

## FISA MEMBERS SHARE PERSPECTIVES

In mid-August, FISA surveyed Distributor and Manufacturer members to get an updated reading on how the pandemic was affecting the membership. The same questions were sent separately to distributors and to manufacturers so that results could be tallied separately for each group.

Looking at the results, it appears that overall during the pandemic, distributors have been faring better than manufacturers when it comes to sales. Approximately one-third of the distributors report sales are down while two-thirds of the manufacturers say sales are down. Having capital projects delayed during the shut-down would explain the difference in the results.

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Distributors typically divide their businesses into several areas with distribution being one component, service a component, and capital projects a third component. With access to processing plants being curtailed for salespeople during the pandemic, plant personnel have needed replacement parts, supplies and service from their distributors.

In commenting on the increase in sales, one distributor said, "It's distribution that's up. We feel customers are looking for knowledge and value, not just the cheapest price." Another distributor commented, "The Pharma industry has been very strong for us." Another said, "We've had a positive 20% increase due to serving the COVID-19 infrastructure." The good news is that more than 70% of distributors and manufacturers agree that overall the impact of the pandemic will be low and

while it may affect their financials, they are confident they can weather the storm.

Working remotely has become the norm for many companies during the past six months and the percentages vary greatly as to how many personnel are working from home. Both distributors and manufacturers agree that working remotely has made administrative operations less efficient but on a positive note, they also agree there has not been an increase in errors and omissions.

Another area of agreement is that more than 83% of both distributors and manufacturers have not lost staff to retirement and attrition due to the "new marketplace". Fortunately, more than 75% of distribu-

tors and manufacturers have not had to furlough or lay off employees. Several members express gratitude for the industries FISA members serve saying, "Even in hard times, people still have to eat." "We are fortunate in that we are diversified with food, beverage, and pharmaceuticals. While you may not get rich, you won't starve when you are serving these industries."

In keeping employees engaged whether in the office or working remotely, FISA members agree communication is the key. While the adoption of technology has taken place quickly and virtual meetings are the norm, everyone misses the personal contact. Looking ahead to when travel will resume, both distributors and manufacturers have almost identical responses with more than 40% having restrictions in place until the end of 2020

## CHECKING THE PULSE

24 Distributors participated for a 50% rate of participation and 36 Manufacturers participated for a 55% of return.

	DISTRIBU- TORS	MANUFAC- TURERS
<b>Q. How is your business performing in 2020 compared to end of second quarter 2019?</b>		
Sales are up	37.50%	19.44%
Sales are down	33.33%	61.11%
Sales are same	29.17%	19.44%
<b>Q. Do you see working remotely becoming the "new normal"?</b>		
Yes	58.33%	30.50%
No	33.33%	50.00%
Don't Know	8.33%	19.44%
<b>Q. How do you feel that working remotely has affected administrative operations?</b>		
More Efficient	25.00%	13.89%
Less Efficient	58.33%	52.78%
Don't Know	16.67%	33.33%
<b>Q. Has working remotely created more errors and omissions?</b>		
Yes	20.83%	30.56%
No	50.00%	47.22%
Don't Know	29.17%	22.22%
<b>Q. Have you lost staff to retirement and attrition dues to the "changing marketplace"?</b>		
Yes	16.67%	13.89%
No	83.33%	86.11%
<b>Q. Have you had to furlough or lay-off employees because of the pandemic?</b>		
Yes	16.67%	25.00%
No	83.33%	75.00%
<b>Q. For what period of time do you have travel restrictions in place?</b>		
No Restrictions	29.17%	27.78%
Through end Q3	25.00%	19.44%
End of 2020	41.67%	47.22%
Mid 2021	4.17%	5.56%

*continued on page 7...*



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**

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## FROM THE PRESIDENT



Dear FISA Members,  
We are now more than six months into the COVID lockdown and instead of planning a great conference agenda in Florida, we have spent more time figuring out how Zoom, WebEx, Go To Meeting or some other web platform works for the next digital meeting! A lot has changed in the last six months and what remains to be seen is how our engagement with customers will change for the years ahead. Many I have spoken with throughout our industry and others all feel that the traditional sales process of times past will look very different as customers reengage with their supply base.

