

FISA PLANNING MEETING DISCUSSES TRENDS

What a difference a few weeks makes in the fast-changing world in which we live.

When the FISA Board of Directors and invited guests, Staci Frantz of Topline Process Equipment Company and Ola Wesstrom of Endress+ Hauser, met in Key West, Florida February 7-9, 2020 for the FISA Planning Meeting, the corona virus was mentioned as one possible factor that could influence market conditions in 2020. Little did we, and the rest of the world, know in early February how our world would change.

At the Planning Meeting, participants opened the meeting with a business conditions roundtable including an assessment of 2019 business conditions, their 2020 outlook and their predictions for what will have the greatest impact on their business in 2020: In summary,

- Overall, 2019 was a good year, despite a softening in the last two months of the year. A few noted that food, pharma, life sciences and bio pharm were healthy.
- 2020 projections were mainly positive, but concern for food and beverage and the impact of corona virus on the supply chain were noted.

During discussion, participants identified what they expected will have the greatest impact on the industry in 2020:

- Talent shortage: recruiting, integrating new talent, a shift in generations in the workforce, and retention issues. The younger culture looks for constant change in their work and roles and companies must consider how to meet these needs.
- This talent shortage is driving a need for innovation.
- Mergers and acquisitions will continue to change the landscape.
- The speed at which users can order and the speed of delivery will challenge business operations.
- Customer terms and conditions, par-



(L to R) Gray Sherrill, M.G. Newell Corporation, Joe Gamradt, Anderson-Negele, Jason Ryan, FCX Performance, Jim Brink, SPX, Eric Perkins, Statco-DSI, Bryan Downer, Sani-Matic, Inc., Tony Roisen, Quality Stainless, Inc., Joe Reynolds, CSI, Staci Frantz, Topline Process Equipment Company, Ola Wesstrom, Endress+Hauser, Joe Landry, Alfa Laval, Inc. and Rob Clark, Perrigo, Inc.

ticularly payment terms and indemnification clauses, will have a greater impact on contracts.

- Demand for data and analytics will grow particularly how to harvest and secure data. Distributors must explore how to make data profitable.
- 3D printing will have a future impact on operations.
- There is expected to be an increase in number of larger distributors as smaller distributors reinvent themselves with service work.
- There will be a focus on providing and monetizing value-added services.
- Technicians will be traveling less.
- The Internet of Things will impact distribution and provide IT challenges.
- An unknown is the impact of coronavirus on the supply chain.
- Safety issues
- Cyber security issues
- A lack of infrastructure investment in the food industry is a concern.

As well as discussing trends, the group also noted specific changes FISA had made in recent years for the benefit of the membership:

- Began online conference registration with C-vent
- Started using a Conference app

- Expanded Sponsorship opportunities
- Began sending company profiles prior to Conference
- Offered new member companies chance to introduce their companies at breakfast
- Encouraged use of FISA logo at trade shows
- Offered two scholarships for the University of Innovative Distribution (UID)
- Added a quarterly financial newsletter from ITR
- Created FISA page on LinkedIn
- Introduced Alliant Group as a strategic partner for R&D tax credits

The Planning Meeting concluded with finalizing plans for the 2020 FISA Annual Conference in September. Watch for details in coming weeks.

2020 FISA Annual Conference
September 17 - 20, 2020
Ponte Vedra Inn & Club
Ponte Vedra, FL
www.pontevedra.com





FISA is an association composed of distributors and manufacturer members who share a commitment to value-added distribution in serving hygienic processing industries. FISA's mission is to help its members improve performance and customer value.

**2019 – 2020
FISA Board of Directors**

FISA Officers:

Jason Ryan
FCX Performance
President

Eric Perkins
Statco-DSI
Vice President

Rob Clark
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Bryan Downer
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Joe Gamradt
Anderson-Negele

Joe Landry
Alfa Laval, Inc.

Joe Reynolds
CSI

Tony Roisen
Quality Stainless, Inc.

