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DID YOU KNOW



WE ARE A FAST COMPANY

Check out the story on page 3 on how we are one of the *Triad Business Journal's* Fast 50 2019 Companies.



ROBERT HUDSON RETIRING AFTER 40 FABULOUS YEARS

Robert Hudson, Vice President over Georgia and Florida, will retire on December 31, 2019, after more than 40 years with Tencarva and Florida-based Hudson Pump & Equipment, the assets of which were acquired by Tencarva on October 17, 2001.

It all started back in 1979 when Robert's dad asked him to open Hudson Pump & Equipment after being in the restaurant business in Georgia. Robert reflects, "I sold the restaurant and moved to Florida, staying at the Days Inn on the northside of Lakeland from August to November with my dad and my dog. We got into the business with \$125,000 worth of inventory. I unloaded every pump by hand with the little red hand truck that we still have here."

Robert's career in the pump and equipment world is filled with great stories and great friendships. One friend, Harold Muse, retired VP of Tencarva, had this to say about Robert, "Robert is a fun-loving and hard-working businessman. When involved in serious business discussions on strategy, concerning where to invest money, hiring new people, new marketing programs, etc., Robert often simply asks, 'Will it help us sell anymore pumps?' His knack for getting down to what is important often simplifies complicated discussions. I had known Robert and his father, George, for a number of years before Hudson Pump became part of Tencarva. Robert's concern for his employees and his passion for taking care of the customer made Tencarva interested in acquiring Hudson Pump and has made the Tencarva/Hudson marriage a good one."



George and Robert Hudson in 1979 with one of their first Goulds Pumps.



Robert and his dad have been a team through the years.

Robert's sayings such as "If you think there is something more important than the customer, think again" and "If we don't take care of the customer someone else will" cut to the crux of good business practices. He believes it doesn't matter how much business education you have or how smart you are, if you do not have a full appreciation of these two things your success will be limited. Robert preaches these mantras every day. Robert is always looking for new business opportunities and thinking about better ways to do things.

Robert has many quotable and quite useful sayings. Some sayings recalled by Chris VanDyke, Regional Manager in Jacksonville, Florida include, "A big part of our job is to be the buffer between the customer and the manufacturer", "Anything I can do for

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you?"; and "Always go above and beyond and do the right thing!" Robert always has a way with words and a way with people. Chris Pirolo, Branch Manager of Power Industries in Florida recalls, "I remember when I was in my first year at Hudson Pump as an application engineer working late on some quotes for Billy Glover. Robert walked into my office, and he invited me to have a drink. I said, 'No thanks, I'm trying to finish this quote up for Billy,' and he said, and I quote, "Come out with us or your fired! Finish it up in the morning." I thought OK, I'll be happy to! That night was one of the most fun times I spent with Robert. After that, I really felt like part of a team." Walter Hieber, Marketing Manager recalls, "I was working as an Application Engineer for Robert when Tencarva approached me with the offer to move up to Greensboro to fill the marketing position. Robert called me in his office. While we were discussing the move, he told me, "Walter, we're definitely going to miss you. You will always have a place here, but I would never keep you or anyone from furthering their career or doing what is best for themselves."

There are hundreds of examples of Robert expressing his care for others. Harry Taylor shared a similar sentiment, "Robert cares about people's feelings. I saw business as a lot more 'cut and dry', but Robert is more of a 'feelings kind of guy.' He cares about how people feel. He always knows how to have fun and make people feel good." A funny story expressed by Mike Bitting, "I got married less than six months after I came over to Hudson Pump. Robert came to the wedding. When I walked out with the groomsmen, I looked into the crowd and Robert was holding up his Viper key offering a last-minute way out. I'll never forget that."

Everyone who knows Robert will certainly miss working with him, however we all know that he will be enjoying his retirement to the fullest. Robert's career is being honored with a Retirement Dinner on December 10th, 2019, at the Lakeland Yacht Club. During retirement, Robert plans to spend some time enjoying restoring several collectible cars; a 1963 Amphicar and a 1972 Triumph TR6, cheering on the Georgia Bull Dawgs and spending quality time with his dad and his son in the cool mountains of North Carolina.

"ALWAYS GO ABOVE AND BEYOND AND DO THE RIGHT THING!" - Robert Hudson

25

YEARS OF SERVICE: David Grissom

David Grissom started at Saladin Pump & Equipment on October 17, 1994. For David, it feels like just yesterday, even though it was actually a quarter of a century ago. Maybe its because it's been smooth sailing ever since he came straight from Durametallic to an outside sales position at Saladin.

