

THE ROAR

A QUARTERLY PUBLICATION OF THE NEMEON COOPERATIVE

June 2024

A Letter from the Chairman of the Board

Well, here we are halfway through June already, wondering where the time went. That said, we're fortunate to be enjoying brisk business and are thankful for that! Much of the west coast is still fighting with an inadequate supply of shingles by all manufacturers. To be proactive, recently myself, several NEMEON Board members, along with NEMEON leaders have met with several top shingle vendors to hopefully get a better grip on what's become the industry's biggest problem. After all the back and forth, excuses and bickering about reasons for the shortage, the simple answer is that supply cannot keep up with demand. This all started when COVID reared it's nasty head, and our government took a drastic approach to help put an end to the problem. Many manufacturers expected business to drop off drastically, and as a result they cut back on production, and thus inventory. Not long after COVID hit, we suppliers saw a big uptick in residential reroofing, coming from folks that were "stuck at home". Projects that were on the back burner, suddenly were top priorities! Business was not slowing, but rather it was growing! Many of us relayed this information to the shingle manufacturers, but they

were slow to react, and were taking a "wait and see" approach. And that my friends is how our industry got in this situation, and why they can't seem to catch up. I don't want to paint all manufacturers as the culprit, but... I really don't expect the shortages to end for quite a while but hope they can prove me wrong. One thing that saved us temporarily was the fact we've always carried a big inventory of shingles, it took us a while to go through that inventory. We benefited from the fact we had product. Our long-time, loyal customers had first choice of our inventory, and believe me it was tough to turn down an order from a new customer, but we knew our long time customers came first.

As my grandmother used to say, "this too shall pass." I know it will, but not sure of when. Just another day in the life of a roofing distributor. I wouldn't trade positions with anyone, as we still love this industry that's been so good to us.

Until next quarter ...



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Amplify Success with Teamwork

In today's dynamic and competitive world, achieving goals can often feel like a challenging task. As business owners, you are no stranger to wearing multiple hats, juggling responsibilities, and striving to achieve ambitious goals. Among the whirlwind of tasks and decisions, there's a strategy that can significantly amplify your chances of success: teamwork.

Here are some compelling reasons why working together as a team is not just beneficial but essential for businesses to accomplish their goals:

1. **Maximizing Resources:** businesses often operate with limited resources, whether it's financial capital, manpower, or time. In such scenarios, teamwork becomes indispensable. By pooling the talents, skills, and resources of a team, businesses can achieve more with less. Each team member contributes their unique expertise, enabling the business to tackle diverse challenges and pursue opportunities that would be unattainable for a solo entrepreneur.
2. **Adaptability and Flexibility:** In today's rapidly evolving business landscape, adaptability is key to survival. NEMEON members must be agile enough to pivot strategies, respond to market changes, and capitalize on emerging trends. A well-functioning team provides the flexibility needed to navigate these transitions smoothly. By fostering a culture of open communication and collaboration, team members can share insights, brainstorm solutions, and adapt quickly to new circumstances, keeping the business resilient and competitive.
3. **Customer-Centric Approach:** Our members' businesses thrive on building strong relationships with their customers. Teamwork enables businesses to adopt a customer-centric approach, where every

team member is united around the common goal of delivering exceptional value and service. By working together to understand customer needs, anticipate preferences, and address concerns, businesses can solidify their relationships with customers.

4. **Innovation and Creativity:** Collaboration is essential for members seeking to differentiate themselves in the market. Teamwork fuels innovation by bringing together diverse perspectives and ideas through brainstorming sessions, cross-functional collaboration, and constructive feedback, your teams can unlock solutions that set it apart from your competitors.
5. **Shared Ownership and Motivation:** When employees feel like valued members of a team, they are more engaged, motivated, and committed to the success of the business. By involving employees in decision-making processes, recognizing their contributions, and celebrating achievements together, you can create a positive work culture where everyone feels invested in the company's success.

In conclusion, teamwork lies at the heart of most successful businesses. By harnessing the collective power of a dedicated team, NEMEON members can overcome challenges, seize opportunities, and achieve goals that might otherwise seem out of reach.



