

# NAHAD

## news

A QUARTERLY NEWSLETTER of  
THE ASSOCIATION FOR HOSE AND ACCESSORIES DISTRIBUTION

### Industry Insights Article

## Is your E-Commerce Data at Risk? A Guide for Distributors for Sync Fail-Safes

**N**AHAD INDUSTRY INSIGHTS COMMITTEE is charged with bringing you relevant articles, guidance, and best practices to help you forecast and plan for the future.

### By Bill Rosado

In distribution, resilience in e-commerce operations is not just a necessity; it's a strategic advantage. Understanding when your website data is at risk and what fail-safes are applicable during data syncs is imperative for your business's sustained success. Understanding when you are at risk and how to safeguard your e-commerce data means your transactions are protected and maintain continuous operation, even amidst challenges.

While there are challenges in e-commerce, the opportunities for businesses that effectively manage these risks are significant. The key lies in identifying vulnerabilities (understanding when you are at risk) and implementing best practices with fail-safes while continuing to improve the processes between the web order and the ERP. This comprehensive approach to selling online will not only safeguard against potential disruptions but also support sustained growth and success in the competitive digital marketplace.

### The Impact of ERP Sync Disruptions on E-Commerce

ERP systems are the backbone of many wholesale distribution operations.



Disruptions such as delayed order processing, inaccurate inventory data, or even complete transaction failures can lead to significant challenges.

To illustrate, consider this: A mid-sized distributor experienced a sync disruption between their e-commerce platform and ERP system. The result was a cascade of unprocessed orders, inventory mismatches, and, ultimately, significant revenue loss and customer dissatisfaction.

Statistics further highlight the risks: The 2020 Data Protection Survey found that one in four stores had lost critical business data. (<https://rewind.com/news/new-report-shows-ecommerce-merchants-gravely-underestimate-risks-of-losing-store-data/>) Webstore disruptions lead to lost revenue in the immediate term for wholesale distributors, with long-term customer trust impacts that are harder to quantify but equally damaging.

### Identifying and Mitigating E-Commerce Vulnerabilities

You may be wondering, with such a significant risk, how to protect your

business from data loss during syncs. The first step is identifying possible scenarios of sync issues between web order carts and the ERP.

Some system performance indicators for early warning signs include frequent downtime and slow website performance, seeing inconsistencies in order processing or inventory management, or integration difficulties with new software or new updates to the system.

Other significant disruptions to the data sync can be server outages and software bugs, or cyber-attacks and data breaches. The impact of ERP sync disruptions can be profound, often leading to delayed order processing and inventory mismatches.

### Lessons from Failures in E-Commerce

Common reasons for e-commerce failures in wholesale distribution include inadequate system integration, underestimating the scale of online transactions, and insufficient data security measures.

For example, a notable failure could look like a website that crashed during a high-traffic period due to inadequate server capacity. This scenario could lead to immediate financial losses and

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## Officer Listing

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## Dear NAHAD Members



### CAN'T BELIEVE WE WILL ALL BE TOGETHER AGAIN IN SAN DIEGO

in just a short time for NAHAD's 40th Annual Convention. So much time and energy has gone into planning this year's event, which will bring together an estimated 1,000 industry professionals for four days of networking, education, and the Showcase of Hose Solutions. I know I am personally looking forward to getting together with my distributor and manufacturer colleagues, as we continue to move industry forward in today's ever-changing business climate.

In this issue of *NAHAD News*, you will find detailed information on this year's program, including each speaker and general session we have scheduled. Leading up to the convention, I, along with the NAHAD staff team, spoke with each speaker individually to provide some background on NAHAD, our members, and how we do business. I believe the program we have developed will provide each and every attendee with real, tangible solutions you can take home and implement to benefit your own companies.

And while we all attend NAHAD to network with each other and learn new industry trends, we also know how to have a great time while doing so. We have built into the program time for one-on-one meetings, opportunities to enjoy the property, and events that will get you outside in the San Diego sunshine. Coming from Chicago, I know I won't mind putting on a pair of shorts and some shades for a couple of days.