"The biggest satisfaction I have is helping my customers," David said. Interacting with customers and bringing solutions to their problems and making their lives easier is his specialty. He credits John Saladin, Sr. and Tim Weber for helping him be at his best by taking the time with him, showing how they cared and really being invested in their employees.

And now that Saladin is part of Tencarva, he can offer his clients more product lines. From small companies to large ones, there are more resources available for each client, so he is now able to offer more.

He can also serve his clients faster than he could 25 years ago. Back in the '90s, pagers were the primary way to get immediate notifications, and David had one. He kept a roll of quarters in his car to make calls to clients after he received the page. He graduated to a big brick phone in the late nineties. How times have changed - now everything is more instant. David notes, "Customers expect better service all the time, and if you can react to that you get the advantage."

Born and raised in Beaumont, Texas, he put down roots for his own family there too. Married to Polly for over eight years and a grandfather of three young ones, David makes spending time with his family a priority. One of their favorite pastimes is taking their 37-foot boat, named Licensed to Chill, out into the Gulf and down to the Galveston area. Some day when he actually has more time to "chill," he hopes to take it across the Gulf to Florida or the Caribbean.

Congratulations on 25 years! We are looking forward to the many more memories you will make at Tencarva and out on the water.

Left to right: Larry Gallimore, Paul Gustafson, David Grissom, John Saladin, Tim Weber.



David and his wife, Polly, on their boat, Licensed to Chill.

RETIRED PRESIDENT HAS A BIG HEART



HEARTWORKS



Former Tencarva President Rod Lee and his wife, Dr. Sue Lee, are giving children of Pamlico County brighter futures. Their non-profit HeartWorks has almost completed new classroom buildings for the afterschool and learning programs.

Started in 2002, HeartWorks addresses the underserved mental and physical health needs of youth and their families in Pamlico County and surrounding areas. Its programming includes academic lessons, life skills development, the promotion of positive physical and mental health, and family advocacy.

When they moved back to the area in 2000 after living in the Chesapeake area of Virginia, Sue opened a pediatric practice. That is when they saw the needs of the children were far exceeding what they were being given. Together, Rod and Sue started HeartWorks. Today, HeartWorks offer different programs to the children, students, and adults of Pamlico County.

Rendering of new classroom buildings



- **StillWaters counseling program** provides individual and group help. Since it is available at school, it eliminates the transportation barrier many adults face.
- **Safe Start Academy** is a licensed five-star daycare for preschool age children, one to five years old. Children of all developmental levels are welcome. The program focuses on encouraging each individual child to attain their highest possible levels of achievement.
- Their largest programs are the **21st Century Community Learning Center AfterSchool Program** and the **Summer Learning Program**, which serve over 200 children annually.

Currently, HeartWorks is located at the former Hardy Chevrolet dealership on Highway 55 in Bayboro, North Carolina. They have used the building to its full potential. Four classrooms or "pods" are sectioned off by dividers in the service bay of the former Bayboro Chevrolet building, where about 120 children learn. The kindergarten and 1st graders are taught in the old parts room.

However, the new classroom buildings for the after school and summer learning programs are nearing completion. They will then have six classrooms, each with a dedicated bathroom and a breakout area that can be used for working with smaller groups. In addition, there will be a 'sensory' room for special needs kids when they become overwhelmed and need a calm place to recover. There is also space for counseling, group therapy, music and art as well as covered outside areas and additional space in the daycare.



Classroom buildings under construction

TENCARVA MAKES 2019 TRIAD BUSINESS JOURNAL FAST 50



Tencarva is one of the *Triad Business Journal's* Fast 50, coming in at number 35. At an awards ceremony on September 26th at the Hayworth Fine Arts Center at High Point University, Tencarva and 49 other companies were celebrated for their growth. Tencarva has been on the list 13 out of the last 14 years.

To be eligible, companies must be private, for-profit companies with U.S. headquarters based in the Triad. They must also have completed three full fiscal years with at least \$2 million in revenue in 2018. Smith Leonard verifies and ranks the nominated companies using a formula that considers both dollar and percentage growth.