For me, the last six months of being at home has been a big adjustment. An avid traveler over the last decade, my kids are loving the additional attention of two parents at home. Lisa, on the other hand, has been forced to adapt as well. I'm sure many of you can relate without any further explanation. With remote learning for the end of the last school year, I have learned the new math teaching methods; thanks to YouTube! My kids are excited to return to playing soccer and going to school;

both looking a little different with masks required everywhere.

The Board of Directors has met regularly throughout the summer to connect and share themes from our respective businesses. The climate remains similar across much of the nation with some variances in spots where positive cases are higher. In addition, we have spent a lot of time discussing how to deliver the engagement and benefits that are staples of FISA in a virtual climate; all while minimizing the impact from a cancelled conference.

As the months of lockdowns have drawn on, many have shared the digital fatigue towards virtual webinars and conferences. In the months ahead, FISA will be looking at some specific ways to help connect members around the country. The FISA secret sauce is the community of friends and industry colleagues who come together to strengthen the partnership in distribution and manufacturing. No matter the business climate, FISA will continue to bring timely, relevant and engaging content to our members.

Stay Safe,

Jason Ryan



Liam, age 8, and Makenzie Ryan, age 10, enjoying a recent hike with the family.

## BOARD BRIEFS

The FISA Board of Directors held a virtual meeting via “Go To Meeting” on August 7.

### MEMBERSHIP UPDATE

Stella Jones reported that currently 106 members representing 47 Distributors, 57 Manufacturers and 2 Associates had renewed their memberships. Renewals are continuing to come in, and those companies who have not yet renewed will be contacted.

### FINANCIAL UPDATE

Due to the cancellation of the 2020 FISA Annual Conference, Stella Jones presented a revised budget for the remainder of 2020. A motion was made, seconded and approved of the revised budget showing a projected year-end loss of \$22,956.

### COMMUNICATION PLAN

Because of the pandemic, keeping members engaged in the Association and providing value is more important than ever. Stella reviewed the plan which included digital engagement through Constant Contact and the new e-news as well as postings on LinkedIn. FISA will periodically have statistical business surveys through Survey Monkey and report the results to the members. In addition, a virtual first-timers meeting is planned for new companies. Bryan Downer will investigate options for

creating a photo account where members can post photos to keep the membership in touch and companies can post photos of benevolent activities in their communities. Also, in the future the Board will consider having virtual presentations for members on educational topics of interest.

### STRATEGIC PARTNERSHIP

alliantgroup has been added as a strategic partner for the FISA fiscal year ending June 30, 2021. This partnership agreement means alliantgroup will be the only company providing R&D tax credits that FISA promotes; however, members are free to utilize the services of any company they choose.

### BOARD TENURE

The FISA Executive Committee and the Nominating Committee jointly discussed the unprecedented disruption caused by the pandemic. Because of the cancellation of the Conference with the FISA Annual Meeting and the ongoing contractual obligations to be resolved along with the short-fall in income, the Executive Committee and Nominating Committee recommended that we have a pause this year in electing officers and directors. A motion was made seconded, and passed unanimously that no elections would be held this year and regular Board rotation and elections would take place in September, 2021.

## FISA CREATING FACEBOOK GROUP

During our conference, we get to enjoy time to discuss our families and things that have happened over the prior year; we



Bryan Downer

enjoy golf, boating, fishing, zip-lining, or various other activities together, and we share great pictures of all the happenings on “The App”. As many of you are probably missing the interaction and fellowship, we’ve become accustomed to, the Board of Directors has been brainstorming ways we can stay connected. In the spirit of this time we spend together, we thought a place where we can share our own adventures with our families or coworkers might be a good way to stay connected.