Thank you to everyone who has registered to attend, and to our many sponsors and exhibitors. This truly is shaping up to be one of our best NAHADs yet. We have sold out sponsorship offerings, exhibit sales are the best since before the pandemic, our room block is completely filled, and registration is through the roof. This all indicates to me how much you value this association, and the role it plays in the success of your business.

I look forward to seeing you soon and as always, I welcome thoughts and feedback at [dheckler@alliancehose.com](mailto:dheckler@alliancehose.com).

Sincerely,

Dave Heckler  
 NAHAD President  
 Alliance Hose and Rubber

# Hear from the Best at NAHAD's 2024 Annual Convention

40TH ★ ANNUAL  
**NAHAD 2024**  
 Meeting & Convention

**April 28-May 1, 2024**

**Marriott Marquis San Diego Marina • San Diego, California**

NAHAD prides itself on building a Convention program that helps members learn about global impacts that affect your business. Whether it's the latest in sales techniques or industry forecasting to mitigate potential pitfalls, we work to bring you a program that helps you prepare, plan and execute to benefit your company's bottom line. So, what is in store for 2024? A lot related to building effective leaders, planning for economic downturns, and learning why not to fear, but to embrace, AI.

## A Changing Landscape

An experienced economist at ITR Economics, **Taylor St. Germain** has predicted a severe economic downturn in 2030. Is this still on the horizon? Taylor will provide valuable insights on the tactics and strategies to prepare for the business cycle ahead. During a time of heightened Interest rates, inflation, labor challenges, military conflicts, and a looming presidential election.



## What Effective Leaders Do – How to Accelerate your Growth and Build an Exceptional Workplace Culture!

As a former basketball coach, **Sean Glaze** knows how to motivate and train to win. But how does that translate off the court? Join him for this workshop session where you'll learn practical applications to solve problems more quickly, while having a more positive impact on your team's performance. There are five essential questions to identify and improve workforce culture, and Sean will walk you through how to ask – and answer – all of them.



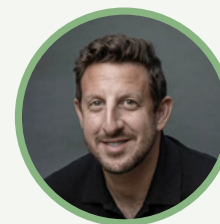
## OUTGROW: A Proven, Simple System for Winning Market Share and Predictably Growing Your Sales

Three-time *Wall Street Journal* bestselling author **Alex Goldfayn** will lead attendees through fast, simple, proactive actions that are proven to add sales quickly. Using accountability, clear expectations, data and analytics, you will walk away with applicable techniques to expand business with current customers and bring on new ones.



## The AI-Powered Future

So much chatter surrounds artificial intelligence and what its true impact will be on industrial distribution. Will it replace everyone's jobs, making employees obsolete? Are the costs so astronomical businesses won't be able to keep up? AI expert **Zach Kass** will offer his perspective on AI's evolution based on years of experience, simplifying complexities and highlighting AI's potential related to organizational growth.



## Questions Business Disruptors Ask Themselves

**Mike Maddock**, NAHAD's closing speaker, often shares this quote in his session. "Bruce Lee once said, 'A wise man can learn more from a foolish question than a fool can learn from a wise answer.'" How he interprets this is for business leaders to question what matters most when looking to make changes to improve your bottom line. Learn what you need to ask to uncover meaningful problems before you start generating ideas so you can build a team that creates even in the most difficult of circumstances.



And while speakers and programming are crucial elements of NAHAD's Annual Convention, it is but just one piece of the puzzle that includes industry networking events, manufacturer and distributor business meetings, and the Showcase of Hose Solutions, which are among so many other elements NAHAD builds into the Convention. Interested in learning more? Visit [nahad.org](http://nahad.org).

Industry Insights Article

**Is your E-Commerce Data at Risk? A Guide for Wholesale Distributors for Sync Fail-Safes**

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also long-term brand trust breakdown. Forbes reports that 67% of customers will switch to a different company if they have a single bad experience on an e-commerce site.\* (<https://rewind.com/blog/one-in-four-ecommerce-stores-will-permanently-lose-data/>)

The key lesson here is that protecting data and orders reflects on your brand and the trust of your customer base.