Gray Sherrill
M.G. Newell Corporation

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Stella L. Jones
Executive Director
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FROM THE PRESIDENT



Dear FISA Members,

I hope this message finds you safe and healthy during a period of significant uncertainty. I trust that many of us have been called upon by the customers we serve to

help ensure full production to meet the needs of our neighbors, friends, community and nation. While the next few months are critical in our ability to return to normal, we each have a responsibility to do our part in fighting off this invisible threat.

While the recent news continues to be front and center, I also wanted to provide some updates on work going on behind the scenes to prepare for the 2020 conference. In early February, the Board met along with Staci Frantz of Topline and Ola Weststrom of Endress+Hauser to discuss current market trends and how FISA will evolve over the next few years. Putting the consumer first and understanding their needs and wants will change the way in which our customers produce products, however, we all agree that technical sales, support and service will be a critical function for our members in the years ahead.

At the core of FISA, we exist to promote the partnership between distribution and manufacturers who go to market through distribution. During the board meeting we discussed and voted on a subtle but impactful modification to the FISA tagline under the logo. FISA will begin to use "Promoting Distribution Hygienic Processing" for all 2020 and beyond in market-

ing material. Collectively, we feel this helps to signify the importance of the relationship. In addition, it also creates some further distancing from any confusion with the janitorial supply chain by removing the word "sanitary" from our tagline.

The next few weeks will continue to be turbulent as we work together to significantly reduce the impact of the virus in this country. For that reason and since most of us are currently focused on our teams' health and safety, we are going to delay starting registration for the September Annual Conference. The Board has planned an exceptional line up of speakers and you will hear about some different networking opportunities. Details have been finalized for a variety of fun activities, and our final night cocktails and dinner at the TPC Sawgrass Clubhouse promises to be a special night. More information will be coming to you over the next few months.

Each year, I hear about how FISA is like an extended family and some relationships far transcend those of business. Many of our FISA members have immediate family that work in our healthcare system. I want to extend our support for the work that each of them is doing to take care of the sick and injured during these challenging times. We are grateful for their service and contribution to helping heal the many affected people across this great nation!!

Be Safe,

Jason Ryan

Promoting Distribution Is a Team Effort

Help FISA grow by recruiting new distributor members. FISA is focused on strengthening the distribution channel. Here are three reasons to join FISA:

- ▶ Improve the productivity, profitability and performance of your business. FISA offers outstanding educational opportunities through UID, provides excellent speakers at Annual Conferences, and has special discounts available for members.
- ▶ Advance the profession – Channel Leadership. FISA is committed to promoting the value

added services of distributors to manufacturers and end users.

- ▶ Stay connected. FISA offers networking opportunities, provides information about member companies through this newsletter and keeps up with industry trends through NAW.

FISA membership is an investment in your future. Reach out to your vendors who are not members and tell them about the benefits of membership. It's a team effort. Email the name of a prospective distributor member to stella@fisanet.org.

PERSPECTIVES ON UID

The University of Innovative Distribution (UID) program was held March 8-11, 2020 in Indianapolis, IN. This year, three FISA members attended this intensive educational program offering a variety of courses. In addition to the educational sessions, one of the benefits is the networking with individuals from a variety of other industries and sharing opportunities and challenges in distribution.



Mimi Cartee
Director of Marketing and Business Development, M.G. Newell Corporation

Attending the UID conference in March was an

interesting learning experience for me. Several classes, such as 'Maximizing ROI' and 'Strategic Pricing', were a refreshing reminder that we each add value to the products and services that we offer our customers. It was also eye-opening by providing new ideas and new ways to look at our business, our strategy, and our marketing. The '7 Deadly Communication Sins' reminds us that in a digital world, we need to be even more aware and deliberate about the way we "speak" to both our colleagues and our customers.



Jeff Bostic
Manager, CFP East

The conference was very beneficial. I met an array of people from different industries and

types of distribution which gave us all some insight on how things are done differently in their businesses. The line-up of courses available was extremely diverse and covered many areas of the "Business" world. I did take full course load (8 total) and my main objective was to get at least 2-3 ideas/suggestions that I could take back to my teams and work on with them. The "Finding the Balance: People, Product and Profitability" along with "Overcoming the 7 Deadliest Workplace Communication SIN'S" (my

favorite) was very helpful and informative. Thank you again and hope that I am able to have a team member or two attend the UID next year.