Although many of our plans and interactions have been drastically altered over the past few months, we hope each of you has still been able to find time to enjoy a hobby, community service or time with your family. We investigated many options that can accommodate such social interaction and have landed on Facebook as the best all-around platform. This will be a private Facebook Group, where only members will be able to participate, post, or view the content. We will be sending an invitation to FISA members by email in the next few weeks. You (or whoever in your family handles these things) will need a Facebook account to join. If you do not have a Facebook account, it is simple to join and requires only an email address. Although this can never replace the fellowship of being together, we hope you will participate and find this a place where you can stay connected with your fellow members.



## APPLY FOR UID SCHOLARSHIPS

FISA is once again offering two scholarships to the University of Innovative Distribution (UID) being held March 13-17, 2021 in Indianapolis, IN. This is the premier continuing education program focused on wholesale distribution. Any FISA member who has been employed for two years or more is eligible to apply for the scholarship. Go to [www.fisanet.org](http://www.fisanet.org) and click on Member Benefits; then click Education in the drop down menu to download the application. The deadline for submitting the application is November 1, 2020.

# Leveraging the Rewards of the R&D Tax Credit During a Pandemic

By Tracy Lustyan

There is no denying that we are currently facing a harsh economic and health environment. COVID-19 has changed the way industries nationwide do business, whether that is through the rise of ecommerce or the changing social customs of doing business face to face. It has also, predictably, highlighted the importance of purity in the high purity industries and companies that Food Industry Suppliers Association (FISA) members serve.

Luckily, as FISA members, your experience with these industries – from food and beverage to pharmaceuticals – puts you in a unique, advantageous position. The innovative practices set in place in order to keep your processes and products on the cutting edge of these industries have set you up for success. This innovation also places FISA members in a position to leverage the Research & Development Tax Credit (R&D Tax Credit), the largest tax incentive available for U.S. businesses. The R&D Tax Credit provides valuable capital to businesses that consistently update and refine their products or processes.

Sound too good to be true? Not sure you're doing R&D? You would be surprised. As FISA members, it is very likely that your everyday activities make you qualified for the credit.

Here are a few questions to ask yourself when thinking about your qualification for the R&D Tax Credit:

1. Are you creating custom solutions for clients based on challenges they are facing?
2. Do you customize, fabricate, build or redesign equipment for clients that will be installed into the final system design?
3. Is your company responsible for the configuration, optimization and/or programming of equipment or systems with other equipment or systems prior to or during installation?

If your answer is yes to these or similar questions, you could already be qualified. In fact, aliantgroup has found over \$24 million in R&D Tax Credits for 22 FISA members.

## An American Revival Credit

The story of the R&D Tax Credit is one focused on economic recovery. Created as part of the Economic Recovery Tax Act of 1981, this wage-based credit was designed to help U.S. businesses recover from the recessions of the early 1980s. Its focus was, and continues to be, providing funds to companies embracing innovative practices such as improving products and processes.

Since its inception, the credit has been consis-



tently strengthened during tough economic times. These improvements have resulted in an incentive that is available to companies large and small across a wide variety of industries.

As a reward for companies working to improve their products or processes, this tool is a prime fit for FISA members. Members are designing, engineering, integrating and fabricating sophisticated and custom process control systems and equipment for highly-regulated and consumer-focused industries. This is just the kind of work that the credit was created to incentivize. A few specific examples illustrate the power the credit gives you to reinvest in your business. As you'll see, this key benefit allows you to not only tackle the tough economic times yourself, it will also allow you to better prepare your products and processes for the evolving needs of clients.

## R&D Success Stories

In one case, a company undertook several projects to design, develop and fabricate new and improved equipment for the food and beverage industries. Each piece of equipment was designed to maximize processes without compromising each product's performance and durability. Due to the unique nature of each project, owing to specific combinations of client requirements, the business was able to qualify for the incentive and received over \$690,000 in federal credits.