“According to the 2020 Data Protection Survey Report, 88% of respondents consider customers and orders to be the most critical site content to protect.”

**Best Practices in E-Commerce Risk Management**

Based on industry experiences, several best practices have emerged that can guide distributors in managing e-commerce risks effectively:

1. **Regular System Audits and Updates:** Conduct periodic audits of your e-commerce infrastructure to identify potential vulnerabilities and implement timely updates to address these issues.
2. **Investing in Scalable Solutions:** Choosing e-commerce solutions that can grow with your business and handle increasing transaction volumes smoothly.
3. **Enhancing Data Security:** Prioritizing robust security measures to protect sensitive customer data and transaction information.
4. **Developing a Comprehensive Disaster Recovery Plan:** Have an actionable plan in place for various

scenarios, including data breaches, system failures, and natural disasters.

5. **Training and Awareness:** Ensuring that your team is aware of the best practices of digital risk management.

**Continuous Improvement and System Updates**

As the digital landscape morphs and evolves, e-commerce processes must match. Continuous improvement of website sync processes through regular evaluations and updates is vital for maintaining efficiency and security. This includes awareness of the latest tech advancements, updating security protocols, and regularly reviewing the system’s performance to identify areas for enhancement.

A proactive support strategy involves anticipating potential issues and having measures in place to address them promptly. Key elements of such a strategy include:

1. **Regular Training and Knowledge Updates:** Ensuring that support staff are well-trained and updated on the latest e-commerce technologies and risk management practices.
2. **Optimizing Support Channels:** Implementing efficient support channels such as helpdesks, live chat, and automated troubleshooting guides to provide timely assistance to users.
3. **Establishing Clear Communication Protocols:** Setting up protocols for quick and clear communication during

crises, including regular updates to stakeholders.

The journey toward a fail-safe e-commerce environment involves vigilance, proactive planning, and continuous improvement. By embracing these principles, businesses can not only safeguard against potential disruptions but also position themselves for sustained growth and success in the competitive digital marketplace.

**Evaluating Potential Solutions and Providers**

When investigating an e-commerce solution that fits your distribution business, fail-safes in sync are just one of many important aspects of the evaluation. This evaluation should be thorough and encompass various aspects, including the provider’s experience in the distribution sector, however, some key criteria for choosing the right fail-safe solution include:

1. **Reliability and Uptime Guarantees:** Ensure the solution offers high reliability and minimal downtime, which is crucial for wholesale distribution operations.
2. **Integration Capabilities:** The solution should deeply integrate with your existing ERP and other critical systems.
3. **Security Features:** Given the sensitivity of transaction data in distribution, robust security features are non-negotiable. Their support team plays a pivotal role in quick issue identification and resolution of any issues.

**4. Scalability and Flexibility:** As your business grows, the e-commerce solution should scale and adapt with you.

It's also beneficial to explore various market-leading e-commerce fail-safe solutions, comparing their features, benefits, and customer reviews, particularly those pertinent to the wholesale distribution industry.

**Conclusion: Embracing Resilience in E-Commerce**

The journey towards a fail-safe e-commerce environment involves vigilance, proactive planning, and continuous improvement. By embracing these principles, businesses can not only safeguard against potential disruptions but also position themselves for sustained growth and success in the competitive digital marketplace.

Use this QR to get the checklist in an easily readable format.



**40TH ★ ANNUAL  
NAHAD 2024  
Meeting & Convention**

**April 28-May 1, 2024 • Marriott Marquis San Diego Marina  
PRELIMINARY PROGRAM**

**Saturday, April 27, 2024**

8:00 a.m. – 11:00 a.m.	Board of Directors Meeting & Breakfast
12:30 p.m. – 2:30 p.m.	Standards Committee Meeting & Lunch
3:00 p.m. – 4:00 p.m.	Education Committee Meeting

