

December 2, 2019

Happy Holidays and a bit of NEWS from Lubker Distribution

Dear Customer;

The holiday season brings upon happiness and glee, a time to spend with family and friends reflecting on the past and building visions of the future. It also is a time to give thanks to all those surrounding us who bring joy, happiness, comfort, and stability to our world.

All of us at Lubker Distribution are grateful for our relationship with you. When we started this business 18 + years ago, we made a pledge to take absolute care of the tenets most important to our success, our CUSTOMERS, our SUPPLIERS, and our PEOPLE. To this day we proudly remain committed to that pledge by providing world class customer service, forging respectful and partnering vendor relations, and treating our employees to the finest wage, benefit, and profit-sharing programs available to industry. Together these tenets define our difference, a difference we plan to maintain for many years to come.

The New Year will bring a few changes to the Lubker landscape.

Tom Falcone, long time Lubker Senior Inside Sales Associate (and a lifetime industry veteran) has decided to retire at the beginning of the year. Though this news brings sadness to our fastener family, we are also happy for him, knowing that he will have plenty of time to spend with family, take long walks, and simply enjoy the serenity of a well-deserved retirement. We will miss you Tom, and we are ever grateful for your many years of loyalty, commitment, and superior service to the company and the customers you have managed. THANK YOU!

In preparation for Tom's retirement, we have been busy the last few months reviewing customers' expectations and intricacies, discussing best suited account redistribution options, hiring, and training....lot's of training! Moving into December, we are confident that our planning will make the transition virtually seamless. Though we know Tom will never truly be replaced, we are sure to come close, with many hands sharing the many roles and responsibilities previously held by Tom.

We are very excited to announce FOUR new hires to our sales force!

Steve Gillmor joins us as Director of Sales. Steve is an industry veteran spending 10+ years in the Manufacture Rep business as sales manager. The business specialized in Fastener, MRO, and Safety supplies. Following his tenure there, Steve was recruited to become Director of Sales for Leatherman Tool, where he was credited with building national sales teams tasked with increasing market share of the high-quality Leatherman brand of tools. Steve is anxious to get on the road and looking forward to the opportunity to meet and learn about you and your company, with the opportunity to provide world class service, support, and solutions.

Bolstering our Inside Sales team, we are excited to announce the hire of three new Sales Assistants, Riley, Sean, and Spencer. These gentlemen all came on board the same day and have been training for the past five weeks on everything Lubker. They are talented, eager, and have a passion to learn. As you might imagine, it can be daunting to come to a new company, in a new (to them) industry, and with a dead-line for knowledge absorption. They however haven't waived, they embrace new daily challenges, and are committed to forge their path toward successful industry careers.

Helping with this successful transition are Bryan Tirney (Senior Sales Associate) and Dan Scruggs (Inside Sales Associate). In addition to the time being spent with Tom, our Sales Assistants have spent considerable time training with both Bryan and Dan. The breadth of knowledge these two provide is just another way we are preparing for continued excellence in customer service.

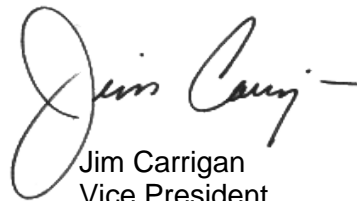
Jim and I both thank you for your continued patronage, and the support and confidence you have showed us over the years. Please know, that as we pledged 18 + years ago, we both remain committed to YOU and your success, and remain engaged in guiding the path of service and supply excellence you have come to expect.

Hoping you and your family have a Merry Christmas and a safe, happy, and healthy new Year!

Our Best Regards,



Rick Lubker
President



Jim Carrigan
Vice President