Another company that designs, manufactures and integrates custom containment and material handling systems for companies in the food processing and pharmaceuticals sectors, among others, was able to qualify for over \$520,000 in federal and state credits. Their use of 3D modeling software through CAD to design and manufacture custom systems and to display everything from the complete

systems down to individual components before fabrication helped qualify them for the R&D Credit. Similarly, the testing the company does to each control system to ensure successful integration allows them to provide the aforementioned industries with equipment that is efficient, accurate and minimizes waste.

Finally, a full service distributor of fluid handling equipment for various high purity industries such as food and beverage, qualified for close to \$40,000 in federal and state credits. Each pump that the company worked on was specifically designed according to their clients' needs. The company took charge of diagnosing the specific issues their clients' current processes were having and identifying the equipment design that would best serve as a solution. This customization made them perfect candidates for the credit.

## The Power of the R&D Credit

The current pandemic has shined an incredibly bright spotlight on the way that high purity industries, especially food and pharmaceuticals, operate. As frequent partners to companies in these industries, FISA members are constantly innovating the products and processes they offer in order to stay on top of clients' evolving needs.

From designing, engineering and integrating custom systems to manufacturing equipment for highly-regulated industries, FISA members are at the forefront of innovation meant to keep both their clients and general consumers safe.

As the single most valuable tax incentive available for U.S. businesses, the R&D Credit provides a substantial, key infusion of capital that can be re-invested back into your business in the form of job growth, infrastructure improvement and the freedom to continue investing time and resources into further innovation.



## About Tracy Lustyan

*Tracy Lustyan spoke at the 2019 FISA Conference. She is a Managing Director based in alliantgroup's Chicago office, focusing on clients in the Midwest, primarily Illinois, Missouri, Minnesota, and Iowa. Tracy offers a vast knowledge of government-sponsored programs, with concentrated expertise in the business application of the R&D Tax Credit, IC-DISC, energy credits, and tax controversy services. With over 20 years of experience in the staffing industry, Tracy is passionate about the importance of spreading the word about government-sponsored tax incentives and the role they play in keeping jobs in the U.S.*

*Since 2010, Tracy has partnered with more than 120 CPA firms to uncover significant tax savings for clients in the Midwest and Great Lakes region. With Tracy's guidance, more than 420 companies operating in diverse industries—software, contract manufacturing, systems integration, architecture, engineering, construction, and more claim government-sponsored benefits.*

*For more information, contact Tracy at [tracy.a.lustyan@alliantgroup.com](mailto:tracy.a.lustyan@alliantgroup.com) or call 713-552-5657.*

# MEET AND CONNECT WITH FISA MEMBERS

For those of you who've attended a FISA Annual Conference, you know it's a tradition that we draw numbers for seating at breakfast. The purpose of randomly drawing numbers is to promote networking and encourage meeting new people.

Even though the pandemic kept us from meeting in person this September, we wanted to encourage meeting FISA members by randomly drawing names and asking each person to respond to the same questions. We had one container with names of distributors and a separate container for drawing manufacturer names to make sure we had equal representation. Take a minute and enjoy the responses and next time when we gather in person, seek out someone who shares your hobby.

## 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. Where is your favorite place to be?
7. With the impact of COVID, what has changed for you personally?
8. What one word would you choose to describe yourself?

### Meet Steve Joy – Holland Applied Technologies

1. President
2. Three years
3. Buffalo, NY
4. Beach
5. Hiking
6. Sailing
7. More appreciative of going out socially
8. Curious



### Meet Mark Cook – CSI

1. CEO
2. 36 years
3. Born in Jefferson City, Missouri. Lived in Kansas City, California, & Missouri. Graduated High School in Jefferson City, MO
4. Beach
5. Flying, working
6. CSI office when people are there
7. Travel and eating out with friends
8. Intentional