**Sunday, April 28, 2024**

8:00 a.m. – 6:00 p.m.	Registration Desk Open
8:00 a.m. – Noon	NAHAD Academy Kiosk
8:30 a.m. – 10:00 a.m.	Welcome Hospitality
9:00 a.m. – 5:00 p.m.	Company Meetings
10:00 a.m. – 11:30 a.m.	Opening General Session
11:30 a.m. – 12:30 p.m.	Grab & Go Lunch
12:30 a.m. – 4:00 p.m.	Sales Workshop
2:30 p.m. – 4:30 p.m.	NAHAD Academy Kiosk
5:30 p.m. – 6:30 p.m.	Emerging Leaders Happy Hour
6:30 p.m. – 8:00 p.m.	Opening Party

**Monday, April 29, 2024**

8:00 a.m. – 6:00 p.m.	Registration Desk Open
8:00 a.m. – 11:30 a.m.	NAHAD Academy Kiosk
8:30 a.m. – 10:00 a.m.	Guest Program
8:30 a.m. – 10:00 a.m.	Morning Hospitality (Grab & Go)
9:00 a.m. – 5:00 PM	Company Meeting Rooms
9:00 a.m. – 10:30 a.m.	Breakfast & Speaking Session
9:00 a.m. – 5:00 p.m.	Exhibitor Set Up
12:30 p.m. – 2:30 p.m.	Members' Luncheon, Keynote & Carver Award
2:30 p.m. – 5:00 p.m.	Open Afternoon to Explore the Resort
6:30 p.m. – 10:00 p.m.	Manufacturer & Associate Hospitality Suites

**Tuesday, April 30, 2024**

7:00 a.m. – 3:00 p.m.	Registration Desk Open
7:00 a.m. – 8:30 a.m.	Breakfast
8:30 a.m. – 10:00 a.m.	General Session & Business Meeting
10:00 a.m. – 2:30 p.m.	Showcase of Hose Solutions & Lunch
2:30 p.m. – 4:30 p.m.	Exhibitors Breakdown Showcase
2:30 p.m. – 5:00 p.m.	Company Meetings
5:30 p.m. – 7:00 p.m.	Closing Party



## MEMBER CONNECTIONS



Mansfield, Ga.-based **Beaver Manufacturing Co.**

is expanding its production facility in Tepeji del Rio, Mexico, by 55,000 square feet. The expansion will grow the company's fiber-twisting production capacity and increase warehousing. The company will also install new equipment for its BEAVERLOC® and RFL treating technologies. The upgraded facility will be operational in early 2024. .

tracks with the direction of hose payout if left un-locked. The full-length vertical bearing and stability thrust bearing provides smooth and long-lasting rotation. For more information on Coxreels and our new Hi-Vis Hose Series, please visit [www.coxreels.com](http://www.coxreels.com).

Arizona, Northern Texas (Dallas), Northern Louisiana, and Western Tennessee. For more information, please visit our website at [www.hosemaster.com](http://www.hosemaster.com) or contact our inside sales department at 800.221.2319.



**CEJN** acquires dry break fluid coupling company: Smartflow

Couplings Ltd. CEJN's acquisition of Smartflow Couplings, Ltd., strengthens its position as a global premium provider of quick connect solutions for the Oil & Gas market and other fluid transfer applications. The product range of 1 in. – 4 in. dry break couplings, designed to improve the efficiency and safety of industrial fluid transfer systems, will be a great complement to the already wide range of CEJN products. 800-222-2356; customer.service.usa@cejn.com.

Scott Bauman expands his role as Rubber Hydraulics Product Manager to include Application Engineering Manager for the Americas region for **Danfoss**. Scott has spent his career in fluid conveyance joining as an Engineering Co-Op then becoming a full time Product Application Engineer. Since then, he has held roles in Program Management and now Product Management and Application Engineering Manager. Scott has a Bachelor of Science in Mechanical Engineering (BSME) degree and Master of Business Administration (MBA). He is also a certified Professional Engineer (PE) and Project Management Professional (PMP). As a strong supporter of the NAHAD community, Scott serves on the Hose Safety Institute (HSI) Committee and plans to help grow the reach of NAHAD for many years to come.