Travis Perkins
Technical Sales, Statco-DSI Process Systems

I think it was a fantastic program. First off, the hotel venue was great. The

JW Marriott was very nice and convenient in that it was attached to the conference rooms where the classes were held. They provided breakfast and lunch each day as well which was nice. As far as the classes themselves I found it very informative and useful. It is good that they have you choose which classes to attend as it makes sure that you have a genuine interest in what you are going to listen to. Another great note is the opportunity for networking with people of related industries as well as other industrial industries. I was able to share and hear stories that could be useful in my own profession. I would definitely recommend and would be happy to attend again.

KEY WEST MOMENTS



Joe and Michelle Gamradt, Jason and Lisa Ryan



Kijrsten Roisen, Joe Landry and Bryan Diener

BOARD BRIEFS

- Bryan and Jen Downer, Sani-Matic, Inc., will chair the 2020 FISA Annual Conference.
- Eric Perkins, Statco/DSI and Joe Landry, Alfa Laval, Inc., are co-chairs of the Sponsorship Task Force. They are developing plans to add substantive new benefits for Pinnacle sponsors to increase visibility for the Pinnacle Society members. More information will be coming in the future.
- The Board passed the 2020 budget.
- The Board voted to renew a \$2,500 one-year contract with International Trend Institute (ITR) for a customized FISA quarterly economic newsletter to be emailed to member companies.
- The Board voted to offer two scholarships to the 2021 University of Innovative Distribution (UID). Deadline for applications is November 1, 2020 and the application form as well as information on the program are on the FISA website at www.fisanet.org.
- The Board discussed the FISA 2020 Vision program which is a multi-faceted approach to enhancing communications through updating the FISA website. We will also begin to email the quarterly FISA Distributor News rather than printing and mailing that publication. In addition, we are exploring initiating a FISA Cares program to encourage benevolent action in communities served by FISA members. Joe Reynolds, CSI, and Rob Clark, Perrigo, Inc. are spearheading the planning for this program.
- Joe Gamradt, Anderson-Negele, will chair the Membership Task Force working with members Jim Brink, SPX, and Joe Landry, Alfa Laval.
- Gray Sherrill, M.G. Newell Corporation, and Tony Roisen, Quality Stainless, will chair the Young Leaders Task Force.

WHICH MULTI-TRILLION DOLLAR OPPORTUNITY SHOULD YOU PURSUE?

— LEVERAGING THE POWER OF AI



By Benj Cohen,
Entrepreneur of Artificial
Intelligence Technology and
Third-generation Distributor
Benj Cohen will speak at the
FISA 2020 Conference.

Benj Cohen founded Proton.ai to help distributors harness cutting-edge artificial intelligence and dominate the digital age. He learned about distribution firsthand at Benco Dental, a business started by his great grandfather. While Benj was studying Applied Math and Data Science at Harvard University, he saw an opportunity to apply innovative technology to distribution, enabling distributors to sell more in modern markets.

For more information,
contact benj@proton.ai

Digital marketplaces were a major theme at the recent NAW Executive Summit, and for good reason; B2B marketplaces are predicted to be a \$3.6 trillion boon for distributors in the next few years. This new opportunity is certainly good for distributors, but it does make action even harder. How can AI, e-commerce and marketplaces all be multi-trillion dollar opportunities? Further, which one should distributors pursue first?

The answer is that e-commerce, marketplaces and AI are not competing innovations. They are related concepts that work synergistically. To succeed in the modern environment, distributors don't need to choose whether to invest in AI or marketplaces. They need to create a digital system that uses all of the above. In this post, I'll explain how AI enhances B2B marketplaces, and what distributors can do to secure some of those not-so-over hyped trillions.

E-Commerce, Marketplaces and AI

Before getting into the specifics of an AI-enabled digital marketplace, I want to sketch out working definitions of those concepts. E-Commerce is a way of conducting electronic transactions online. A marketplace in an open space where vendors can connect with customers. Finally, AI is any intelligence demonstrated by an electronic system. In a sales setting, that intelligence is typically a tool that predicts what customers want to buy.

