

FISA BOARD DISCUSSES TRENDS AND FUTURE

We turned the page on 2020. It's 2021 and a new way of conducting business. Rather than have an in-person February Board of Directors Meeting with a professional facilitator, we have had a series of three virtual meetings in January and February. The purpose of these meetings has been to have a business roundtable scan including an assessment of 2020 business conditions and more importantly, to focus on the future.

FISA member companies are fortunate in that the market segments you serve are essential and will continue to be. While meeting the challenge of shut-downs and quarantines, you adapted, persevered, and in some cases had a record year. The current ten-member FISA Board of Directors is composed of six Distributors: Jason Ryan, FCX Performance, Rob Clark, Per-rigo, Inc., Joe Reynolds, CSI, Gray Sherrill, M.G. Newell Corporation, Tony Roisen, Quality Stainless, Inc. and Eric Perkins, Statco/DSI as well as four Manufacturers: Jim Brink, SPX Flow, Bryan Downer, Sani-Matic, Inc., Joe Gamradt, Anderson-Negele and Joe Landry, Alfa-Laval.

Below is a summary of the Board's business scan of 2020:

- After the business drop in spring with shut down, business came back quickly in food, beverage and pharma segments. Distributors and Manufacturers reported having a strong year despite pandemic challenges. 2021 is starting off well and many reported having a good backlog.
- Distribution up for everyone; Distributors benefitted from liquid drug bio market and Operation Warp Speed. A heightened sense of hygiene in facilities has been positive. Installations and projects were only soft spots.

- Manufacturers said MRO dropped in the first few months of the pandemic, after-market returned strong, component sales were up. Board members reported learning quickly to connect virtually which allows them to see their customers. Expecting a strong year in 2021 for capital equipment.
- Quality of a sales call will be better in the future. More intentional and more planning going into the call – no longer a professional visitor.
- Travel permanently changed as everyone plans to qualify need for meetings and reason to fly when they can effectively connect with customers virtually.
- Having to have employees quarantined or work from home requirements has created challenges for some manufacturers & fabricators.
- Increased utilization of technology by distributors and manufacturers – virtually connect with end users to problem solve and show how to take apart a pump. It takes a different skill set to embrace the technology and people have to adapt. Both distributors and manufacturers are facing the Brave New World.
- Pairing a junior level salesperson with an experienced salesperson worked well. Geography does not matter. Training is what makes the difference. One distribution firm has a 12 to 18 week onboarding program.
- One distributor is going to emphasize service more than in the past and sees that as area for increased revenue in the future.
- Everyone has to adapt or get left behind.

In discussing the future trends, the FISA Board of Directors emphasized:

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CHECKING THE PULSE

45% of the FISA Distributor membership and 34% of the Manufacturer membership responded to this survey.

	DISTRIBU-TORS	MANUFAC-TURERS
Q. How does your business compare to the same date in first quarter 2020?		
Sales Up	47.62%	56.62%
Sales Down	28.57%	17.39%
Sales the Same	23.81%	26.09%

Q. How has your backlog of orders changed in this quarter?

Increased	52.38%	69.57%
Decreased	28.57%	4.35%
Stayed the Same	14.29%	21.74%
Don't Know	4.76%	4.35%

Q. What is your biggest challenge?

Continuing to follow COVID procedures	10.00%	8.70%
Having employees return to workplace	10.00%	4.35%
Limited access to plants	50.00%	52.17%
Finding talent to hire	30.00%	34.78%

Q. Which segment has the most activity for your company right now?

Pharma	33.33%	34.78%
Food	47.62%	34.78%
Beverage	14.76%	13.04%
Personal Care	4.76%	4.35%
Other	0.00%	13.04%

Q. How has the availability of the vaccine affected your company?

Distributors:

- To date, it has had no effect (15)
- Seniors are getting vaccinated, others are waiting.
- Vaccines are just becoming available locally. Only one employee has been vaccinated so far.
- Zero. None of our company has been allocated the vaccine based on the state's roll-out plan even though we are an essential business providing product directly to the vaccine production.