**Ultra Clean Technologies**

announces a new Containment

Barrel for the Carousel Auto Loader and Projectile Verification System. Upgrades include wireless technology between the Containment Barrel and Control Station, a larger chute opening, faster sensors for verifying projectiles, a LED push button that powers the unit on and indicator lights that provide information to the user. Built-in wheels ensure added stability. For more information contact: [Sales@Ultracleanstech.com](mailto:Sales@Ultracleanstech.com).



We are thrilled to announce two

fantastic developments within our team! Please join us in welcoming Troy Robin as our new **I.R.P.** Northern Ontario Territory Manager. Troy brings a wealth of experience and knowledge to this role, and we are confident that he will excel in leading our Northern Ontario Territory market to new heights.

We are also proud to announce the well-deserved promotion of Katie Cheung to the position of Marketing Coordinator. Katie has consistently demonstrated exceptional dedication and creativity in her role, and we are excited to see her take our marketing efforts to the next level.

Congratulations to both Troy and Katie! These changes are a testament to their hard work and commitment to our organization's success. We look forward to seeing their continued contributions.



**Coxreels** is proud to announce our newest expansion to our mounting bracket

lineup, the SMK-702 SERIES. The SMK-702 series is a swivel bracket accessory for the 100 SERIES HOSE REELS and the V-100 SERIES VACUUM REELS. Built in the USA of heavy gauge steel, the SMK-702 wall mount swivel brackets feature 360-degree rotation, with multiple locking positions via an easy-to-use ergonomic pin lock. Powder coated gloss black the swivel bracket allows the user to point the reel in the direction where the hose is needed, improving the experience and function during payout and rewind. The innovative design of the swivel bracket offsets the front of the reels forward so that the reel swivels and



**Hose Master** is excited to

welcome aboard Collin Williams as our new South Central Regional Sales Representative, under the guidance of Lance Portwood based in Houston. Bringing a rich background to Hose Master's outside sales team, Collin possesses a keen ability to navigate the complexities of selling engineered products within technical systems. Currently, Collin is immersing himself and learning everything about Hose Master as he is eager to connect and establish relationships with customers in Oklahoma,

Follow us on LinkedIn and Instagram for the new and latest developments within I.R.P.!



**Dixon** is pleased to announce Roberto Castaneda as the new vice president and general manager of Dixon Brass. Castaneda brings significant sales and marketing experience, leading commercial teams in the chemical industry, both domestic and international. He is passionate about effective communication in the pursuit of business excellence. Located in Westmont, Illinois, Dixon Brass manufactures and supplies a variety of products such as brass ferrules, welding connectors, pipe, push-on, compression, and DOT air brake fittings. For more information, visit [dixonvalve.com](http://dixonvalve.com).



**Dixon** is pleased to announce Garth Dexter has been promoted to division manager of Dixon Bayco. Garth has been with Dixon for 8 years as the assistant division manager. Dixon Bayco manufactures and supplies a wide range of petroleum, dry bulk, and overfill detection products. Included in their line are products such as API couplers, Bayloc and bayonet style dry disconnects, and rack monitors. For more information visit [dixonvalve.com](http://dixonvalve.com).

**MEP Brothers** is excited to announce the opening of their second location. MEP 2 as it is called is open on the east side of Winnipeg allowing MEP Brothers to service from both sides of the city. Stop by today and see new digs.



Do you process normal or complicated components, such as

an industrial hose with a large flange, rope rings, rope loops, or assemble long ropes with center machining? Then take a look at our new C-crimper. With the **UNIFLEX** crimper HMC 5-200 everything up to 200 t/2000 kN radial crimp force can be processed ergonomically and efficiently. To save further processing steps, like welding, screwing or swaging the Hoses as crimping is a simple process. The repeatability is assured. Thanks to the 126-mm wide base dies, a large number of cross sections and workpiece lengths can be machined. With this C-crimper (opened at the front), the workpiece can be inserted at any point and immediately removed from the side after the process. e.g., a 16-mm steel cable with aluminum sleeve or the 4" industrial hose with ANSI flange, 5" layflat hoses. The long opening allows full use of the 155-mm side opening. The machine is available with the modern 12" touch screen IPC control from Siemens as standard. This allows the process to be monitored and an IT connection enables the further use of the data in the course of production. Watch our video: <https://youtu.be/ciFvn0aZEAI>.

