:** General Clerk to Showroom Sales Associate in Nashua, NH
- **David Eynon:** Warehouse to Inventory Control, Binghamton, NY

Retirement News



F.W. Webb wishes **Mel Hale** the very best as he retires this month from his position as General Manager of our Lebanon, NH location. Mel left a competitor 20 years

ago to join Webb as an Inside Sales Representative. He was quickly promoted to Outside Sales Representative in 1983, and went on to become Store Manager of our Barre, VT location in 1997. Mel moved into the Lebanon General Manager position in 2008 and has been instrumental to the location's growth over the past five years.

Mel's love for hunting and the great outdoors can only be topped by his love for family. Although we'll miss him, we're happy to know that he'll now have time to focus all his time and energy on the things and people that mean the most to him. After a long and successful career, the F.W. Webb family wishes Mel the very best.

Candy Jones is retiring from her position as Buyer at the Syracuse, NY branch. Candy has worked for F.W. Webb Company for 23 years in a variety of roles, including Inventory, Purchasing, Inside Sales and Expeditor. Candy is going to miss the people she has worked with over the years here at Webb as well as our customers. She is well-known for having a drawer where she keeps dog treats for customers who bring their dogs to work. Candy is planning on volunteering at no-kill animal shelters in the area and also at local nursing homes. Her dream "job" after retiring would be to bring shelter animals around to nursing homes. She says, "That would be the best of both worlds: helping people and animals that need it too."



Doug Nightingale is retiring from his position as Inventory Control and Counter Sales at the Syracuse, NY branch. Doug has worked for F.W. Webb Company for

16 years. He started working in Counter Sales, and went on to General Warehouse, Purchasing, VMI and finally Inventory Control, along with special projects throughout his career here at Webb. Doug is planning on working part-time after retiring, possibly for Webb. While he does not want to just stop working altogether, he says, "I surely do not want to work full time."



Bob Mallett has played a leading role in our Industrial/Mechanical efforts here in the Springfield, MA branch. Bob first started for Webb in September 1989

and has been in the industry since 1972. He is known for being a tremendous note taker and he has always taken his job to heart. He has been admired by his peers for his wealth of knowledge on everything Pipe, Valves and Fittings. He will be missed by both the employees and the customers. Bob resides in South Hadley, MA with his wife and is looking forward to playing more tennis and going on the occasional cruise around the Caribbean. We wish Bob all the best in this next stage of his life and thank him for his dedicated service over the years.



Tom Tompkins joined Webb in December of 1983 in Outside Sales in the Glens Falls location (now Queensbury). Tom was interviewed for his job by John Pope, who happened

to be in Glens Falls that day.

Tom transferred to the Latham, NY twig around 1985. The following year he became Operations Manager in Albany, then Branch Manager a year later. He has been instrumental in building Albany into the success it is today. He has vast product knowledge in many disciplines, has never shied away from helping a customer, and has been a mentor to many employees.

Tom is looking forward to working on projects around the house, traveling, and finding a camp for fishing and relaxing. Tom's wife Stephanie retired earlier this year.



Herve Tremblay is retiring from his position as inside sales in the Nashua, NH branch after about 30 years with the company. Herve is recognized as one of Nashua's most

trustworthy inside sales people and is well liked by both the trade and his F.W. Webb family. His knowledge of the industry network is huge; the sales staff has always consulted him for industry contacts as well as technical questions regarding plumbing and heating.

Herve is a kind and gentle man and his colleagues are very fond of him. He has always been athletically inclined and was the leader on Merrimack/Nashua's softball team for years. A lifelong resident of Manchester, NH, Herve is married with two grown children, and three grandchildren.

Marc Nantel is retiring from the position of Sales Representative in the Hyannis, MA location. We all wish him well!

To the F.W. Webb Community:

After 35 years with F. W. Webb, it is time for me to end a job that turned out to be a wonderful career with the best company.

Having spent time in Boston, Brockton and Hyannis, I was exposed to a great diversity of employees and customers that I truly enjoyed. I spent the most time in Boston, a location that boasts a lot of “firsts” for Webb, with the MBTA, MWRA, Harvard, MIT, Brigham and Women, and Mass General Hospital yearly contracts that were bid and won, as well as conducting business right smack in the middle of the “Big Dig Project” so close to the building that you could almost reach out and touch it.

Helping integrate Braman Dow and Joseph A. Pink under the F.W. Webb roof were opportunities that I loved because of the history of those businesses.

My heartfelt thanks to John Pope for being a visionary as well as a supporter during my career. My hat is also off to everyone that helped me throughout my years with the company, from the best staff personnel to some of the most hard working managers and employees I have ever come in contact with. I made some genuine friendships and relationships and acquired lasting memories.

It has been a very nice ride that went by quickly, but it is time to really enjoy my family, travel and develop new interests.

Thank You all for being part of a great family....and sell more stuff!

Marc Nantel



December 2013 & January 2014

Anniversaries

5 Years

David Swett – Keene, NH
 Jeff Tevis – Lebanon, NH
 Matthew Fraize – Bennington, VT
 Diane Moore – Corporate, Bedford, MA
 Sean Harnedy – CD, Amherst, NH
 Karen Brosnihan – Kentrol, Winslow, ME
 Daniel Desilets – Kentrol, Winslow, ME
 John Downey – Kentrol, Winslow, ME
 Jeffrey Gehrke – Kentrol, Winslow, ME
 Nathanael Grady – Kentrol, Winslow, ME
 Alan Senecal – Kentrol, Winslow, ME

10 Years

Steven Cekutis – Portland, ME
 Wayne Nadeau – Webb Pump, Winslow, ME
 Heather Carroccia – Queensbury, NY
 Wayne Andeen – Dover, NH
 Kevin Shepherd – Northampton, MA
 David Paquette – Williston, VT
 Robert Young – Syracuse, NY
 Eduardo Medeiros – Hyannis, MA
 Steven Foster – Lewiston, ME
 Ron Naclerio – Albany, NY
 James Robinson – Queensbury, NY

15 Years

James Shea – Cranston, RI
 Jim Plante – Lowell, MA

20 Years

Roger Claypool – Canton, MA
 Dave Peters – Queensbury, NY
 Deb Dickinson – Lewiston, ME
 Linda Ouellette – Lewiston, ME
 Patrick Sprague – Bangor, ME
 William Ryan – Lebanon, NH

30 Years

Henry Dougherty – Portland, ME



New Benefits Manager

by Ruth Martin, Vice President of Human Resources

Please join me in welcoming **Samantha Damon** to Webb's Human Resources team as our new *Benefits Manager*. Samantha comes to us with over 15 years of experience in HR and payroll with a special emphasis on benefits administration. She most recently served as Benefits/HRIS Manager at the Potpourri Group in Billerica, MA.

Samantha will be handling all benefit administration for F.W. Webb, including health insurance, 401(k), disability and FMLA. Her e-mail address is samd@fwwebb.com and she can be reached at Ext. 214 at the Bedford office.

In the short time she has been with us, Samantha has already demonstrated that she will be a strong contributor. If you have the opportunity to speak to Sam, please welcome her aboard.

Births

Kaitlyn Makenzie Danton, born 11/20/13
 Daughter of Sarah & Tim Danton
 Gilford, NH

Lucas Alan Lescarbeau, 12/02/13
 Son of Jessica & Jason Lescarbeau
 Gilford, NH