Each of these innovations has succeeded because they improve the buying experience. With e-commerce, for example, customers are able to shop from the comfort of their home or office and can compare multiple products. In a marketplace, customers can access more SKUs through a single platform. And with personalizing AI, customers can easily find the items most relevant to them.

The most profitable B2C businesses have already found ways to bundle these services together. Amazon, for example, is all three at once. It is an

online shopping destination (e-commerce) with a vast array of products from multiple vendors (marketplace) and an AI sales assistant to help you find what you're looking for.

If commercial history tells us anything, it's that the modern shopper prefers to buy from one supplier instead of multiple. From early supermarkets to Walmart-style superstores to online "everything" stores like Amazon, the unmistakable trend is toward fewer stores with bigger inventories. A

trend which is great for the big stores and not so great for the little guys. As this customer-driven trend makes landfall in B2B, the right technology stack could be the difference-maker between winning big or losing out.

*E-commerce, marketplaces
and AI are not competing
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The B2B Marketplace

Digital marketplaces in B2B settings solve the same problem for end customers as in B2C settings. They offer customers a convenient one-stop-shop. The good news for distributors is that they are already well-versed in the logic of the marketplace. Distributors have always been de-facto marketplaces, sourcing SKUs from countless manufacturers to give customers everything they want, and more, in one place.

For decades, distributors have slowly been building up their marketplace potential through roll-ups, acquisitions and inventory expansions. However, the advent of e-commerce and personalizing AI have accelerated that pace of change greatly.

E-Commerce and AI were the perfect catalysts to spark this change, because they solve the two fundamental problems of the marketplace: scale and navigability. E-commerce platforms have increased the scale of marketplaces by eliminating barriers to entry. With online platforms, suppliers don't have to deal with complicated logistical questions about inventory space and stock. Instead, third-party vendors can just upload their products and deal with the picking, packing and shipping when purchases are made.

Last year, Walmart added 10 million SKUs to its online marketplace, but only half a million of those SKUs are sold directly by the company. The napkin math here is striking. It suggests that online capabilities and third-party vendors allowed Walmart to increase new SKU numbers by 20x. In an all or nothing world where customers only shop at the companies with the largest product selections, having 20x more SKUs is a winning formula.

AI and The Smart Marketplace

However, all the SKUs in the world are meaningless if customers can't find the products they're looking for. And, as marketplaces become larger, it becomes harder and harder for retailers to put the right products in front of the right customers. That's where AI comes in.

AI can analyze customer data in real time to predict the exact product, out of millions of potential options, that each shopper is most likely to want. It's no surprise that AI drives 35% of Amazon's online revenue.

With AI, customers can actually realize the value of large catalogs, which means that distributors can cash in on them too. If you're going to put in the work of adding SKUs, AI is a no-brainer. After all, what is the value of a big catalog if it only makes it harder for customers to find what they want.

There's another reason that AI-enabled marketplaces are particularly useful for distributors. Unlike online-only players like Amazon and Alibaba, distributors have multiple sales channels that can benefit from marketplace data. Omnichannel AI

can interpret marketplace data to make predictions about customer behavior within the marketplace and beyond. That means that when an AI-equipped distributor makes a sale online, that distributor can also collect the data that helps them make a traditional sale through a rep.

The marketplace is not the future of distribution. However, it is a key part of a future in which distributors are able to provide customers with whatever they want and however they want to buy it.

The Profitable Trinity

Far from being competing options, AI, e-commerce and marketplaces are the three interdependent components of a profitable 21st-century distribution sales strategy.

Each has some value alone, but what those multi-trillion-dollar valuations really count on is that these three innovations be enacted synergistically.

The race to create dominant B2B marketplaces is on, and while some are backing outsiders, my money is firmly on distributors.

Stocking the products that customers want and helping them find them has always been the MO of distribution. Even if the means are changing quickly today, the end goal remains the same. Distributors will make the jump to modern marketplaces; in fact, some distributors already have. If you're going to pursue doing the same, remember this: the winning formula is not AI or digital marketplaces. It's AI and digital marketplaces.

