

THE ROAR

A QUARTERLY PUBLICATION OF THE NEMEON COOPERATIVE

April 2021

A Letter from the Chairman of the Board

Dear NEMEON Partners,

Based on feedback received from membership and our Preferred Vendors the 2021 Virtual Annual Meeting was a success. Admittedly, I was skeptical going in, but we pulled it off. "We" is the operable word, and credit is due to all that participated. It all started with our NEMEON staff that researched and selected the correct platform, provided ample training session opportunities, and real time technical assistance if required. None of this pre-work would have mattered if our membership and vendors did not buy in and participate. And participate you did – **THANK YOU!**

While I am of the opinion there is no substitute for in person meetings it is clear these types of virtual meetings will be incorporated in our future in positive and productive ways. And when we have a similar meeting in the future, I promise it will include a lunch break!

Good Riddance 2020 and welcome in 2021 (I think?). It is great to see the re-opening of our country and the restoration of confidence in so many areas that were hesitant to do so. Clearly demand in our industry is soaring, but our supply chain issues will continue and have now expanded to the commercial sector. Our commercial members and vendors are suddenly feeling the pain and frustration our steep slope partners have endured the past 12 months. At the time of this writing, we are one week into this new reality and only one

thing is certain; get ready for a long, challenging, and frustrating ride.

Where is the good news in all of this? Look in the mirror. No better time to be an Independent; this is where we shine. Connected to our market, ability to make key decisions instantly and decisively, and relationships with our contractors that go back generations. With this comes trust and ability to extract timely and accurate information we can relay to our manufacturers. If you have placed an order for a large low slope commercial project this week you understand how important this information is, and our manufacturers do as well.

Which brings me to my final point. Recently, I was talking with one of our preferred vendors regarding a stock out and extended lead time on his product. It was a quick call because he took care of me. But it is what he said that is important. He told me how much he values his relationship with the Independent. He knows he can trust us, our information is accurate, and we do not ask for something unless we need it. It made my day, and it should make yours as well. He did not say those things about me; he said them about "The Independent". Thank you NEMEON members; without each other and the way you conduct your business we are quickly marginalized. And on behalf of our NEMEON Membership thank you to all our Preferred Vendors (especially the one mentioned above, you know who you are). Your kind and sincere words reinforce why we do what we do.

HEAR THE ROAR!



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As I sit here reflecting on what has happened over the past 12 months, I remember the last line of my newsletter article from one year ago. That statement has proven to be very accurate due to the focus of all our members and their employees. My comment was "One thing that I'm confident about is when we come out on the other side of this pandemic, we will be stronger and ready to adapt to any changes that lay ahead for all of us in the future".

All of us had to pivot and adapt all aspects of our business and personal lives to come out on top once the pandemic was behind us. Fortunately, the market came back with a vengeance, but not without many challenges that continue today. I could not be prouder of the NEMEON team for their commitment to the organization and more importantly the members for their unwavering support of the organization's goals. Communication and action were the key to our success; there was never a time where we were concerned that the membership would not respond.

We instituted new initiatives and further developed some of our present programs. The enhanced website has been a real success as members now have instant access to all information in one place. I encourage everyone to go check it out if you have not done so already. As of this writing we are very close to revealing the new NEMEON Mobile App. Soon, you will be able to access all the information directly from your phone.

All of us had to pivot and adapt all aspects of our business and personal lives to come out on top once the pandemic was behind us.

NEMEON is working on a service platform that needs input from every member, fortunately that input will take less than a few minutes. We will be talking about the new service on our conference calls and, over the course of the next few months, one of us will be reviewing the platform with you directly. The key to making all this work is you.

We have all heard the quote "a chain is only as strong as its weakest link." That could not apply more today.

So far, 2021 is off to a roaring start with no slowdown in sight. We are planning to start traveling to visit members in the very near future. It has been a crazy year but, when didn't we have a crazy year in this business? Looking forward to seeing you all soon and hearing all about how you have

been able to navigate this ever changing and sometimes uncertain time in our industry and, just as importantly, how we dealt in our personal lives. I know there will be some very interesting stories out there.



Our thoughts and prayers go out to the family of Mike Sullivan from APOC who passed away recently due to complications from COVID

Mike was truly one of the greats in our industry.