### Meet Mike Hintz – Dixon Sanitary

1. Vice President/ Division Manager
2. Two years
3. Born in Wisconsin. Grew up in several different cities in Wisconsin as my father was transferred every 2-3 years as a manager working for UPS.
4. I like both but would give the nod to the mountains.
5. Playing golf and home improvement projects
6. In my backyard, hanging out with my family.
7. Very limited travel. For many years, I have travelled to customers or other Divisions, both domestically and internationally.
8. Curious



### Meet Jeannie Deml – Enerquip LLC

1. President & CEO
2. 25 years
3. Medford, WI
4. Beaches!
5. Fishing
6. Ambergris Caye, Belize, with my family
7. Now more than ever, I am trying to "dance in the rain" not only for my well being but for everyone around me.
8. WIP (work in progress)



### Meet Aaron Zell – Sani-Matic, Inc.

1. President and CEO
2. Five years
3. Winchester, Indiana. For my parents farming was their life. For me I was given the gift of being raised on a farm gaining the rich experience of a family business handling grain, livestock, farm equipment, safety, economics around the dinner table, stewardship of the land, strong work ethic, and a work/life balance.
4. Well both. Being raised in the Midwest it was a long drive to either. My wife and I have always enjoyed warm beach vacations. We were fortunate that job changes allowed us to live in Southern California and Oregon for 8 years. We enjoyed the outdoor beauty, exploring new places, and meeting new people. After moving back to the Midwest, we looked at each other and said, it really is flat here!
5. Trail walking with my Springer Spaniel, Woodworking projects, Motorsports
6. Spending time with my wife on a beach or by a pool.
7. Travel has been a part of my job for 20 years or more. Suddenly it stopped, and not coming back like it was anytime soon. Habits change, which is just that, change. I have found many silver linings at work and home. Working to make the best of them and now approaching things by saying let's get good at this and move on. Life is too short not to be happy in what you do.
8. Caring



## Meet Neal Sanders – Nether, Inc.

1. President
2. Founder in 1996
3. Western Washington State
4. Unquestionably the mountains
5. Running my sawmill and wood working
6. In the mountains with my wife
7. Disliking wearing a mask all the time but understandably necessary to do my part.
8. Energetic



## Meet Betsy Newman – Newman Sanitary Gasket Co.

1. VP of Newman Sanitary Gasket Co.
2. Fourteen years as a full time employee. I grew up working in the business so I had many years' experience working summers and holidays in multiple positions throughout our facility, prior to full time.
3. Lebanon, Ohio/Greater Cincinnati Area. Please give me a call if you are planning on being in the area. I can direct you to some fun, hidden gems.
4. Beach! It could be a lake, ocean or a photo background. I am all in for the sand and sun.
5. I enjoy traveling, cooking, crafting, reading, volunteering and entertaining.
6. I love spending time with my friends and family so my favorite place is wherever I am with them.
7. Life has slowed down a lot. This is the longest I have gone without getting on a plane. My volunteer activities look very different and or have completely stopped. Like many, I have been doing my best to social distance. So, I am not entertaining or seeing my friends as often. I am exploring new recipes and cooking techniques. I am also spending more time outside and own a bike for the first time in 20 years. I've been enjoying slower pace but I look forward to getting back to my more normal activities.
8. Genuine



## Checking the Pulse, continued from page 1

	DISTRIBU- TORS	MANUFAC- TURERS
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### Q. Do you believe the COVID-19 situation has permanently changed the way your sales people connect with end-users?