AI can analyze customer data in real time to predict the exact product, out of millions of potential options, that each shopper is most likely to want.

Welcome New Members

RT Process & Supply, Inc.

Contact: Branden Baum
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Midvale, UT 84047
Phone: 601-673-2397
branden@rtprocess.com

RT Process & Supply is a family-owned Distributor started in 1984 serving the Inter-mountain area of the Western US. We represent many of the top vendors in the sanitary market specializing in the dairy, food, beverage and pharmaceutical industry. The company stocks supplies as well as specializes in pump and valve repair and process pipe installation.

Sanitary Solutions, Inc.

Contact: Tommy Hagood
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Phone: 855-640-7871
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tommy@sanitarysolutions.com
www.sanitarysolutions.com

Sanitary Solutions is THE GO-TO SOURCE for sanitary stainless distributors servicing the bakery, beverage, brewery, cosmetic, dairy, food and winery process industries. We are a family owned and operated company based in West Columbia, South Carolina. We sell to and support sanitary stainless distributors throughout the United States, Canada and South America. As a 3A organization, we stock and distribute a full line of butt weld, clamp end, I-line, and Q-line fittings. We carry all sizes from 0.50" to 12" in 304 and 316. We stock and distribute 3A A270 304L and 316L Polished Sanitary Tubing from .50" through 12". We also stock and distribute a full line of valves, gaskets, and accessories such as sight glasses, product recovery systems, tube to pipe adapters, filters/strainers, etc. With a focus on product quality and customer service, our dedicated team packs and ships product the same day. All product is capped, bagged, and pin-stamped with the size, alloy, and heat number. We enable our distributors to provide

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Member News & Views

The who, what, where, when and whys of the FISA membership.

How to Submit News

The *Distributor News* is published quarterly and the deadline for the next issue is June 1, 2020. Due to space limitations, we cannot print specific product information, but personnel changes, changes of address, expansions or other industry news is always of interest.

If you have a question, please call 336-274-6311.

Fax information to FISA at 336-691-1839 or mail to FISA at 1207 Sunset Drive, Greensboro, NC 27408.

Email: stella@fisanet.org

Bykowski Equipment Company



Jennifer Barbosa

Bykowski Equipment Company (BEECO) is proud to announce the addition of two new employees this quarter. **Jennifer Barbosa** joins the company as an Inside Sales Representative. She has ten years of customer service experience in retail, automotive, and educational fields. She also has experience in Purchasing, Inventory and Project Management, as well as Human



Monica Ruiz

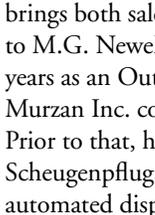
Resources. **Monica Ruiz** also joins BEECO as an Inside Sales Representative. She has more than 15 years of Customer Service experience in a variety of industries, including; logistics, freight forwarding and chemical distribution. She has her Bachelor's degree in early childhood development, four kids, two pit bulls, and loves the outdoors! Bykowski Equipment Co. (BEECO) serves the food processing and beverage industry in several ways, including: Engineering and Installation of Process Systems, Inventory and Distribution of sanitary parts, and Service of Sanitary Equipment such as pumps, homogenizers, and plate and frame heat exchangers.

M.G. Newell Corporation



Bo Chen

M.G. Newell is pleased to announce that **Bo Chen** has joined the company as an Outside Sales Representative for the middle Tennessee territory. In this position, Bo will report to **Robbie Roof**, General Manager of the Nashville Division. Bo



Joe Irwin

brings both sales and engineering experience to M.G. Newell. Previously, he spent two years as an Outside Sales Representative for Murzan Inc. covering the mid-West territory. Prior to that, he served as a Sales Engineer for Scheugenpflug, a German company selling automated dispensing systems for Automotive and Electronics manufacturing. Bo is a 2014 graduate of Georgia Tech with a B.S. in Chemical Engineering. **Joe Irwin** has joined the company as an Outside Sales Representative for the Central and Northeast Ohio territory. In this position, Joe will report to David Brink, Vice-President and General Manager of the Louisville Division. Joe brings over 20 years of sales experience to M.G. Newell. He joins Newell from ECI Emerson in Columbus, OH where he spent six years as a Territory Sales Representative selling process control equipment and instrumentation.

