

## INSIDE THIS ISSUE:



**What's New:** 3

Take advantage of EAP



**IT Corner:** 4

Improving inventory with barcodes



**Making Headlines:** 5

Brian Delaney is celebrating 25 years at Tencarva



**Team News:** 6-7

News and happenings about our teams and their families

## DID YOU KNOW



**This iguana was clinging to the back of Castle Transportation's flatbed truck when they were making a delivery of a pump from Palm Beach County. Beau Rocker took the little guy home! Definitely a first for us - and the iguana!**

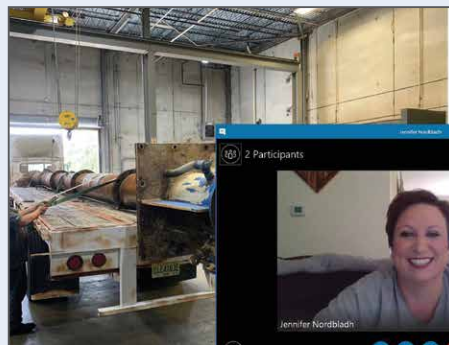


## COVID-19 & STAYING PREPARED

**With COVID-19, we are experiencing work a little differently these days. Our offices are mostly remote while our warehouses and shops hum on. Our new normal is prioritizing everyone's safety and keeping work steady.**

When March Madness turned from great basketball to the great pandemic, Ed Pearce was also pivoting by sending on March 13th the first of several preparation notices to the entire company. And as state governors began issuing orders for non-essential business to close, our "essential" clients began sending us messages that they considered us essential to their operations, so we continue to be extra vigilant to keep everyone safe.

Here is a glimpse of what our new world looks like for everyone.



*Skype with Jennifer Nordbladh working from home.*



*Lisa Costello and Richard Gainey working via Skype from home.*

Staff who can work from home set up home offices anywhere they had space. From spare rooms, home offices, garages, and wherever they could get a signal to get on the internet, the saying "business as usual" has really hit home.

Our IT department has been there for us all along the way. Fielding questions, helping with remote set-ups, helping staff enter orders, answering e-mails, handling phone calls as well as their day-to-day work, our IT department has been indispensable in making this transition go as well as it has.

The warehouse and shops have had a different set of challenges. With the virus being a contagion that could affect drivers on their deliveries, extra precautions are being taken to ensure safety. Masks, gloves, Lysol and antibacterial wipes are now a part of the daily set of tools.

There's still a skeleton crew in many offices, but no visitors can enter the buildings, and anything entering is sprayed with Lysol or a disinfectant. Social distancing measures have been enacted throughout the company, including separation parking of vehicles in the parking lot, arrows to keep traffic one way to prevent personnel from potentially spreading the virus by cross current hall passing.

Sales teams that so often spent time at customer locations are now Skyping with customers and only visiting them in emergencies. They are also spending time freshening

*continued on back cover*

# Less Paperwork, More Transparency.

## IFS ROLLOUT UNDERWAY

"IFS has just rolled out in its next location, ESSCO. Like the first implementation at Uniguard in November, it has been a learning experience. Like Uniguard, ESSCO's goal was to complete a "shop" order that was picked, delivered and invoiced on the first day. This major accomplishment..."

**Michael Bell, Director of Operations**

IFS is the complete financial transaction platform for the company. As Tencarva's ERP (enterprise resource planning) system, it keeps track of the financial, sales and inventory departments of the company.

The new system removes lots of paperwork and puts everything in an easy to view dashboard. What's important about IFS is that it makes data readily accessible so employees are more proactive during day-to-day operations.

### IFS (NEW) WAY:

- No paper reports- all in an easy-to-view dashboard
- See status of all orders in dashboard – open orders and quotes, overdue and pending orders
- Easily search database for status of jobs

### OLD WAY:

- Lots of paperwork
- Check orders manually
- Searches done by hand

The project horizon team has been there to support each location after the 6-week training and rollout. With each rollout, more and more locations will be there to support each other.



Example of the IFS system in the Uniguard Division. The dashboard/lobby shows Open Quote, Customer Order, and Shop Order information. Each block can be clicked on to drill down to the actual data that makes up the number.