Recovery Plan for Business

Does your business have a plan in place in case of an emergency? What would your staff do if something happened to you or if a significant storm struck your location? How do you plan to get back up and running with the least issues? A recovery plan, also known as an IT disaster recovery plan (DRP), is just such a plan: a documented set of actions designed to restore your organization's operations in the event of a disaster, cyberattack, hardware or software failure, or any other event that would significantly impact your branch's ability to function.

A technology recovery plan is indispensable for business continuance in today's digital world. Such a plan mitigates the impact of disruptions, reduces downtime, and preserves customer trust. It fosters preparedness, enabling structured responses to crises, and instills confidence among backers. Additionally, it ensures data protection and compliance and supports customer relationships. Regular testing and refinement enhance adaptability, positioning businesses to navigate evolving threats effectively. Investing in a robust recovery framework is essential for safeguarding success in an increasingly technology-driven world.

A quality DRP needs to be comprised of these critical components:

Risk Assessment: Identifying potential risks and vulnerabilities to the organization's IT systems and, equally, importantly, your data.

Backup and Recovery Procedures: Establish regular data backups and outline procedures for restoring systems and data from backups. You should always have multiple forms of backup, including at least one that is not connected to your system or the Internet.

Emergency Response Procedures: Outline who plays which roles and what their responsibilities are for responding to and managing emergencies.

Alternate Site Operations: Plan alternate locations or infrastructure to continue essential operations if primary systems are unavailable.

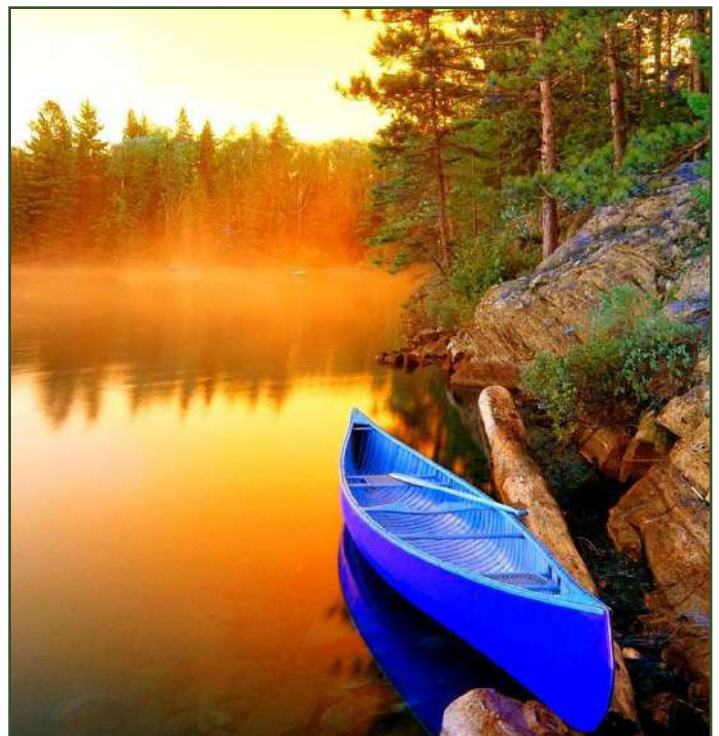
Your office might be unusable, but customers still need materials.

Communication Protocols: Establishing communication procedures for notifying stakeholders, employees, and customers about disruptions and recovery efforts.

Testing and Training: Regularly test the recovery plan to ensure its effectiveness and conduct training for employees to familiarize them with their roles during a disaster. Putting it aside until you need it is a mistake that can cost time and money.

Documentation and Maintenance: Ensure key staff know where the plan is kept and the steps they need to follow. Don't just keep it on a computer. Keep the recovery plan up to date with technological, infrastructure, and business process changes.

With a recovery plan, your organization can minimize downtime, mitigate financial losses, and maintain operations during and after an IT or other disaster. If you need help creating or editing a business plan, please feel free to reach out for assistance.



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Benchmarking

One of the more daunting tasks for the independent business owner is comparing their results to similar sized business in the related industry. This information is difficult to come by and the usefulness of the available data is questionable. Targeting areas for improvement in every organization is key to long term success. Benchmarking is a proven solution to these problems. NEMEON now offers benchmarking to the entire membership at no direct cost. Profit Planning Group, a proven leader in the collection and analysis of benchmarking data, will provide these services to NEMEON members.