Previously, he served as a Sales Representative for Puffer-Sweiven Process Solutions and General Electric. Joe is a graduate of Wichita State University with a B.S. in International Business with a minor in Economics and German.

BPH Pump and Equipment, Inc.



Brad Boelkow

BPH Pump is pleased to announce hiring **Brad Boelkow** to the outside regional sales manager position for BPH Pump and Equipment, Inc. He started January 1, 2020 and is responsible for the northern Illinois and Wisconsin region. He is a 2019 graduate of Loras College with a bachelor's degree in Business Administration and was a four-year letterman and four-year starter on the football team.

Ace Sanitary



Michael James

Ace Sanitary is excited to announce the addition of **Michael James** into the position of Southeast Sales Manager. In this position Michael will oversee all of Southeast sales. Michael brings 40 years of sales and sales management experience, including 28 years in the industrial marketplace, most of which was related to the industrial plastics market working in support of distribution. Ace Sanitary is a manufacturer and supplier of premium flexible hose products for the sanitary and ultra-pure manufacturing markets. The company exists to inspire and facilitate liquid transfer solutions around the world through a robust product selection, excellent product quality, and by redefining the meaning of customer service.

Fristam Pumps USA



David Kellin

Fristam Pumps USA is pleased to announce **David Kellin** has joined the company as an Applications Engineer. David comes to Fristam with a Bachelor of Science degree in Integrated Engineering from Minnesota State University, Mankato. Additionally, David has experience in design engineering and customer service. In his new position, he is responsible for providing



Zach Suardini

in-house and in-field technical support, as well as customer service. **Zach Suardini** has been promoted to the position of OEM Manager. In his new role, Zach will manage and coordinate the sales and service activities of Fristam's

OEM, national and key accounts in the U.S. Zach has been with Fristam for seven years and previously held the position of Applications Engineer. He has 10+ years of pump sales engineering experience and he holds a



Zach Winterhalter

his new position, Zach will manage and coordinate Fristam's distribution sales network within the Ohio Valley region. Zach comes to Fristam with five years of distribution sales experience in the fluid process equipment industry and holds a Bachelor



Jeff Mickelson

of Business Administration degree from Davenport University. **Jeff Mickelson** has been promoted to the position of Customer Service Representative. Jeff has been with Fristam nearly 20 years and previously held roles in manufacturing and in-house and in-field training. In his new position, he is responsible for aiding customers with technical support and customer service. Fristam Pumps USA, Middleton, WI, is a leading global manufacturer of sanitary centrifugal and positive displacement pumps, blenders and mixers used by the beverage, dairy, food and pharmaceutical/biotech industries.

Rodem, Inc.



Larry Vogt



Eric Wormus

Rodem, Inc. is pleased to announce **Larry Vogt** has been hired as a Project Manager for their Systems Integration team. Larry joins the Rodem team with more than 20 years of experience in the metal fabrication industry, including installation, service, start-up, product development and more. **Eric Wormus** was hired as a Project Procurement Specialist working out of their Cincinnati office. Eric brings supply chain and purchasing experience from industrial distribution companies to the Rodem team.

Steel & O'Brien

Steel & O'Brien would like to welcome **James Rowley** as their National Business Development Manager. Jim brings 18 years of industrial sales experience, the

last ten of which has been focused on the Sanitary industry. He will be a welcomed addition to their already experienced sales team. His prior experience and product familiarity will be a great resource for their existing and future customers as they build their outside sales force throughout the U.S., Canada, and Mexico. Also, **Peterson Beyette** has been promoted to General Manager. Pete began with the company working in the shop in 1996 and worked at Steel & O'Brien throughout college. After graduating from RIT and gaining some valuable experience at Hormel after college, Pete returned to Steel & O'Brien in 2002 to assist the family with the vision of the company's growth. With an early focus on sales, Pete has also helped in other roles including Purchasing, Project Manager, VP of Operations and now General Manager. They are looking forward to his continued growth at Steel & O'Brien and the value he brings while driving the future of the company.