**KIH** has launched their 2024 digital catalog, expanding their arsenal of products. KIH is a sister company of Key Fire Hose, KIH supports the NAHAD distribution network, specializing in stocking pre-made assemblies up to 18" for their valued distributors and dealers. KIH's distributors save on warehouse space. They stock it, so their distributors don't have to. With over 300,000 sq ft of warehouse space and 4 manufacturing facilities, KIH expands distributors' arsenal without expanding their inventory, logistics & warehouse dollars. For more information and to see the new 2024 digital catalog, visit <https://www.KIHLLC.com/> Catalog or email [Sales@kihllc.com](mailto:Sales@kihllc.com)



Serial manual cutting is now a thing of the past, with the EMA 200 automatic cutting machine from **UNIFLEX**. This unprecedented machine separates all hoses effortlessly and precisely, whether in a small series or integrated into a production line. After a simple calibration cut, it can make up to 450 pieces 1500mm long Hose parts or 1,000 200mm long hose parts per hour. For a perfect cut and higher speed, it pre-bends hose lines and cuts them with an adjustable cutting knife.

It separates all common hose lines up to DN 25 or one-inch nominal diameter. The hose feed works without slipping using a caterpillar drive, while your indispensable companion, the UATA 200 hose unwinding table with intelligent tracking, ensures hose replenishment during ongoing operation. Its interactive feed control is visible in setup mode and reacts continuously to the movement – pulling or releasing – of the operator. If requirements change, the machine can be converted to a different hose size in just minutes. The modern IPC control allows networking and automated production. See more here: [https://youtu.be/Pd-gt\\_dts4E](https://youtu.be/Pd-gt_dts4E).



**LGG INDUSTRIAL** ERIKS North America, a longstanding leader in fluid handling, sealing, and material conveyance solutions, announced today that it is rebranding to **LGG Industrial**. This strategic shift honors the legacy of its founding companies, Lewis-Goetz and Goodall, while remaining focused on innovative solutions that drive significant value for customers. "This rebranding to LGG Industrial represents an inflection point in the history of our company, where our rich history and deep understanding of the industry meet our ambitions to bring a new level of service and value to the North American industrial market,"

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## MEMBER CONNECTIONS

*Continued from page 7*

said Jeff Crane, CEO of LGG Industrial. For more information on LGG Industrial, visit [www.lggindustrial.com](http://www.lggindustrial.com).



### Singer Industrial Joins Forces

**with HOSER Inc.,** Marking 10th Acquisition of 2023

In December 2023, Singer Industrial joined forces with HOSER Inc. HOSER Inc. will operate within the Industrial Rubber Division of Singer Industrial and, with this addition, will increase Singer Industrial's North America footprint to approximately 100 locations with over 1,400 employees. HOSER Inc. was Singer Industrial's 10th acquisition in 2023.

HOSER Inc. was established nine years ago and has locations in North and South Carolina. The business operates in several key markets including agriculture, construction, food and beverage, recycling, and general industrial supply, and provides on-site hose repair services. HOSER Inc. is owned and operated by Paul Dugick, who will continue to manage the operation. Dugick has plans to expand the enterprise by adding new locations and selling core Singer Industrial products. More information can be provided by viewing [singerindustrial.com](http://singerindustrial.com), [hoserinc.com](http://hoserinc.com)

transportation and logistics services, announced the closing of two strategic acquisitions as the company continues its growth trajectory – Superior Transport & Logistics and Synapsm. Superior Transport & Logistics is a leader in custom transportation solutions, including less-than-truckload and truckload brokerage, parcel services and transportation management systems. Synapsm is a leading supply chain analytics software provider that delivers proprietary data solutions for shippers to improve margins by connecting data across sales and logistics. These recent acquisitions further strengthen eShipping's competitive position and ability to provide more custom data, insights, and visibility for its shippers.