- Infection rates have fallen significantly in

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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
Perrigo, Inc.
Past President

Directors:

Jim Brink
SPX Flow

Bryan Downer
Sani-Matic, Inc.

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



It's hard to believe that it has been a year since the start of the pandemic, and it's incredible looking back on how quickly our businesses have been forced to evolve and adapt to the changes. Over the

past two months, the FISA Board has met virtually to discuss and analyze how the pandemic has and will continue to impact the association going forward.

As our businesses have gone through a digital transformation so too has the association. The Board has met numerous times through virtual video conferencing meetings. We started the FISA e-News that is sent out regularly not just to highlight opportunities to learn in business but also to highlight some impactful stories of the families that make up our association and their work on the front lines. Throughout the association, many members have participated in some way to help the nation and the world return to some state of normalcy. The saying "it takes a village" has never been more real than now, and it takes way more than a village

The FISA affiliation with the Association Education Alliance (AEA) has allowed us to collaborate and bring high value content to the membership at a fraction of the cost. Gene Marks spoke on the Payroll Protection Plan (PPP) and how it affects businesses of all sizes. Newman Sanitary Gasket sponsored three ITR sessions with regular updates on the macroeconomic recovery. FISA member attendance in these sessions has been very strong so we will continue the monthly ITR webinars through November. We also have renewed the quarterly economic newsletter published by ITR for FISA.

As for the elephant in the room, I wanted to take some time to provide an update to the question "WILL FISA HOLD A 2021 CONFERENCE?" Through our board meetings we have remained committed to making all efforts to host an in-person conference in the fall; the feasibility will be based on our ability

to execute an event that will protect the health of the attendees and be fiscally viable. To date, our strategy has been to postpone making a firm decision and to continue monitoring the vaccine distribution plans, as well as protocols of the resort, city and state that continue to change. Most importantly, we will be surveying you about your willingness to travel.

The challenges of the past year have forced FISA to adapt to the financial impact of not hosting an in-person conference. Not having the Conference negatively affected our income stream by nearly 40%. As we make our plans for 2021, whether they be in-person or virtual, we need your financial support to enable us to bring you top notch speakers and continue adding educational opportunities. Also, in response to requests for providing you ways to promote your new products, we are introducing advertising options which will be announced in the future.

FISA remains committed to promoting distribution in hygienic processing industries, and your input is needed as we shape content for both virtual and in-person events. Our best sources of gathering information have been surveys and personal emails sent to us so please take a few minutes to respond to future surveys and provide feedback.

While the disruptions of this past year have been challenging, I feel it has made FISA stronger and more resilient as we evolve. It is clear that personal interaction is a critical part that makes up the core of this association. The past year has pushed the Board to think about how FISA is much more than an Annual Conference and even without the Conference, we still want personal interaction. We are excited about developing innovative ways to deliver valuable educational content throughout the year.

Be safe!

FCX Performance

Board Discusses Trends and Future,

continued from page 1

- Finding employees and hiring is still a major challenge for distributors and manufacturers. Having the right resources to assist employees with family responsibilities and provide flexibility can help with retention.
- Want to increase diversity and will be working to get that.
- Cyber-security should be higher on the list as a concern.
- 3-D – being used in plastic and elastomers can see models for parts being used for service; working on making 3-D parts out of stainless in future; trend is coming. Current use is only for product development activities.
- Travel – change will be permanent – use Zoom to qualify before you travel. No longer professional visitors – every call will be more intentional and prepared. Money saved on travel has all gone into technology.
- Acceleration of Automation Solutions – Customers’ plans to add/or enhance their automation capabilities have accelerated due to direct to consumer demands and labor challenges. This is a significant business opportunity for Member companies to provide automated solutions.
- New emphasis on digital marketing, using LinkedIn, Social Media and video.
- Looking to the future, FISA is heavily dependent on networking and needs to meet the needs of smaller companies as well as larger members. Will have pressure from consolidation. What is the tipping point? How do we continue networking and become a more education- oriented organization?

In the past two months FISA has participated in shared webinars with the Association Education Alliance (AEA). The webinar with Gene Marks on PPP Loans and the monthly ITR economic updates have been well received.

Additional webinars are being planned for the next six months.