Endress+Hauser



Endress+Hauser has invested \$38.5 million in a 112,000 square-foot Gulf Coast Regional Campus located in Pearland, Houston. Completion is projected by the end of 2020. The campus will support customers with calibrations, service and sales support. Training area will feature a brand new state-of-the-art Process Training Unit.

Dixon Sanitary



George Prebula



Bob Conway

extend our presence in the sanitary market.

Dixon Sanitary located in Pewaukee, WI, has hired two new outside sanitary sales specialists. **George Prebula** brings over 22 years of pipe, valve, and fittings sales knowledge and will be covering the Southeast Region. **Bob Conway** brings over 20 years of industrial sales knowledge and will be covering the Northeast Region. Both George and Bob will be working closely with our distributor network to

Welcome New Members, continued

great service in their businesses by providing them with excellent customer service, competitive pricing, expansive inventory, and same day shipping. Making your job easy is our goal!

STICO Mutual Insurance Company, RRG

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STICO Mutual is a member-owned, A-rated, insurance company that writes products, pollution and general liability coverage for tank and processing equipment manufacturers, distributors and contractors. Because we focus on such a narrow niche, our coverage is written specifically to cover the unique needs of the industry and our claims expertise is unmatched. We are known for our broad coverage forms, lack of any bureaucratic nonsense and a lucrative dividend program that has return over \$5.2 million to our policyholders since 2006. On average, 13% of premium collected gets returned to the members each year. STICO Mutual was formed in 1988 by a group of storage tank manufacturers in response to the liability insurance crisis of the mid-1980s. Over the past thirty-two years, we have expanded beyond the business of our founders to cover not only tanks and processing equipment for the oil, gas and chemical industries but also for the water, food and beverage industries. We are proud to join FISA and look forward to meeting many of you at the conference in September!

3aSanitary.com

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info@3aSanitary.com
www.3aSanitary.com

3aSanitary.com is a family-owned

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Welcome New Members, *continued from page 7*

online supplier dedicated to providing top-quality stainless steel tubing, valves and fittings to the food & beverage and pharma industries. We've been in business since 1978 as James Duva, Inc. (www.jamesduva.com), and have a long history of providing sanitary products to our customers. 3aSanitary.com is our sanitary web store.

Wayland Industries

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Wayland Industries provides the highest quality stainless steel sanitary fittings, valves, and tubing to distributors throughout North America. Our products are made from T304 and T316 stainless steel, are 3A sanitary standard, and meet the highest specifications of compliance in

the industry. Wayland Industries was founded by brothers, Kevin and Andy Kurstin. Distribution of industrial pipe, valves, and fittings is in their DNA. Their grandfather was one of the earliest full line manufacturers of stainless steel butt-weld fittings on the West Coast, and their father founded Smith-Cooper International, one of the nation's largest distributors of industrial PVF. With a passion for exceeding traditional industry standards, Kevin and Andy represent the third generation of expertise in quality stainless steel sanitary fittings, valves and tubing. With its two fully stocked distributions centers in Waukesha, WI and Los Angeles, CA, Wayland efficiently supports its nationwide network of distributors by offering a full line of sanitary products and the ability to ship complete, same day. Our focus is simple – to exceed our customers' expectations by providing quality product at competitive prices, backed by industry leading customer service and support.

Mark Your Calendar

JULY 1, 2020

Renew FISA Membership

SEPTEMBER 17-20, 2020

September 17 - 20, 2020
FISA Annual conference
Ponte Vedra Inn & Club
Ponte Vedra, FL
www.pontevedra.com

NOVEMBER 1, 2020

UID Scholarship
Applications Due

NOTE: Remember to update your company information. Go to www.fisanet.org and look under the Membership Listing.

Email changes to stella@fisanet.org

If you have a Marketing Manager, send his/her name to Stella Jones to be added to the FISA email list.

Distributor News

fisa
Promoting Distribution
Hygienic Processing

1207 Sunset Drive
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