Yes	62.50%	50.00%
No	12.50%	36.11%
Don't Know	25.00%	13.89%

### Q. Have you earned purchase orders from new customers during the pandemic?

Yes	87.50%	80.50%
No	0.00%	11.11%
Don't Know	12.50%	8.33%

### Q. At this point in time, what level of impact do you expect the pandemic to have on your business?

High	0.00%	0.00%
Medium	16.67%	22.22%
Low	70.83%	75.00%
Don't Know	12.50%	2.78%

### Q. What is something unique you have done to keep employees engaged?

#### DISTRIBUTORS:

- On their anniversary, we have been sending out stories of how a person became employed, their advancements, etc. Also, virtual happy hours. Keeping people connected even though we are not all in the offices with each other.
- Zoom Happy Hours
- Keep them employed
- Use of company intranet
- We have created a monthly internal and external newsletter and completely rebuilt our conference room as a zoom center with state-of-the-art equipment to sell and train remotely.
- Paired them up in teams with a "buddy"
- Had teams meetings and open up each one with "What's going well in your life?"
- We are a small company so really have not had that problem
- Involve more staff in meetings to keep them in the loop
- None
- More conversation
- No our team is together
- Shortened our office hours and four-day work weeks
- Has not been an issue but we have free beer from a different local brewery for all the staff to take home every Friday afternoon
- Multiple weekly updates on our sales and profit situation as well as significant order activity
- Working with individual circumstances

#### MANUFACTURERS:

- Use social media to congratulate teams and individuals

- More frequent meetings and I call every one of my sales people every day to make sure we stay in touch
- Nothing unique
- Keeping up with everyone making sure their mental state is in a good place
- Not unique but communication, weekly video, virtual meetings, small group virtuals, really be transparent
- Tell them to shut the hell up, quit whining and get to work
- We've added a weekly video update from our CEO and an open forum weekly manager's meeting
- Just trying to engage as much as possible virtually and/or practicing social distancing
- Noticed virtual work fatigue and created a day off for all employees to get away from work and re-connect with families. Offered a family pizza night (or adequate meal) where employees and their families can expense a meal on the company for their hard work and efforts.
- Nothing specific
- Weekly Web meetings with remote staff and regularly schedules business updates (financial and COVID-19 updates) for office staff
- Virtual Happy Hour on Fridays
- Continuous video conference even for a single matter, instead of a phone call (internally)
- Teams meetings
- Many phone calls and check ins
- We have a meeting twice a week for the entire company
- Weekly phone calls with teams
- Virtual happy hours, celebrate wins large and small, spending more time on how people are coping with the virtual world.
- When sales are up, employees see a big backlog they know there is very little risk of being laid off
- Schedule regular virtual meetings and delegating some new COVID-related reporting
- More Zoom meetings, but this is probably not too unique
- We are rotating staff in and out of the office to keep them fresh
- We are trying to support local restaurants by bringing in boxed lunches once a month. We are also working to provide a safe work environment by adding COVID related safety measures. We have brought all employees back in house to better facilitate team synergies
- Nothing unique. Keep them up on policy (our governor is hard to keep up with) and let them know their jobs are not in jeopardy.
- Had virtual parties and events during their time home

# 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 December 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@fisamet.org*

## Aquionics



Dan Shaver

Aquionics and the UV Group announced that its Board of Directors has appointed **Dan Shaver** to Regional Director for the Americas. The Americas region consists of North & Latin America, Australia, and New Zealand. Mr. Shaver will be responsible for all aspects of the Americas performance, leading the sales, operations and service teams located throughout these countries. Mr. Shaver remarked, "I am very excited to be promoted to the position of Regional Director for the Americas. I have been fortunate to contribute to our UV Group's strategy over the past five years through a variety of roles. I look forward to leading our team and continuing the momentum that we have been building here in the Americas. Not only have we built a fantastic team internally at Aquionics, but we have also established a sales channel that is full of professional organizations across a variety of markets,



Ken Kershner

all dedicated to serving our customers." **Ken Kershner** has been named Commercial Director for the UV Group. Mr. Kershner will assume responsibility for all commercial activity across the UV Group.

**Helen Zhang**, Regional Director for APAC, **Dan Shaver**, Regional Director for Americas and the EMEA (open position) Regional Director will report to Mr. Kershner. Speaking on behalf of the UV Group, Mr. Kershner said, "I am honored and excited to lead the commercial activity for the UV Group. Having Dan step into the Americas Director position, was critical for the changes to occur. Dan's leadership will ensure the successful execution of our strategy and take advantage of market opportunities ahead. Dan is a strong communicator who is customer focused with deep leadership capability."