## NATIONAL WEAR RED DAY

On National Wear Red Day on February 7th, many people wore red to show their support for the awareness of heart disease. Our Greensboro office donned their red attire to show their support for the cause.





# Get the Support You Need with EAP



Tencarva's Employee Assistance Program (EAP) has gotten off to a great start. In 2019, many employees utilized the system, so many in fact that we had "unheard of utilization" based on BHS, our EAP provider.

If you have not utilized the program, we encourage you to do so. It is not just for emotional issues, it also offers support for relationship transitions (marriage and divorce) as well as career, financial and legal services. The service is 100% confidential (the company gets no information on who used it or for what) and is easy to access through the icon on your desktop/laptop that leads to EAP.

After you access EAP, you will receive a list of counselors to choose from and can set up a meeting. The first five sessions are free.

EAP is not just for employees, but their spouses and family members as well. Jennifer Nordbladh, Human Resources Manager, used the service for her husband concerning a family law matter after her brother-in-law passed away:

*"We know employees experience personal issues, so partnering with an EAP service is another great benefit Tencarva can offer employees to help with their life and work balance."*

## Contact Your EAP for Any of these Reasons:

### RELATIONSHIPS

- Boss/Co-worker
- Customers
- Friends
- Spouse/Kids

### TRANSITIONS

- Birth/Death
- Health/Illness
- Marriage/Divorce
- Promotion/Retirement

### RISKS

- Burnout/Anger
- Depression/Anxiety
- Suicidal Thoughts
- Substance Abuse

### CHALLENGES

- Daily Responsibilities
- Financial/Legal
- Parenting
- Stress/Conflict

**BHS CONTACT:** 800.327.2251 • Portal.BHSONline.com (Username: TENCARVA)

## EAP Also Helps You on the Job

It is also a great way to improve upon careers. From first time managers who want advice on difficult conversations with employees to any employee who wants to improve performance or resolve an issue with another employee, EAP is here to help.

### Examples of Professional Support



#### PERSONAL COACHING

- Leadership Skill Building
- Change Management
- Work-Life Balance
- Stress/Anxiety



#### MANAGEMENT ISSUES

- Difficult Employee Discussions
- Employee Coaching
- Performance Management
- Communication



#### WORKPLACE RISKS

- Morale Issues
- Workplace Violence
- Conflict Resolution
- Substance Abuse



# BARCODE: IMPROVING THE INVENTORY PROCESS

The overall inventory process is getting easier with the introduction of barcodes at our Greensboro headquarters and ESSCO.

Until now, inventory has been processed manually – so everything was counted by hand (or pen and pencil), leaving lots of room for human error.

Barcodes improve the inventory process, reduce manual errors and speed up receiving of goods coming in the door and leaving. “With barcodes, we can trace the part from in the door to build to out the door,” Said Rob Pohlmann, IT Director.

Barcodes also reduce the time associated with entering each part. ESSCO has over 2300 parts at its location, and barcodes will keep track of each and every one of them in real time.

Just as barcodes have made grocery shopping better, now that same technology is making Tencarva more efficient for our teams and our clients.



*Bryan Hicks in our ESSCO warehouse utilizing the barcode scanner for IFS.*

## IN MEMORY



### *Manson Clement*

Manson Clement, Sales Engineer in Nashville, TN, passed away suddenly on Saturday April 25, 2020. Manson began working at Southern Sales Company in August 1997 and was just a few months shy of his 23rd service anniversary. He is survived by his wife, Marcia, of Cleveland, son Taylor (Katy), and grandchildren Anderson and Betsy of St. Louis, MO.

Manson's obituary stated he was active in his church, First Baptist of Cleveland, where he served with the deacons and staff in many capacities over the years. He also enjoyed watching and attending sporting events with his family and friends.

He will be greatly missed by his family and the many friends he met through Tencarva.



# BRIAN DELANEY 25 Years



Brian with his family: Wife Joi, Son Grayson (13) and Daughter Addison (11)

It didn't take long after Brian graduated from Clemson with an industrial engineering degree in December 1994 for him to become a member of the Tencarva family. Actually, it took about a month. Brian started in January 1995 at the Chesapeake, VA office as a sales engineer in training. He then started moving up through Tencarva. He spent five years at Richmond as a seal specialist, then he took over Wayne Tatum's territory as a sales engineer, followed by becoming a branch manager, and currently a regional manager.