**eShipping,** a tech-enabled, asset-light provider of managed

## Royal Brass & Hose Celebrating 75 Years in Business



The year 2024 marks a major milestone for Royal Brass and Hose. They are so proud of this milestone accomplishment they're celebrating all year.

The company started from humble beginnings, when the founder, John MacDonald, began selling brass fittings from the trunk of his car in 1949 in Knoxville, Tennessee. In 1972, they shipped by Trailways and Greyhound Bus to regional customers. It was an everyday task to take orders to the downtown bus stations (this was before UPS). Larger orders were shipped by LTL trucks, but it was expensive until the early 1980's when interstate trucking

was deregulated. The UPS and LTL trucking changes allowed the move away from the inefficient wagon-jobber distribution model. Since then, they have grown to 11 locations in 10 states, and with E-Commerce that serves the entire United States of America.

The company leader from 1990-2018, Jere Ingram, extended the product offering from just brass fittings to 24 Major Lines with 80,000 different items in stock. Royal Brass and Hose distributes high-quality mobile equipment products like hydraulic and pneumatic parts, hoses, fittings, fasteners, adapters, and more. Their solutions, expertise and service excellence empower customer success. They express deep gratitude to their customers and partners – many of whom they have worked with for decades.

In 2018, RBH became an ESOP Company (Employee Stock Ownership Plan). Their ownership in our company commits our team members to a customer-first attitude. The board of directors is committed to many more years of growth.

Drew MacDonald, CEO - Jim Arbuckle, President - Bob Lackey, Vice President - Frank Stephens, VP Branch Operations - Zac Lemons, CFO

This juncture was made possible by the people of Royal Brass and Hose. Exceptional tenure, leadership, and daily commitment to the company values are essential ingredients to the Royal Brass and Hose success story. Looking back on 75 years of steady company development, they are so proud of this great achievement. They are looking forward to the next 75 years.



# What's **NAHAD 365**

## Excellence in education... Any day of the year.

With a dual emphasis on safety and employee performance, **NAHAD 365** offers professional development and job training content offered in a diverse variety of formats, extending beyond the annual convention, 365 days a year.

**Discover NAHAD 365 below:**

### NAHAD CONVENTION

#### NAHAD Convention

The NAHAD Convention is your best opportunity to connect with leaders in the industry, attend thought-provoking business sessions, and maximize your presence through the Showcase of Hose Solutions.

### NAHAD WEBINARS

#### NAHAD Webinars

NAHAD's Education Committee is focused on providing webinar topics of interest to both manufacturers and distributors. These webinars are a "must-attend" for anyone looking to grow in the areas of leadership, operations, career development, compliance and risk analysis, fabrication and more.

### NAHAD Skill, Knowledge ACADEMY & Competence

#### NAHAD Academy

An e-Learning platform Designed to ensure all member organizations, regardless of size or budget, have access to affordable, quality, and relevant education content. More than 200 course titles are available with three subscription options to choose from.

### NAHAD Safety, Quality HOSE SAFETY INSTITUTE & Reliability

#### The Hose Safety Institute (HSI)

Members of NAHAD's Hose Safety Institute® represent distributors, manufacturers and suppliers who share a passion for the industry. Membership demonstrates to your customers that you take care great in the products you deliver to the field by following prescribed design and standards specifications for top-tier assembly, design, fabrication, handling, and management.

### NAHAD HANDS-ON TRAINING

#### HSI Hands-On Training

Formerly Regional Training, this program is designed to promote and develop an understanding and adoption of HSI guidelines and best practices in hose design and fabrication. Attendees will participate in a series of interactive presentations, visit distributor locations for hands-on exercises, and tour a manufacturer's warehouse.

### Distribute Innovation INFLUENCE//IMPLEMENT//INTEGRATE

#### University of Innovative Distribution (UID)

Sponsored by the Association Education Alliance (AEA), a consortium of 40+ distribution professional associations and in cooperation with the Department of Technology Leadership and Innovation of Purdue University, UID is a concentrated educational program designed to enhance and fortify your knowledge, skills, and abilities.