## Fristam Pumps USA



Tim Nelson

Fristam Pumps USA is pleased to announce **Tim Nelson** has joined the company as Midwest Regional Sales Manager. In his new position, Tim will be responsible for managing sales and related activities in the up-

per Midwest for Fristam. Tim comes to Fristam with 20+ years of pump sales and business development experience in the food, beverage, pharmaceutical, and dairy process industries and holds a Bachelor of Business Administration in Marketing from UW-Whitewater. 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.

## AGC Heat Transfer



AGC Heat Transfer, North America's largest manufacturer of sanitary plate heat exchangers, is excited to announce the final construction stage of their new 63,000+ square foot single occupancy facility in Fairview, Oregon. This is more than double the size of our previous building in Portland and will provide the space needed to support our customers growth. AGC has also purchased and installed a brand-new hydraulic press with 6,500 tons of pressing capability. This press allows AGC to increase overall production with plates being produced on both US coasts and provides the ability for new product development into larger plate sizes. They will be hosting a grand opening celebration as soon as social distancing guidelines deem it safe to do so. If you would like to be included in the grand opening guest list, please contact Marketing Coordinator, Erica Perez (ericap@agcheattransfer.com).

## M.G. Newell Corporation



Chris Glaser

M.G. Newell is pleased to announce that **Chris Glaser** has joined the company as an Outside Sales Representative for the Central and Northern Indiana territory. In this position, Chris will report to David Brink, Vice-President and General Manager of the Louisville Division. Chris brings over nine years of experience to M.G. Newell. He joins the company from Total Quality Logistics in

Indianapolis, IN where he worked as an Outside Sales Representative selling freight brokerage solutions. Chris is a graduate of Indiana University with a B.S. in Business Management and Economics.

## 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. The training area will feature a brand new state-of-the-art Process Training Unit.

## Rodem Inc.



Darrin Valdez

Industry veteran, **Darrin Valdez** joined the Rodem team in 2020 as Sales Manager to their Southern team of Sales and Engineering Specialists. Originally from Flint, Michigan, Dar-

rinn studied at DePaul University before launching his career in sales. His sanitary experience began in 2005 in the biopharma, food and beverage industries. Since then he has gained expertise in fluid power and the industrial segment before returning to sanitary processing. Darrin's favorite parts of the industry are training, teaching and helping food and bio scientists. His motto of "Always be Helping" carries through internally where he puts his 25+ years of sales management and sales rep experience to work with the team through strategic planning, coaching and sales process expertise. Darrin believes in excellent customer service both inside and out and focuses on exceptional listening and coaching skills to help his team succeed. Darrin now resides in Nashville Tennessee with his family, wife Dana and adult sons Cody and Jeremy. Golf, cars, camping, photography and hiking occupy his free time. He spent 20+ years racing motocross and mountain bikes

and has built a 325i BMW Race Car with his son. Darrin's fondness of mentoring and continuous learning makes him the perfect fit for sales leadership within Rodem. We're happy to have him on the team!

## Anderson-Negele



Rob Versaw

Anderson-Negele is excited to announce that **Rob Versaw** is being appointed the Head of Global Product Management & Marketing at Anderson-Negele, effective June 1, 2020. Rob will report to General Manager **Cathy Clausen** and will support product development and demand generations activities globally across both businesses. Before joining the Anderson-Negele family, Rob's prior Fortive roles were leading Global eCommerce at Fluke and helping a variety of operating companies optimize their marketing performance as part of an internal consulting team. Prior to joining Fortive, Rob led Overstock.com's retail mobile app and Vivint's SmartHome apps. When not at work, Rob enjoys writing for Forbes magazine, following Kansas Jayhawk basketball and finding new trails to hike. Rob holds degrees from Duke (MBA), George Washington (MS/Computer Science) and Brigham Young (BS/Statistics). Please join us in welcoming Rob to the hygienic instrumentation industry.