Checking the Pulse, *continued from page 1*

several states in which we have facilities – Wisconsin, Illinois, Idaho and Texas. We believe California and Pennsylvania will follow suit eventually. We are actively educating our employees on vaccine and its availability, and we are brainstorming tactics and incentives to encourage vaccination. We are planning for a return to the workplace for many employees sometime in the near future but realize that some will want to continue to work remotely some of the time, and we are amenable to that.

Manufacturers:

- No immediate impact (11)
- It really isn’t affecting us other than we need to steer the course with our safety protocols.
- Holding back employees returning to work thus efficiency of the business.
- It would be nice to have a vaccine for our employees but it is not yet available to many of them. We have not had a major outbreak at our facility so we continue to follow the advice of the CDC. We look forward to returning to normal operations.
- Having more people vaccinated would allow us to get back to pre-Covid processes, policies while decreasing uncertainties leading to more customer orders and higher production and efficiency.
- Nothing. Roll out has been a disaster an access to anyone that will help business will probably be late fall. Government has been a mess.
- Hasn’t really affected us but it will be nice when vaccines become available for those that want it.
- We are essential so we have to work regardless.
- The inability to obtain the vaccine is a challenge.

Q. In what area of the company have you upgraded your technology?

Distributors:

- More Zoom meetings, new website
- Web presence (2)
- Back end accounting
- All areas, big upgrade in shipping manifest and SECURITY
- In every way. From moving to Teams for conference calls. Teams replacing our phone system, moving to Power BI for our reporting system and starting the Bridge to a new software system.
- Pump Rebuild Service
- Moved all we could to work from home, adding PC’s, software to connect to office, Zoom, Teams, phones.
- New business software
- Business systems are in the middle of a

major upgrade

- Computers
- Virtual meetings, etc.
- Across the board – website, email security, warehouse, production. Etc.
- Accounting
- Installed new server and remote working employees
- We implemented a complete new business operating system
- Work from home capability
- We are in the process of revamping our website – new functionalities and features to make our customer experience as easy and seamless as possible. We have also upgraded our phone system technology and invested in the equipment necessary for the majority of our employees to work from home. We were early adopters of Zoom (we’ve been users for 7+ years, so fortunately we didn’t have an adjustment period in regard to using the technology for virtual meeting, etc.

Manufacturers:

- Video conferencing
- Consolidated all business units to MS Teams and digital workplace
- Quality Control
- We upgraded our VPN to better support work from home capability and are using features of our phone system that we had invested in a few years before that we had not used previously
- Automation of production, Cyber security
- Virtual selling
- Communications
- Updated website. Would like to have an e-commerce portion
- Virtual meeting usage/frequency
- None at this point
- Working remote
- For us it is a continuous process. We continue to keep all areas of the business current.
- Software
- Bought a new laser. Have software to monitor sales
- Inside sales
- Engineering
- More virtual meetings vis Google Meets and Microsoft Teams

Q. In marketing your company, have you increased your use of Social Media?

	DISTRIBU- TORS	MANUFAC- TURERS
Yes	57.14%	69.57%
No	38.10%	26.09%
Don’t Know	4.76%	4.35%

2020 and Lessons Learned

By Tracy Lustyan



About Tracy Lustyan

Tracy Lustyan is a managing director at alliantgroup, a company dedicated to strengthening and uplifting American businesses by helping them claim the federal and state tax incentives available to them.

During her time at alliantgroup, Tracy has helped over 420 U.S. business owners claim millions in credits and deductions, including Section 41, IC-DISC, DPD, energy credits, and more.

After 2020, hygienic processing has never been more essential. When Coronavirus made landfall in the United States, our members had to quickly adapt.

This is one industry where working from home was simply not an option, and the toss up of maintaining output versus prioritizing employee safety was—and still is—a major point of concern as we enter year two of the pandemic.

FISA members in particular are essential businesses and have continued working throughout the pandemic. Employees lost their jobs and many plants closed, yet we were proud to see our FISA members be a stronghold and continuous beacon of prosperity in the industry.

Since 2020, we have actually seen a decrease in food inspections and recalls over the last year. The total number of recalls in the first three quarters of 2020 was less than Q4 of 2019 alone.