The process starts when the member completes the confidential online survey provided to NEMEON by Profit Planning Group, with the financial results from the prior year. The member's confidential data is analyzed, and a detailed report is prepared that compares the key operating results in the various categories. The report targets the areas for improvement, along with the areas that are performing well for the submitted reporting period. In addition, the member's data will be anonymously compared to other NEMEON members for the same reporting period. The comparison to like sized businesses in roofing and siding distribution is invaluable. Members that currently use benchmarking report that it is the single most helpful tool they use in the day to day management of their business.

EDI

The E.D.I. program delivers Preferred Vendor invoices to you electronically. Your company will have its own secure web-based Document Center available to you. This is set up and ready for you to access once you fill out the Member Designated Contact Information form. With your own company document center, you will have on-line access to twenty-four months of invoice history, and you can store, print or view invoices. Not all of the Preferred Vendors are currently in the program; but as vendors join this project, they will discontinue sending you paper invoices and send them electronically only. You will be notified in advance of the participating vendors.

LionGUARD University

LionGUARD University is a training initiative that has proven to be successful in helping NEMEON reach our primary objective of connecting NEMEON Distributor Members with our Preferred Vendors.

The University was launched in February 2013 as a platform to bring cost effective Preferred Vendor Training to our Members. LGU allows Suppliers to post training modules (new products, repair training,

safety training) allowing Member Distributor Salesperson training online 24 hours a day 7 days a week. Each module includes a quiz to ensure students understand and can apply the training on future sales calls. LionGUARD University has turned out to be a very cost-effective training method with no cost to the membership.

Professional Development: Added to LionGUARD University in 2017, this resource offers our members a wide variety of courses in Management, Software, Human Resources, etc. These courses are geared for your office, sales and warehouse personal. You can find these courses on the LionGUARD University website.

NEMEON Network

The NEMEON Cooperative provides its membership with a turnkey, fully administered digital signage program. This is a tool that is used to advertise, highlight products, and educate your customers. Choose from hundreds of content options, including the weather, trivia, headline news, "how-to" videos, and product details and information. The content list is growing every day and currently we have over 400 Preferred Vendor commercials and 22 hours of content available. The Network is fully customizable to your specifications and can be updated by your company on demand. The program will be administered on your behalf from our office. Joining is easy, with little to no out-of-pocket expenses.

Acquire4Hire

Starting in 2021 NEMEON started offering *both* Members *and* Vendors the add on benefit of a one-stop hiring solution. Acquire 4 Hire is a program that assists in distributing job posts across the web and manages the applicants all in one place. The app offers a full circle solution by providing job posting templates, salary suggestions, then as applicants apply you are able to track the hiring process and customize the workflow all the way to the job offer.

Savings4Members

Our long-standing relationship has saved Member's thousands of dollars by providing vetted solution partners for the everyday business needs. Their sole purpose is to save your business money by leveraging the tools you use every day to run your business. With over 20 partnerships designed to save you money, it is worth reaching out to see how they can help you. Some examples include credit card processing, fleet fuel cards, financing, office supplies, shipping, uniforms, waste and recycling just to name a few.



L.A. Roofing Materials, Inc.

L A Roofing Materials is located just south of downtown Los Angeles close to the Coliseum of Olympic fame. We specialize in building products for both residential and commercial roofing contractors. Our commitment to service is to partner with our customers, bringing our knowledge of the industry to the success of their projects. Our knowledgeable staff is ready and available to help everyone. Through our 20-year membership with NEMEON, a building material co-op, and our strong relationship with our suppliers, we can offer our customers the pricing and service that helps them shine in their bids and in their jobs wherever they may be.

Founded in 1982 by Don and Jeanne Gardner, this family-owned business has grown from an initial investment of \$5,000 to more than \$24 million in sales and a fleet of trucks that service the Southern California area. Don's father Ralph was in the building materials business and is remembered and respected in the roofing industry. As a native of Los Angeles, Don grew up in the roofing business managing and co-owning an earlier roofing supply company from 1963 – 1981. Jeanne has been involved and around the roofing business since their marriage and was the Chief Financial Officer since the company's start.