Passwords are the most common form of user authentication, and they are easy to hate because they offer weak security and a poor user experience. By definition, a password is a shared secret. The secret is known by the user and the validation service, is often stored across various computing devices, and may even be shared in messages or on a sticky note. Each service, device, or user with knowledge of that secret can be the target of a cyber-attack. To improve security, best practice dictates that passwords be complex, and unique to each site and user. However, these practices are increasingly ineffective against modern phishing attacks and make passwords more difficult to use. The other issue is that to avoid “forgot password” issues, it is tempting for users to share passwords across services which increases security risks. Security and usability are at odds with passwords. Better security leads to a worse user experience, and vice versa.

The solution seems simple – it is time to say goodbye to passwords, right? Almost. Passwords have a lot to offer; they are portable, compatible and interoperable. Whether you are authenticating on a computer, smartphone, or playing games, you can easily input a password. Passwords are universally supported, and you do not need to upgrade to the latest mobile device or install client software to use a password. They just work. So, why is this important? Well, if the goal is to retire password authentication, any replacement needs to have significant improvements in both security and usability without compromising any portability, compatibility, and interoperability.

Over the past few years, the term “passwordless” has gained momentum and is now used by many security, authentication, and identity solution providers. Passwordless authentication is any form of authentication that doesn’t require the user

to provide a password at login. There are a lot of different iterations of passwordless authentication, and they all have tradeoffs. SMS and Email Magic Link (I did not make that name up) are two of the most used ones. In general, these two authentication flows may offer better usability than passwords, but both are highly susceptible to phishing. If the user is tricked into typing in the OTP code or clicking on the magic link, neither of these passwordless solutions offer much security. In larger settings, Smart Cards are one of the most effective ways to protect against phishing. The user must insert their smart card into a reader and validate the smart card with a unique PIN. This is a surefire way to stop remote phishing attacks in their tracks. But traditional smart cards are not very portable, compatible, or interoperable. It can be complex and costly to implement traditional smart cards at scale, making it hard to use and inaccessible for most individuals and many businesses.

There are solutions including biometrics and FIDO keys. The FIDO Alliance has paved the way by pioneering the FIDO open standards, and by working with tech giants like Google, Microsoft, and Apple to include these standards into the operating systems, and browsers that are already in use every day. These standards, paired with a key, allow for strong authentication across devices, apps, and services without any additional proprietary software. It just works. The concept behind the keys, put very simply, is that authorization takes place on your local device and passwords are never sent out where they can be intercepted. Your password is never transmitted and validated on a server somewhere it can be found. A strong combination of Multi-Factor Authentication (MFA) and either biometric or physical touch ensures that there is a user behind the action and not a machine. You insert a key, touch a biometric pad, or enter a pin and you are in. No passwords ever leave your machine. If you are interested in learning more, please feel free to reach out.

Password, Pins and Passwordless Authentication

*Need some technical answers or have
and idea for a podcast topic?*

Contact John Reynolds at
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Mid-Atlantic Roofing Supply
65% increase!

Shift the Share in 2021!

For 2021 we will be recognizing Members who Shift the Share to a Preferred Vendor they haven't purchased from in the past!

We will share the information with you here and on the website.

Remember when you partner with a Preferred Vendor let them know you are a Member of NEMEON!

Just a reminder.....

If you participated in the Jeff Simon DOT Safety Plus webinar in February, he is providing a **30% discount on all fees*** for on-site DOT audits, policy development and training.

*Offer good through August 2021

Podcast episode #13 now available

In Ep. 13 Vic and Thea Dudley talk about her webinar from April 20th entitled "The Lone Ranger: The One Person Credit Department".

Check out these and any of the other previous 12 podcasts.

Time to Wait and See

There are lots of new developments going on in the commercial roofing industry. A change in ownership and a new senior management team have been announced for two of the largest commercial roofing manufacturers. In addition, raw material lead times as well as raw material price escalations are dominating the recent communications coming from multiple points in the industry. The resulting numerous price increase announcements and increasing lead times for various finished commercial roofing products is adding to the uncertainty for the balance of this year. Let us look at each of these situation's individuality.

The ownership and management changes we are seeing all point to one certainty-CHANGE. New people at the top rarely means "business as usual", regardless of how many times you hear that phrase uttered by the new folks that are now in charge of things. The primary question our members should be asking is will these upcoming changes be good for the member's business. Only time will tell, the rest is purely speculation. In the meantime, we should be paying close attention to the subsequent people and policy changes the new folks are implementing. Changes in long term relationships, both good and bad, can have major impacts on local market conditions. Experience provides that the best advice is to wait and see but pay close attention to all the details.