Brian has enjoyed working with some of the same people for 25 years. There are several people with 20 years plus in Richmond's sales and support divisions alone. "It's not the exception to be here for 25 years," says Brian and he likes that.

Even though his work family has stayed relatively the same, his own family has grown in the last 25 years. They have a 13 year-old son and an 11-year-old daughter who keep them busy with tons of activities including camping, tennis, soccer, basketball and horseback riding.

They are also adding one more to their family this fall (for a year). They are hosting a foreign exchange student from Switzerland. While they know their exchange student will learn a lot living in the US, Brian and his wife are hoping they and their children will gain a more worldly perspective while also learning a little more French along the way.



Son Grayson (13) and Daughter Addison (11) and third child Charlotte

## Communication Priority for Service

The service department has a number of goals to accomplish in 2020. With the implementation of Project Horizon repair process, they are well on their way to streamlining their efforts and making effective changes across each and every service department.

**Service Department goals include:**

- Reducing Expenses
- Increasing Knowledge Base And Training
- Better Communication

From onboarding and writing more SOPs to streamlining paperwork, every aspect will be examined to see how the goals can be implemented.



"The big thing is communication and improving on that," says Dwayne Hughes, Director of Service. Communication is a major theme throughout, and they are focused on improving upon it wherever they can, including timing, scheduling and even at production meetings. Keeping their eyes on the prize in implementing their goals will help them be more efficient across the board.



## WELCOME OUR NEW HIRES

### JANUARY 2020

Blake Stevens, *ESSCO Sales Trainee, ESSCO*

### FEBRUARY 2020

Jason Reaves, *Sales Support Specialist, Greenville, NC*

Julia Samels, *Sales Engineer Trainee, Lakeland*

### MARCH 2020

Patrick Hill, *Sales Engineer Trainee, Municipal East*

Tyler Mueller, *Helper, Beaumont*

## BRANCH TRANSFERS

Carl Drubbesich, *Sales Engineer Trainee, From Greensboro to Memphis*

Jonathan Herlong, *Sales Engineer, From Chesapeake to Greensboro*

Ben Toline, *Sales Engineer, From Memphis to Chesapeake*

## RETIREMENTS

Ricky McElroy, *Machinist, Beaumont*



**TYLER KOSCO** will be finishing his training and heading to Johnson City next month. Dale and Sandy decided to pack his cube with balloons while he was in Greensboro. They are going to miss him.