An increased focus on sanitation practices around products we consume seemingly should have always been a priority, but we cannot be sure that the increased health and safety regulations resulted in the decrease in recalls or if the number of inspectors out of work due to the pandemic caused a decrease in bandwidth to document these incidents. Now that facilities are trying to resume normal operations, there may be a heavier emphasis on cleanliness moving forward.

While there are still a lot of unknowns, the spirit of American innovation has motivated leaders in the industry to quickly adapt and make changes to continue to feed our country safely. We may be able to look at 2021 through a more positive lens and improve processing practices for years to come.

What does the new administration mean for food processing?

While business owners are anxiously waiting to see how the new administration will impact them, most can agree that feeding America should be a top priority for Biden. Americans need jobs, and we all need to have safe product.

On top of the steady dwindling of resources due to the pandemic, the U.S. has seen a steady decrease in manufacturing after the 1970s. With the offshoring of American labor still prominent,

we are ready for Biden to follow through with the 'Made in America' plan to bring more jobs back to the U.S. and restore hope.

In a study conducted by Bloomberg, researchers saw that plant closures are still on the rise with a total loss of 582,000 factory jobs since before the pandemic.

While we want our employees to keep their jobs, we also want to stay competitive within the global economy. The answer? We need to better train workers and promote technical labor within the food, beverage, and pharmaceutical industries.

In addition, the bright young minds of tomorrow must be encouraged early on to study topics in school that make them prime candidates to fill technical roles in the near future.

The country cannot go back in time. Biden should not set a false pretense among workers that makes them think we can ignore the competitive innovations that come from other countries and resort to antiquated methods of production. The fact of the matter is that countries like India and China are outperforming us due to their emphasis on innovation.

Business owners must meet increasing demand and constantly develop new and better ways to produce. We must also hold Biden and Congress accountable to support innovation within the United States.

Assistance Programs Available to Food Processors

There are federal programs already in place that are meant to reward FISA members for the work they do every day. Business owners can qualify for funding that allows them to invest in training and retaining technical talent on America soil. Congress has also rolled out COVID-relief programs that allow you to keep more employees on payroll as you navigate the continuation of the pandemic.

As our members adapted to the new normal, we saw so many creative and innovative ways that ended up establishing new efficiencies and cost-saving practices that businesses can continue to benefit from post pandemic—and these are the

ideas that Congress has allocated funding to reward you for.

Section 41

Through Section 41 of the U.S. Tax Code, you can be rewarded for your company's daily activities. This credit is now permanent and can be claimed for previous years, and of course, for years to come. Businesses in the processing industry should leverage this credit as a resource to acquire the funds necessary to invest in the capital—both human and equipment—to meet increasing demand, operate safely, and stay competitive.

Qualifying for this credit is actually quite simple. Processors are always developing new and better ways to package and deliver goods. And since this credit is granted on the basis of problem solving, many business owners within this category are well positioned to receive substantial tax relief.

For example, a food processing and manufacturing company with an annual revenue of \$25 million was able to claim \$245,000 in federal credits with the help of alliantgroup.

The Employee Retention Credit (ERC)

The CARES Act has evolved into something bigger and better this year with the passing of the latest Consolidated Appropriations Act. One of the largest opportunities for business owners passed in the 900 billion-dollar COVID-relief bill is the Employee Retention Credit. Businesses can potentially double or triple the amount of funds previously received from the government.

This credit can be claimed alongside PPP and other payroll incentives. Most companies affected by COVID-19 due to mandatory shutdowns or a loss in year-to-year gross receipts can qualify for this credit.

Moving Forward

After 2020 no company should hesitate to get the help they need. The credits listed above are just two of many ways you can start anew in 2021. There are motivated advisors who are working day and night to help companies recover from this year-long pandemic. To maximize your benefit, it is crucial to find a team of advisors with tangible experience in the hygienic processing industry who can work with you to assess all business activities that may qualify for these credits.

With your continued success, we can employ more workers on American soil and safely operate to find new ways to efficiently distribute product no matter what is going on in the world.