The third generation with the business began when Steve joined. He started early working in the yard and warehouse, learning the delivery side while in high school and began selling for the company while attending college. Upon graduating from Cal State Long Beach in 1978 with a fine arts degree in design, Steve began a successful career with various design firms in the Los Angeles area. A calling to be in the family business brought him back to the business to become the General Manager in 1991.

Continuing to grow the business, Steve became owner in 2012. With his parents alongside, Steve has continued to grow the business by partnering with L A Roofing Material's customers for an ideal marriage of contractor and supplier to maintain an equitable profitability for both.

Jeanne and Don both continued to work until their passing, Jeanne in 2019 and Don in 2020. The company legacy remains with most of the original employees still involved to make sure we all continue the company that Don and Jeanne dreamt it would be.



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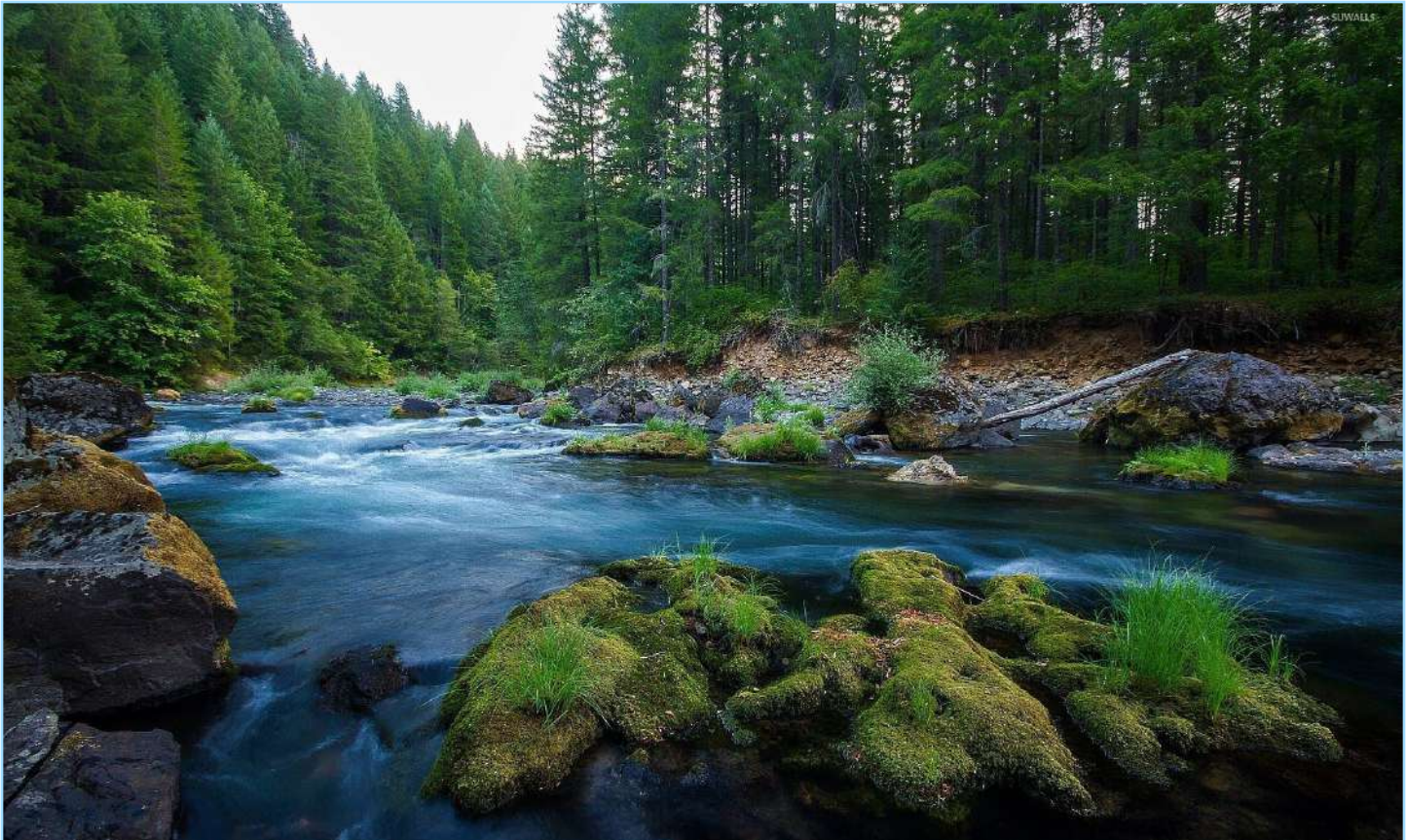
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"The NEMEON Network is a welcome addition to our showroom. Nothing but positive feedback from our vendors and customers thus far. Every NEMEON Member should be a part of the Network!" - Ross Riddle, South Coast Shingle