## EMPLOYEE ANNIVERSARIES

### 30 YEARS:

Todd Ritchie, *Regional Manager, Municipal East*

### 25 YEARS:

Lynda Martin, *Sr. Sales Support Specialist, Chattanooga*

David McDougald, *Branch Manager, Little Rock*

Chad Plott, *Regional Manager, Charleston*

Collin Schmidt, *Sales Engineer, Jacksonville*

### 20 YEARS:

David Herrick, *Application Engineer Manager, Macon*

Travis Poling, *Sales Engineer, Lakeland*

### 15 YEARS:

Todd Corum, *Regional Repair Manager, Greensboro*

Alan Johnson, *Sales Engineer, Johnson City*

Rick Messamore, *Project Manager, Southern Sales*

Tommy Sparks, *Mechanic I, Beaumont*

Stuart Taylor, *Sales Engineer, Municipal East*

### 10 YEARS:

Chris logha, *Application Engineer, Cumming*

Cathy Jackson, *Application Engineer, Lakeland*

### 5 YEARS:

Jerry Freeman, *Mechanic II, Brookhaven*

Jonathan Herlong, *Sales Engineer, Chesapeake*

Rusty Pattillo, *Machinist, Macon*

Rob Pohlmann, *IT Director, Greensboro*

Scott Rothrock, *Machinist, Greensboro*

### 1 YEAR:

Chris Benson, *Sales Support Specialist, Beaumont*

Barry Byrd, *Mechanic I, Greensboro*

Hayden Chappel, *Application Engineer, Lakeland*

Carl Druebbisch, *Sales Engineer Trainee, Memphis*

Raynell Grindstaff, *Credit & Collections Assistant, Greensboro*

Israel Hernandez Recendes, *Uniguard Technician, Uniguard*

Jacob Houston, *Sales Engineer Trainee, Municipal West*

Jonathan Hull, *Sales Engineer Trainee, Greenville, SC*

Chase Smith, *Mechanic I, Knoxville*

Nathan Wells, *Outside Sales, ESSCO*

Matt Willis, *Sales Engineer, Jacksonville*

Jason Winfrey, *Uniguard Technician, Uniguard*



GRADUATION NEWS



**HANNAH BOWMAN**

*Tencarva Grandparent: Monty Lacewell, wife Kay  
Application Engineer, Chattanooga, TN Branch*

Hannah will graduate from Lafayette High School, Lafayette, GA on May 22, 2020. She graduates with honors, in the top 10% of her class of 280 students. She excels at golf for the Lady Ramblers at Lafayette High School. Having a passion for helping others, she volunteers at her church as well as a local elementary school. Hannah will be attending Chattanooga State Community College this fall to pursue a career as an Occupational Therapy Assistant.



**LOGAN MCDUGALD**

*Tencarva Parent: David McDougald and wife, Belinda  
Branch Manager Little Rock, AR*

Dawson graduated from Harding University in Searcy, Arkansas on December 14th, 2019 with a Bachelors in Social Science (History). While at Harding university, he was a member of Phi Alpha Theta, the history club, and Omega Phi Social Club where he served as the Treasurer for one semester and Interim Vice President for one Semester. While attending Harding University Logan spent his summers working as a Camp counselor at Harding's "UpLift" camps. UpLift is a summer camp for church affiliated youth groups. Logan is scheduled to take two teaching licensures in March, 2020. Upon completing those, he will seek a full-time teaching job on the high school level. In his spare time, Logan enjoys reading and boating, and he is a huge history buff.

NEW TEAM MEMBERS  
ON A NEW ADVENTURE

Our newest members to the Tencarva team attending the Gorman Rupp industrial school.



(L to R) Julia Samels: Sales Engineer Trainee - Lakeland, FL, Matt Willis: Sales Engineer - Jacksonville, FL and Hayden Chappel: Sales Engineer Trainee - Lakeland, FL

BABY NEWS

**ISABELLA "IZZY" ADKINS**

*Born: February 14, 2020, 2lbs 15oz, 21in long  
Tencarva Grandparents: Kevin Adkins Beaumont and wife Carolyn, Augusta, GA  
Parents: Zachary and Anna Adkins*

Izzy was 5 weeks premature due to health concerns with her mom but came into this world kicking and screaming. After 2 days she was taken off oxygen and the respirator. Both mom and Izzy are doing quite well.



**JACK LUCAS JONES**

*Born: March 30, 2020, 8lbs 12oz, 21in long  
Tencarva Grandparents: Philip Jones and wife Jori, Greensboro, NC  
Parents: Adam & Natalie Jones*

Philip, Repair Coordinator in Greensboro, is a proud grandfather – again. Jack's big sister Olivia is happy to have him join the family. Parents, both foot and ankle surgeons, and baby Jack are doing great.





1115 Pleasant Ridge Rd, Greensboro, NC 27409

*continued from front cover*

up on manufacturers' products by attending webinar presentations.

Our Macon repair facility has been in full throttle mode. Pumps are coming in from the field in need of a rapid turnaround. Having the ability in the Macon shop to mill parts has been a game-changer for us, and business remains steady in the repair department.

It's been said that anyone can look good when things are going well, it's emergencies that show what you are made of. The Tencarva team has undoubtedly shown what it is made of. Marines use the phrase, "Improvise, Adapt and Overcome", and this is exactly what we are doing. It is unknown what the future has in store, but one thing is for sure, and that is that the "can do" attitude is what keeps us strong, whatever the circumstances.



*Warehouse crew Dawn Swinson and Crystal Freeman wearing protection*



*Social distancing parking in Richmond, VA*



*Todd Corum and Micheal Wyrick - Service Department practicing social distancing*



*Brian Klinepeter wearing a face mask*