FISA OFFERS MORE WEBINARS THROUGH AEA

FISA, in collaboration with associations who are members of the Association Education Alliance (AEA), will be offering a series of webinars in the future. Mark your calendars.

Wednesday, March 24, 2021

3:00 – 4:00 PM ET

Truck Freight and the US Economy

Presenters:

Brent Hutto, Chief Relationship Officer, Truckstop.com

Noel Perry, Principle, Transport Futures; Chief Economist, Truckstop.com

Delivered by Truckstop.com, this presentation will focus on how the trillion-dollar US Freight Transportation Marketplace impacts the Global Supply Chain, the US Economy and US consumer. The presentation will also include an outline the leading indicators of how the US Economy will grow out of the unprecedented “pandemic” year and what the new normal will most likely look like for participants in the greater supply chain.

Learning Objective:

Develop an understanding of how North American freight transportation data can inform your business about the current and future US Economy.

Registration Link:

https://us02web.zoom.us/webinar/register/WN_TdY7GkRfTDdeGH-jjtRTzQ

Wednesday, April 14, 2021

1:00 – 2:00 PM ET

10 Ways to Attract and Retain Employees to Increase Productivity and Profits

Presenter: Dave Neely

Dave Neely will share his perspective of the emotional roller coaster that is life today. He will provide practical insights into how to become more positive and resilient in stressful situations.

If negative emotions are not dealt with properly, the results can be Physical, Emotional, Cognitive and Behavioral problems.

Are any of these affecting you?

Dealing with Emotions is a skill that is easy

to master. Dave will share his experiences in dealing with life and his Emotional Intelligence (EI) Competencies for staying positive almost no matter what life hands you. He will leave you inspired and optimistic about your future.

Learning Objectives:

At the end of this webinar, you will be able to...

- Stay as positive as possible in difficult times
- Manage your emotions in order to create practical options in times of stress
- Improve your relationships with others

Registration Link: https://us02web.zoom.us/webinar/register/WN_Ju5alHdES-Ryi67ifqZpO-A

Dave Neely worked for IBM Canada as a Soft Skills Trainer and he has a degree in Psychology from Queens University. In 1986 he left IBM to pursue his dream of becoming a professional speaker. He is passionate about the topics of Emotional Intelligence and Stress Management.

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, 2021. 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

Centro, Inc.



Shane Maddox

Shane Maddox has been appointed COO of Centro, Inc. effective February 1. After joining Centro five years ago, Shane led the team that established their Birmingham branch. At that time, he assumed the role of branch manager. In 2019 when the company decided to upgrade their ERP system, Shane volunteered to lead that critical project. He led the successful implementation of the INFOR ERP system in 2019 and 2020. After 18 months in the role of Project Manager, he was promoted to Chief Operating Officer. In his new to the company role, he has responsibility for all nine Centro branches, inventory, shipping/receiving, customer service and pricing. In five short years, Shane has had significant impact on their company and is leading positive change in their operations that will benefit them in the future.

Tel-Tru Manufacturing Co.

Tel-Tru Manufacturing Co. is proud to provide leadership and expertise during the Measurement, Control & Automation Association (MCAA) Industry Forum Moving Forward,



Bill Harris

a virtual event. **Bill Harris** is part of a panel of industry experts who will share their expertise on the topic of "IIOT, Cybersecurity, and Technology: 2021 and beyond." Bill is the Director of Sales and Marketing at Tel-Tru, and is responsible for Marketing, Sales and Product Management activities, with a heavy emphasis on new product development and commercialization.



Colin Sheridan

Colin Sheridan is serving as the MCAA Industry Forum 2021 Committee Chairman and also currently holds a position on the MCAA Board of Directors as the Vice Chairman / Treasurer.

Colin is the President of Tel-Tru and its associate company, GS Plastic Optics.

The MCAA virtual event will be held April 20-21, 2021.



Alison Legatt

DCI, Inc.