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At **Hiab**, we go beyond load handling.

Hiab stands as a leading provider of smart and sustainable load handling solutions. We are committed to delivering the best customer experience every day with the most engaged people and partners. The cooperation between NEMEON and HIAB, featuring HIAB's MOFFETT truck-mounted forklifts, and HIAB's loader cranes marks a significant partnership in the building supply industry. HIAB, a leader in smart and sustainable load handling solutions, aligns with NEMEON's mission to support its member-owned purchasing cooperative. This collaboration provides NEMEON members with access to cutting-edge MOFFETT and Hiab loader cranes, enhancing their operational efficiency and competitiveness.

In 2024, Hiab proudly commemorates its sesquicentennial anniversary – 80 years of history. Founded in 1944 by Eric Sundin, a ski manufacturer and inventor from Hudiksvall, Sweden, who saw the potential of hydraulics and discovered how to use a truck engine to power loader cranes with the help of hydraulics. This innovation created the hydraulic crane to move the heavy roundwood needed for ski production,

leading to the establishment of Hydrauliska Industri AB (Hiab), and the birth of the Hiab method.

This method revolutionized load handling.

The serial production of HIAB190 started in 1947, quickly improved to become HIAB 192, which sold nearly 13,000 units until 1964. The same Hiab method is still used by crane operators daily all over the world. The introduction of the “Elephant” loader crane in 1956 was a breakthrough that established today's “knuckleboom” crane standard. Since 1944, no less than half a million HIAB loader cranes have been delivered to customers in more than 120 countries.

Today, Hiab offers a broad selection of loader cranes with variations in range and lifting capacity. Recent developments have introduced features that make crane operation easier, offering precision, performance, and reliability for various applications.

Visit www.Hiab.com now to explore these exciting updates and join us in celebrating our innovative journey.



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 Lakeside Siding Supply
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 LS Building Products
 Lumbermans Drywall & Rfg Supply
 Lumbermen's Inc.
 MaCon Supply, Inc.
 Magnolia Construction Supply, Inc.
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 Mid Continent Lumber Dealers Supply
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 Passaic Metal & Building Supplies
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 Redds Inc.
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 S.G. Williams
 S & J Sheet Metal Supply Inc.
 Sam Jin General Supply
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1	Director of Marketing for New Business Ventures	Manchester, NH	346	24	0	1	Passed 2/11/2016
2	Customer Care Specialist	Manchester, NH	152	5	5	0	Passed 9/12/2015
3	Customer Care Specialist	Manchester, NH	75	5	0	0	Passed 12/4/2015
4	Customer Care Specialist	Manchester, NH	212	22	33	1	Passed 8/30/2015
5	Customer Care Specialist	Manchester, NH	9	0	0	0	Passed 9/14/2015
6	Customer Care Specialist	Manchester, NH	105	8	0	0	Passed 10/27/2015
7	Customer Care Specialist	Manchester, NH	1	1	0	0	Passed 10/28/2015
8	Customer Care Specialist	Manchester, NH	1	0	0	0	Passed 10/28/2015
9	Customer Care Specialist	Manchester, NH	4	0	0	0	Passed 10/29/2015
10	Customer Care Specialist	Manchester, NH	8	0	0	0	Passed 10/29/2015
11	Customer Care Specialist	Manchester, NH	1	0	0	0	Passed 10/29/2015
12	Customer Care Specialist	Manchester, NH	1	0	0	0	Passed 10/29/2015



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