Attending the event were: Tom Hegarty, Ed Pearce, Ron Bowen, Eddie Rhyne, Nathan Edens, Michael Bell, David Kirkman, Rob Pohlmann, Susan Ingram, Jennifer Nordbladh, Melissa Darr, Jeff Stack, and Walter Hieber



Project Horizon's IFS ERP Implementation is scheduled to GoLive November 18, 2019 with Uniguard as the first installation. Uniguard was chosen to go first for its divisional size and structure, helping us assure our processes and the IFS system are prepared for further implementations throughout the company.

A November GoLive date will allow us to close a short November month's financials and then close December month's end and a year-end as well.

The version of IFS (ifsworld.com) we are implementing is IFS APPS 10 which is a web-based environment. This version will allow our employees to use IFS from anywhere an internet connection is available on multiple platforms from a laptop, tablet, and iPhone. One of the many features of IFS is access to data. Lobbies and Views such as Customer 360 will reveal information to the user that was only attainable through multiple reports generated out of S2K.

As with any large system conversion, there will be many new elements in IFS not currently in S2K, and terminology we currently

use will be further refined and updated. Some notable examples include manufacturing M.O's will be referred to as Shop Orders, repairs will be called Work Orders, and sales orders will be called Customer Orders. Some other notable changes include current customer numbers, vendor numbers, sales engineer numbers, location and warehouse numbers will all be different in IFS. Some good news to relieve some of the learning curve is that there will be identifier references that will let you search and discover previous numbers that were in S2K for customers, suppliers and related records. Another feature that we look forward to utilizing is the embedded help/tutorial system, which is integrated into the system. It will have video tutorials, tips and helpful hints to help facilitate the use of the IFS system.

We have all heard the horror stories from our customers and suppliers of their ERP conversions. The entire implementation and migration will take place in a structured, phased approach with the specific goal of reducing customer service degradation.

We look forward to sharing the next phase's plans of our IFS implementation with you.

2019 WANNAMAHER AWARD WINNER – MIKE KERR

In September of 2018 when Hurricane Florence pounded the Wilmington coastline, many buildings including our Tencarva office sustained significant damage. The Wilmington office was without power for a week and had major roof damage allowing days of a torrential downpour to flood the facilities interior, destroying furniture, files, carpet and drywall making the office uninhabitable for a week while the restoration company dismantled everything down to the studs in most of the building. Through the mayhem and mess, one person trudged through it all to keep things going smoothly. For his efforts in tirelessly resuming business as usual against the unfavorable odds, the winner of the 2019 Wannamaker Award is Mike Kerr, Sales Support Specialist in the Wilmington, NC branch.

Mike returned to find the chaos Monday, September 24th and moved to a temporary small, dimly lit office without AC. But that space became more permanent, as the repairs to the roof, walls, windows and floors would prove to be significantly more extensive than anticipated.

As Adam Sauter, branch manager of Wilmington, explains, "To complicate matters, the Sales Engineers (Jeremy, Bill and I) were often working from home or traveling, as the offices were uninhabitable due to damage and ongoing repairs. This made communication even more difficult, but Mike did not miss a beat, and our customers knew no different. He rarely complained – only when he wanted to playfully throw us a jab that he was hot and looked forward to being upfront again where he could actually see some sunlight. Totally understandable as he was tucked away in isolation cranking out quotes and orders for months. He continued to do this until June 14th, 2019, when we finally got to move back in to our repaired office."

We graciously congratulate Mike for a job well done and recognize that he is truly deserving of appreciation both for his efforts to

keep things together during turbulent times and for his excellence in taking care of customers and his team. The satisfaction our customers experienced post-storm could not have been reached without Mike's efforts. You have performed well in the spirit of the Wannamaker Award.

The Wannamaker Award is presented annually to the Tencarva employee who has contributed the most to promoting customer satisfaction and appreciation.

Ed Pearce, Tencarva President, traveled to Wilmington on October 3rd to present the Wannamaker Award to Mike. He had this to say about this year's winner. "Mike is very deserving of the Wannamaker Award. There were many great nominees this year, but Mike clearly stood out as the Wilmington office did not miss a beat during very trying times. Tencarva is truly blessed to have Mike Kerr on our team."



Left to Right: Ed Pearce, Adam Sauter, Mike Kerr, Jeremy Reese, Bill Lynch, David Daniel, and Ron Bowen.

LIVE FIRE TRAINING

All shops - Alcoa, Beaumont, Greensboro and Macon - will be participating in hands-on fire extinguisher training before Thanksgiving.

BEAUMONT TRAINING

September 17th



MACON TRAINING

September 23rd



MEMPHIS TRAINING

October 3rd



NSC2019 CONFERENCE

Uniguard Machinery Guards was an exhibitor at this year's National Safety Congress & Expo in San Diego, California, on September 6-12, 2019.