DCI, Inc. is excited to welcome back **Alison (Ali) Legatt** as a Regional Sales Manager. Ali comes to them with 15 years of experience in the stainless steel tank industry developing and maximizing capital equipment sales. In her new role, Ali will provide support to the Food, Dairy, and Beverage team in the Midwest region. DCI, Inc., St. Cloud, MN, is a world leading manufacturer of stainless steel storage and processing vessels, agitators and integrated systems for the food, dairy, beverage, pharmaceutical, biotech, cosmetic, animal health, chemical, and wine industries.

Perrigo, Inc.

One hundred years ago in March of 1921, Perrigo, Inc. was incorporated as an Industrial Pipe, Valve, and Fitting supply house in New Haven Connecticut. As the world was emerging from WWI and Connecticut's industrial base was rapidly expanding, **Harry Perrigo** and his junior partner **Nelson "Hobie" Davidson** saw an opportunity to develop a business that would feed this growth of local power, steam, paper, and armaments manufacturing as well as the industrial expansion that was occurring all over the northeast. This was not without challenges; Perrigo survived the death of their founder that fall in the Rialto Theater Fire. Out of respect to his lost partner, Davidson kept the name Perrigo, Inc.

Industry in Connecticut evolved over time as companies like Upjohn, Bayer, U.S. Surgical, and Clairol began to manufacture Hygienic products. In the mid 1990's **Charlie Clark** became the third generation President of Perrigo, Inc. He saw this changing landscape as an opportunity to expand into the hygienic marketplace and eventually divested the industrial PVF business in 2000 and Perrigo became solely a premier Hygienic Supply Distributor focusing on the Pharmaceutical Biotech industry throughout the northeast.

Patiently developing distribution of existing product lines and acquiring crucial additional lines, Charlie with his partner V.P. **John Christensen**, built Perrigo, Inc. into a preeminent Hygienic Distributor. Constantly utilizing state

of the art technology and maintaining a large inventory, Perrigo, Inc. is now known nationally for expertise in a wide variety of design and build clean water production systems. They continue to be a dominant influence in stainless steel high purity water systems throughout the United States and look forward to continued growth.

Perrigo, Inc., a fourth generation family-owned business, takes this occasion as an opportunity to express deepest gratitude to the many previous and current employees, manufacturers, vendors, and customers who have contributed to the endeavor of these 100 years, and to a continuing bright future.

SPX FLOW

SPX FLOW is pleased to announce the addition of four Key Account Managers throughout the USA. The team is tasked with building more intimate relationships with key end-users to secure more business for SPX FLOW and our loyal distributors. The team will partner with SPX FLOW's District Sales Managers and Distributors as the company focuses on locking in specifications and solving complex process solution problems via our vast product portfolio and engineering expertise.



Jim Fraser

Jim Fraser joins SPX FLOW after working extensively with industrial and food market customers. During a 25-year stint at Hydro-Thermal, he became the only person

in company history to win the President's Award three times for his success. He'll work with District Sales Manager and Distributors in the central U.S.



Linda Zepeda

Lydia Zepeda comes to SPX FLOW from Truelok, where she worked with distributors and partners nationwide. Zepeda has worked in business verticals, such as semiconductor, pharmaceutical and aerospace, as well as multiple markets for food and beverage projects and solutions. She'll support the

District Sales Managers and channel partners in western states.

J.P. Phillips has been with SPX FLOW for almost six years, most recently as district



J.P. Phillips



Bryan Rumrill

sales manager for the Food & Beverage team. **Bryan Rumrill** has been in sales nearly 20 years, most recently as district sales manager at SPX FLOW covering the Ohio Valley Region. They will both work with our District Sales Managers and their distributors east of the Mississippi.

"We take pride in developing strong partnerships and mutually beneficial relationships with our Distributors and partners. Our Key Account Managers will help gain incremental business for all parties involved while solving our customer's

toughest problems" said **Rudy Calderon**, VP of Sales. "Our goal is to create an improved customer experience that allows for even more collaboration and growth."

Based in Charlotte, North Carolina, SPX FLOW, Inc. (NYSE: FLOW) innovates with customers to help feed and enhance the world by designing, delivering and servicing high value process solutions at the heart of growing and sustaining our diverse communities. SPX FLOW has operations in more than 30 countries and sales in more than 140 countries. To learn more about SPX FLOW, please visit www.spxflow.com.