## Q Pumps



Q-Pumps recently opened their newest facility in Houston, TX. Since 1997, Q Pumps has been supplying to the Sanitary Industry. One of the goals for the new facility is to have the final assembly there for the equipment they manufacture and to provide better service in the US and Canada markets. They are continuing to build their distributor network. For more information, contact **Arturo Gomez** at [agomez@qpumps.com](mailto:agomez@qpumps.com).

## Flow Control Holdings, LLC

Flow Control Holdings, LLC, a premier provider of highly engineered flow components for market critical applications in the food, beverage and pharmaceutical industries, has announced the acquisition of Top Line Process Equipment, a division of Allegheny Bradford Corporation. "We are excited about the acquisition of Top Line Process Equipment," said **Phil Pejovich**, CEO of Flow Control Holdings, LLC. "This acquisition expands our presence and product offering in the food, beverage and pharmaceutical markets. We are particularly excited about the Top-Flo® brand of products, and its strong reputation in the pharmaceutical industry." The Top Line operations will be integrated with Flow Control Holdings' Steel & O'Brien division in Arcade, NY. Already maintaining the industry's largest inventory with over \$25M of sanitary fittings and valves, Steel & O'Brien will make a significant investment in additional inventory of the Top-Flo® line of products. "Our goal is to provide industry leading service levels for our highly engineered Top-Flo diaphragm valves, actuated valves and pumps, like we do for our fittings," added Pejovich. Steel & O'Brien differentiates itself with the pledge of Simplifying Sanitary Through Superior Service.™ "In the spirit of delivering simplicity and service, we are moving quickly to serve all customers without missing a beat," said **Pete Beyette**, General Manager of Steel & O'Brien. "As we look ahead, the only changes our customers should see are those that will make doing business easier." Additionally, customers that are new to Steel & O'Brien will now have access to the company's ISO-certified, 200,000 sq. ft. manufacturing facility with the capability and capacity to make custom products with factory fit, function, and finish. For any questions, please contact **Todd Starr**, Chief Growth Officer, at Flow Control Holdings ([todd@flowcontrolholdings.com](mailto:todd@flowcontrolholdings.com), 269-208-8318). Flow Control Holdings ([www.flowcontrolholdings.com](http://www.flowcontrolholdings.com)) is a private-equity backed portfolio

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company investing in companies in the food, beverage, dairy, and pharmaceutical segments of the flow control industry.

### Nether Industries



Max Lane



Matt Millikin

Nether Industries is pleased to announce adding four new employees in the last several months since the pandemic started. Three of the new employees are working as welders/fabricators. **Max Lane** has joined the company in welding/fabrication as has **Matt Millikin** and **Jorge Salazar**. **Jeremy McCarthy** is in inside sales.



Jorge Salazar



Jeremy McCarthy

President, **Neal Sanders** says, “We all feel very blessed to be in the food processing industry as it is an industry that cannot go away. We have grown more in the last eight months than we have for the last 10 years.”

## Mark Your Calendar

**NOVEMBER 1, 2020**

UID Scholarship Applications Due

**DECEMBER 1, 2020**

UID Winners Announced

**MARCH 13-17, 2021**

UID – Indianapolis, IN

**NOTE:** Remember to update your company information. Go to [www.fisanet.org](http://www.fisanet.org) and look under the Membership Listing.

Email changes to [stella@fisanet.org](mailto:stella@fisanet.org)

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



## MARK YOUR CALENDAR NOW FOR 2021!

**FISA Annual Conference • September 16-19, 2021**

Hyatt Regency • Scottsdale Resort & Spa at Gainey Ranch, Scottsdale, AZ

1207 Sunset Drive  
Greensboro, NC 27408

**Distributor News**