The safety equipment conference was attended by an estimated 15,000+ safety, health and environmental professionals from the U.S., Canada, and more than 71 other countries. The Uniguard booth was attended by Walter Hieber, Tencarva Marketing Manager, and Kenny Geoghagan, Uniguard National Sales Manager.

This was Uniguard Machinery Guards first participation in such a large conference, and despite its smaller 20' booth alongside other monstrous exhibition booths, Uniguard still drew a respectable crowd. About 156 people visited the booth to learn more or purchase guards.

Kenny and Walter believe the conference was successful in reaching many new possible customers. Kenny said, "We have already begun to receive calls for product quotes based upon the

follow-up messages." A large mine in Vermont has even inquired about purchasing belt guards as a direct result of visiting the booth at NSC.



Walter and Kenny at the NSC show.



JACK SMITH OBITUARY

Jack Totten Smith, one of Tencarva's founders, passed away at the age of 91 on Saturday, August 24, 2019.



Jack grew up in Abingdon, Virginia and graduated from Emory and Henry College in 1951. He got married and enlisted in the Air Force, where he spent time in Japan during the Korean War. His career in business engineering took him to Virginia, where he worked for NASA at Langley in Newport News. He then worked in sales engineering with Sealtest and later with Tidewater Supply Company. He founded Tencarva with 18 coworkers in 1978 and was Vice President until he retired. Afterward, he enjoyed spending time with his wife and family - especially while boating, one of his greatest passions in life, cruising up and down the Chesapeake Bay. He also joined the Angel Flight medical transport team to help with the transport of people with medical needs far from home.

He is preceded in death by his wife and love of his life, Jeanne M. Craig. Jack is survived by his son, Craig T. Smith and wife Pam, daughter Lori A. Elkins, daughter Kimberly S. Bertini and husband Joe, and grandchildren Carly Gray and husband Patrick, Dana Dailey and husband Mike, Nicolas Bertini and Mikayla Bertini. Over the years, Jack has touched so many lives with his sense of humor, knowledge, friendship and love of life. He will truly be missed.

WELCOME OUR NEW HIRES

AUGUST 2019

Bryan Hicks, *Shipping & Receiving Clerk, ESSCO*

Richard Rickard, *Machinist, Memphis*

Larry Barrett, *Mechanic I, Greensboro*

SEPTEMBER 2019

Jeremy Greer, *Service Technician, Nashville*

Matthew Byrne, *Mechanic I, Lakeland*

OCTOBER 2019

Jim Murphy, *Sales Engineer, Lakeland*

Grady Saunders, *Sales Engineer, Greensboro*

PROMOTIONS

Chad Plott, *Regional Manager, Charleston*

Jeremy Reese, *Vice President, Lakeland*

Adam Sauter, *Branch Manager, Wilmington*

RETIREMENTS

Robert Hudson, *Vice President, Lakeland*

Willie Lilly, *Application Engineer, Richmond*

Tim Elliott, *Inventory Manager, Lakeland*

EMPLOYEE ANNIVERSARIES

40 YEARS:

Robert Hudson, *Vice President, Lakeland*

35 YEARS:

Jerry Reinstatler, *Sales Engineer, Lakeland*

30 YEARS:

Henry Ritchie, *Vice President, Knoxville*

25 YEARS:

David Grissom, *Sales Engineer, Beaumont*

Vickie Coots, *Sr. Sales Support Specialist, Chattanooga*

20 YEARS:

Melissa Bailey, *Sr. Sales Support Specialist, Nashville*

Brenda Smith, *Sales Support Specialist, Springdale*

Brian Williams, *Sales Engineer, Southern Sales*

Susan Ingram, *Financial Reporting Manager, Greensboro*

15 YEARS:

Stephen Domingue, *Sales Engineer, Beaumont*

Corey Elliott, *Repair Coordinator, Lakeland*

Jennifer Wilkerson, *Sales Support Specialist, Lakeland*

10 YEARS:

Terri Denmark, *Repair Coordinator, Lakeland*

Richard West, *Service and Repair Manager, Richmond*

5 YEARS:

Jason Hanley, *Controls Service Technician, ESSCO*

Mark Davis, *Mechanic II, Lakeland*

Donnie Tucker, *Service Technician, ESSCO*

1YEAR:

Michael Bullock, *Welder/Pipefitter, Greensboro*

Jim Rivers, *Repair Engineer, Greensboro*

Casey White, *Mechanic I, Columbus*

Cody Hamblen, *Mechanic I, Knoxville*



WEDDING NEWS



Jonathan Herlong Marries Allison Clem on October 12th

Jonathan Herlong, sales engineer in the Chesapeake Branch Office, married Allison Clem, a student at the Pediatric Nurse Practitioner School at Old Dominion University, on October 12th at Summerfield Farms in Summerfield, NC.