IN MEMORIAM

FISA extends deepest sympathy to the family of **Gary F. Johnson**, Regional Sales Manager with Rubber Fab Garlock Hygienic Technologies, who passed away on February 12, 2021.

www.draeger-langendorf.com/obituaries/59524/

TIM DIENER AWARDED FISA SCHOLARSHIP



Congratulations to Tim Diener, the winner of the FISA scholarship to the University of Innovative Distribution (UID) in 2021. Due to COVID, UID will not be an in-person event but will be held virtually March 15-17, 2021.

Tim is an Inside Sales Representative at Rodem, Inc. and has worked with the company for six years. In his application explaining why he would like to attend UID, Tim said, "Attending FISA's UID will benefit me personally in many ways. Rodem is a family-owned business that I am a part of as the third generation (G3's for short). I grew up watching my father run the company and teach me small lessons in life and business

along the way. My grandfather started the company almost 50 years ago, and he taught his children similar lessons along the way. As I work at Rodem, I learn more and more about business and the sanitary industry every day. But to follow in my father and grandfather's footsteps, I have a long way to go – as the business has changed tremendously from when they started working there. Attending this program will help me gain some knowledge in the distribution industry that I have not learned in my years here at Rodem. It will give me an outside perspective of the industry that I normally would not see in my day-to-day activities at Rodem."

FISA is delighted that in addition to Tim, seven other FISA members who are all from FISA Distribution companies, are participating in this excellent continuing education program being offered virtually for the first time.

MEET AND CONNECT WITH FISA MEMBERS

We randomly draw names of members and ask them to share interests as a way to promote networking. In totally random selections, notice how many members have 43 or more years with their companies!

SURVEY QUESTIONS

1. What's your current title?
2. How many years have you been with this company?
3. Where were you born/raised?
4. Which do you prefer, mountains or beach?
5. What is your hobby?
6. What is your favorite food?
7. With the impact of COVID, what has changed for you personally?
8. What one word would you choose to describe yourself?

Chad Hawkins – Ampco Pumps Company

1. Business Development Manager
2. 2 Years
3. Charlotte, NC
4. Beach!
5. Many, but primarily golf, tennis, travel & reading
6. Pizza
7. Less time (travel) with distant family.
8. Easily engaged



Beth Kloos – Haynes Manufac- turing Co.

1. President
2. 43
3. Ohio
4. Beach
5. Boating
6. Well-Aged, Fermented and Bottled, Red or White Grapes
7. Wearing a Mask
8. Adventurous



Mike Gallagher – Centro, Inc.

1. President
2. 19+ years
3. Born Stuttgart Germany, raised in Berlin, NH
4. Beach
5. Golf
6. Pan seared Salmon
7. I have not been able to travel to any of our branch locations for over a year.
8. Persistent



Suzanne Hedlund –Northwest Fluid Solutions, Inc.

1. Secretary | Treasurer - but it really is whatever it takes.
2. 18 ½ - since the beginning.
3. Roslyn, Washington
4. Both equally – being born and raised in the mountains, I do love to vacation at the beach.
5. Retail therapy
6. Italian
7. The amount of free time in any given week. The last 12 months have been a blur!
8. Polled my family and this is what I received (much better than I thought!): Dedicated, Relentless, Intuitive, Sincere, Fastidious, Meticulous, Persistent, Adaptable & Fashionable



Charlie Clark – Perrigo, Inc.

1. President
2. 44 years - July 1, 1977
3. New Haven CT
4. Beach
5. Golf
6. None
7. Missing hugging family
8. Happy



Brad Losching – The Schlueter Company

1. President and Owner
2. Forty Three Years!
3. Janesville, WI, Schlueter Co. started here by my grandfather in 1919
4. Beach – Spend some time in winters in Naples, FL
5. Work, traveling, boating in Madison, WI, golfing
6. Cheese and Sausage being from WI
7. Have had to work on maintaining a positive attitude and outlook
8. Consistent



Bob Nielsen – MDE Corporation

1. President
2. Full time 36 years, include part time 43 years
3. Southfield MI
4. Mountains if there is snow, otherwise beach.
5. Bike Riding
6. Pizza
7. Fortunate to say not too much. International travel is not available, but we have been blessed to be in an industry that has not been greatly affected by COVID.
8. Reliable



WELCOME NEW MEMBERS

Begert Stainless, Inc.