Courses are grouped into six educational tracks: Distribution Strategy, Leadership & Professional Development, Management, Marketing, Operations, and Sales.

### NAHAD Employee Development ROADMAP

#### Employee Development Roadmap

Proper recruitment, selection, onboarding and training of new employees and the ongoing education of current employees is critical to their success, and that of your business. This Roadmap provides you with important and timely Human Resources updates, policies, and templates. It identifies the key positions within the typical NAHAD distribution company, by title, with sample Job Task Descriptions for each.

### NAHAD the OD

#### The Outer Diameter (OD) Podcast

This podcast series is designed to promote professional development and continuing education for distributors and manufacturers. Content includes new industry developments, innovative tactics for any business model, and valuable need-to-know information centered around the hose distribution industry

### NAHAD HANDBOOKS • GUIDES • REPORTS

#### Handbooks, Guides, & Reports

NAHAD provides members with access to comprehensive tools, recommendations, and best practices packaged in a collection of various handbooks, guidelines, and reports.

Topics cover hose assembly, the basics of industrial distribution, value-added selling, compensation, and other financial/productivity data.

# Harry C. McGill, Longtime Owner of McGill Hose & Coupling, Inc., Announces Retirement and Transition of Ownership to Third Generation

After over five decades of dedicated leadership, Harry C. McGill, long-time owner of McGill Hose & Coupling, Inc., has announced his retirement and the successful transition of the company to his children, Ainsley McGill-Gaboury and Alex C. McGill. The transition represents a continuation of the family legacy and a commitment to sustaining the company's values of excellence and customer satisfaction.

Taking effect on December 31, 2023, this move ensures the future of the thriving family business founded by Harry's father, Harry A. McGill in 1962. Both Ainsley and Alex, serving as vice presidents for the past decade, bring extensive experience and a shared passion for excellence to their new roles as co-owners.

### A Flourishing Legacy Built on Dedication

Over the past 54 years, Harry has played a pivotal role in transforming McGill Hose into a leading

provider of specialized fluid conveyance products, including metal and PTFE hose assemblies, featuring major brands of hoses and fittings.

Harry's journey began in 1969 when he joined the company founded by his father, Harry A. McGill, as a laborer and salesperson, embodying the family's commitment to the business. In 1987, he assumed the role of owner, taking over from his father when McGill Hose & Coupling, Inc. operated out of a 10,000 sq ft building on Benton Drive in East Longmeadow.

Under his leadership, the company experienced remarkable growth. Today, McGill Hose & Coupling boasts three modern facilities across Massachusetts and Rhode Island, spanning over 125,000 sq ft of space. Throughout this expansion, Harry ensured that the company's core values of quality and service remained steadfast.



The company recently achieved ISO 9001 and AS9100 certifications, a testament to its dedication to meeting the highest industry standards.

Harry leaves not just an indelible mark on McGill Hose & Coupling, but as a leader in the hose distribution industry, serving on the Board of NAHAD (National Association of Hose and Accessories Distribution) as well as a board member and past-President of IDCO (Industrial Distributor Co-op).

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# Congratulations Exam Passers!

The following employees of NAHAD Academy subscription companies have passed exams during the period through 2023.

## Exams

- Composite Hose Fabrication
- ◆ Composite Hose Handbook
- Corrugated Metal Hose Fabrication
- ◆ Corrugated Metal Hose Handbook
- Fluoropolymer Hose Fabrication
- ◆ Fluoropolymer Hose Handbook
- Hydraulic Hose Fabrication
- ◆ Hydraulic Hose Handbook
- Industrial Hose Fabrication
- ◆ Industrial Hose Handbook

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We registration will open soon for this exciting event that is full of unique programmatic offerings to drive business and accelerate learning. Register early to take advantage of the early bird discount rate. Watch your email for announcements.

NAHAD leadership has put together an exceptional program complete with extensive networking opportunities, a robust educational program, and the Showcase of Hose Solutions. Attendance is expected to exceed 1,000 manufacturers and distributors, from all around the globe. Visit [nahad.org](http://nahad.org) to learn more.

We can't wait to see you in San Diego! ●

# NAHAD

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