Following the wedding, the couple went on a week-long honeymoon to Turks and Caicos. The couple lives in Norfolk, VA.

Jonathan is a graduate of Clemson University with a Bachelor of Science in Mechanical Engineering. Jonathan and Allison met in Greensboro, NC and started dating shortly afterward.

Jonathan joined Tencarva as a sales engineer trainee in the Greensboro headquarters in June 2015, and was assigned to the current sales territory in Chesapeake, VA of June 2017. Originally from Greenville, SC, Jonathan is the son of Darrell and Becky Herlong. Allison is the daughter of Sam and Kim Clem of Cuyahoga Falls, OH.



Varun Ganesh Marries Dr. Alexis Brooke Slutsky on October 5th

Varun Ganesh, sales engineer at the Greensboro headquarters, married Dr. Alexis Brooke Slutsky, on October 5, 2019, at the Country Club of Asheville in North Carolina.

Following the wedding, the couple will be traveling abroad throughout India. The couple resides in Greensboro, NC.

Varun recalls, "We met in the summer of 2015 when Lexy moved to Greensboro to start her doctoral degree. At the time, I was watching my family dog, Yoshi, who became friends with Lexy's dog, Gunnar. As the dogs played, we became friends and our relationship blossomed."

Varun joined Tencarva as a sales engineer trainee in the Greensboro headquarters in July 2013 and was assigned to the current sales territory in Greensboro in April 2016. Varun is a graduate of North Carolina State University with a Bachelor of Science in Biomedical Engineering. Though he was born in New York, Varun grew up in Charlotte, NC. He is the son of Ganesh and Lakshmi Ganesh of Charlotte, NC.

Wife, Lexy, is originally from Raleigh, NC, where her mother, Eileen Slutsky lives. Lexy is a Postdoctoral Research Fellow at UNC Greensboro in the Department of Kinesiology.

BABY NEWS



Brody Taylor Keeter (Brody)

*Born: July 4, 2019, 7lbs
21in long*

Tencarva Parents:

Kelly & Blake Keeter, Greensboro, NC

This is Director Harry Taylor's first grandchild. Babysitting along with his wife, Karen, is Harry's new job.

Hannah Katherine Klinepeter

*Born: October 4th, 2019,
6 pounds 11 oz, 18 inches*

Tencarva Parents:

**Dana & Brian Klinepeter,
Engineer, Columbia**

Leigh, 3, is now a big sister!
Congratulations to the entire family.





1115 Pleasant Ridge Rd, Greensboro, NC 27409

HURRICANE DORIAN AFTERMATH IN NORTH CHARLESTON

A vigorous Category 2 hurricane, Dorian, roared toward our North Charleston office on Thursday, September 5th at 1 p.m., bringing tropical storm conditions and flooding throughout most of the surrounding area. As a result of the extreme conditions, the Governor of South Carolina, Henry McMaster, issued a mandatory evacuation on Tuesday, September 3rd. According to Branch Manager, David Lee, "We worked all day Tuesday and took weather leave on Wednesday and Thursday and returned back to work on Friday." On Friday, the staff was astounded to find that the roofline on the front of the building had been blown off (pictured) and a roof leak had developed that knocked out a ceiling tile inside the office (pictured). Luckily, the storm stayed about 55 miles offshore and they got only the backside northeastern winds. Late on Thursday afternoon, Charleston's airport reported sustained winds that were clocked at a maximum of 55 mph. The storm was moving about 98 mph offshore when it went by and dumped about 5 inches of rain in the area.



The interior roof leak ceiling damage

Since a mandatory evacuation was issued, most of the plants and paper mills had to shut down production so employees could leave if necessary. David explains, "After the storm we did receive some problems with start-ups in the plants, but we were able to fix any problems in a timely fashion since the storm wasn't a direct hit." Within a couple of weeks after the storm, the damage to the roofline and ceiling were repaired. Everything is back to normal.



The exterior North Charleston Branch Office shows significant damage to roofline on the front of the building