Contact: Myranda Schwantes
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Marshfield, WI 54449
Phone: 715-384-1740
myrandas@begertstainless.com
www.begertstainless.com

Begert Stainless, Inc. (BSI) is family-owned company Stainless Tank/Vessel manufacturer located in central Wisconsin and established in 2002. Serving the Food, Dairy, Craft Brewing, Beverage, Industrial and Pharmaceutical industries, BSI is well experienced to handle your application. We are known for our high-quality workmanship and focused on providing tailored solutions for our customer's needs. BSI collaborates from Design, Engineering, Fabrication through Installation. In addition to manufacturing quality stainless tanks, we offer countless solutions for all your stainless fabrication needs. Our capabilities include: Single Wall Tanks & Vessels up to 30,000 gallons, Insulated/Jacketed Tanks & Vessels up to 20,000 gallons, Stainless Sanitary Process & Industrial Tanks, Mixing Tanks & Vessels, CIP/COP Tanks, Brew Tanks, Fermenters, Cider Tanks, Custom Stainless Ductwork, Stainless Platforms & Deck Systems, Stainless Sanitary Skidded Systems, and much more... We are proud to join FISA and look forward to meeting many of you at the next conference!

Rocket Rack, a unit of Robroy Industries

Contact: Martyn Smith
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Gilmer, TX 75644
Phone: 903-843-5591
msmith@robroy.com
www.rocket-rack.com
www.robroy.com

ROCKET RACK® is a pre-engineered, factory fabricated sanitary support system for process pipe, electrical conduit, and other mechanical installations. It is specially designed for use in FDA or USDA regulated facilities such as Food & Beverage and Pharmaceutical plants—any project where sanitary installation

is required. Support racks are engineered to withstand heavy loads and the patented slot design allows for lines to be added quickly and easily without cutting or welding. The slot also permits fine adjustments, assuring a perfectly straight pipe or conduit run. Sleek lines, radius corners and a buffed finish create an aesthetically pleasing installation while meeting the sanitary requirements of the most stringent applications. ROCKET RACK® is a unit of Robroy Industries, serving the electrical products industry for more than 100 years. A heavy focus in recent years on hygienic product lines has led to the introduction of Robroy Stainless™ electrical raceway system and ROCKET RACK®. With a rich history and four generations of leadership, Robroy is uniquely positioned to be guided by the vast experience of previous generations while driving innovation through a forward-thinking next generation.

Murrplastik Systems, Inc.

Contact: Richard Deutsch
1175 US Highway 50
Milford, OH 45150
Phone: 513-201-3069
www.murrplastik.com
rdeutsch@murrplastik.com

With its wide range of cable management solutions, Murrplastik Systems is the system provider for all your cable, control cabinet and robotic needs. Our North American headquarters in Ohio serves the US, Canada, Mexico, and South America. As pioneers in the field of high-tech products made of plastic, you will find our cable solutions in just about every branch of industry around the world today. Our new FDA compliant panel entry products are ideal for those machine builders working in the food, beverage, and medical industries. Murrplastik is proactively expanding its Sales Engineer Team and Distribution network to further support our valued customers. We look forward to working with the FISA members.

Mark Your Calendar

MARCH 15 – 17, 2021
UID Virtual Program

MARCH 18 • 3:30 – 4:00 ET
ITR Economic Webinar

MARCH 24 • 3:00 – 4:00 ET
Webinar Truck Freight and the
US Economy

APRIL 14 • 1:00 – 2:00 ET
Webinar 10 Ways to Attract and
Retain Employees

APRIL 20 • 3:30 – 4:00 ET
ITR Webinar

JULY 1
Renew FISA Membership

SEPTEMBER 16 – 19
FISA Annual Conference
Scottsdale, AZ

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.

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If you have questions, call FISA at 336-274-6311. We thank you for your thoughtful consideration and sponsorship support!