Our members that sell residential roofing shingles are living through the nightmare of "planned allocation", multiple price increase announcements, extended lead times and scarce product availability. Those fun and games are now spilling over to the commercial side of the business. The weather in February appears to have impacted raw material production for key chemicals used in the manufacturing of certain commercial roofing components. Fastening systems both metal and chemical have also been impacted. And let us not waste any opportunity to

also blame the trucking industry for contributing to these problems. The avalanche of multiple price increase announcements is now descending on the commercial industry.

Again, history and experience tell us to be very careful quoting jobs into the back half of the year. Read the price increase announcements from the manufacturers carefully. The manufacturers may begin to do things differently going forward than in the past. Market situations are changing rapidly. A vendor may do things differently in the fourth quarter of this year versus how they performed earlier in the year.

Experience provides that the best advice is to wait and see but pay close attention to all the details.

Make sure you have written confirmation of all job quotes with detailed pricing, delivery and time frame information. Most job quotes have beginning and ending dates for shipments along with product quantity amounts. Pay attention to these details, make sure they are correct when you first receive the job quote, not when you are ready to place the order, or you are reviewing the invoices from the manufacturer.

All this upheaval is coming at a time of uncertainty over the short-term future of the commercial roofing business. Many questions are unanswered regarding the make up and usage of existing and planned commercial properties. How much retail, hospitality and office building inventory will be utilized as we emerge from the past year's crisis. Questions abound, theories create more chaos and again we should wait and see what direction the industry will take.

There is an old saying that change is good. There is also the sage advice that change for the sake of change is counterproductive, wasteful and hinders positive growth in any business. We will just have to wait and see how this all plays out.

Vic Anthony



Reach out to Andi Voelker at avoelker@nemeon.com to learn more about LGU.

LionGUARD University is available for you and your team at no charge! Preferred Vendors are able to offer courses as part of their annual sponsorship. This is a great resource for you to have your entire team learn about the products you sell. In addition, LGU offers courses on compliance and professional development training.

What would you like to learn today?

I would like to learn about [Preferred Vendor Training](#) focused on [All Subjects](#)

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The dashboard screenshot shows a table with columns: Posted, ID, Title, Location, Views, Submitted, Incoming, Candidates, and Status. The table lists various job postings for 'Manchester, NH' with their respective metrics.

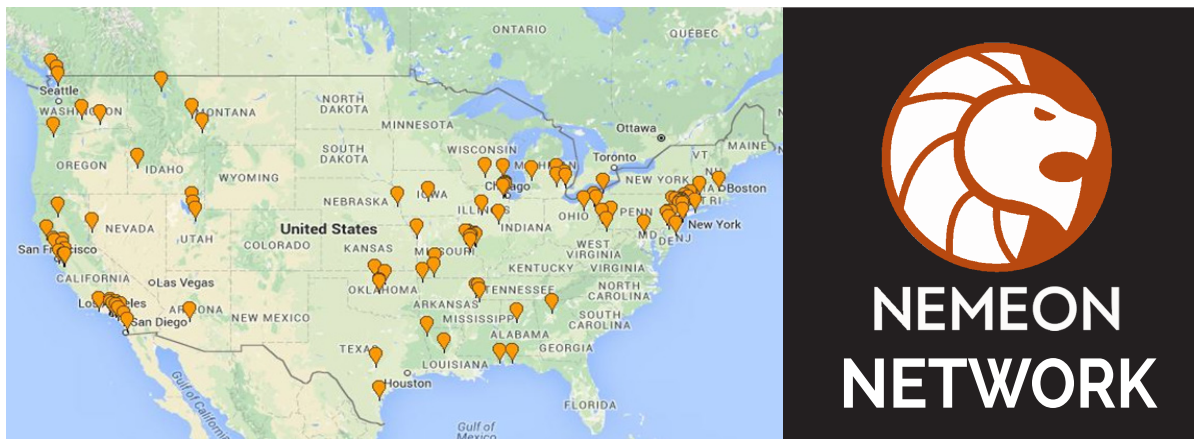
The central hub diagram shows a central 'Acquire4Hire' logo with arrows pointing to various job boards: Indeed, SimplyHired, Jobrapido, Adzuna, CareerJet, LinkedIn, Google, and Zillow.

For more information and support visit acquire4hire.com
 Log in and access your hiring solution at app.acquire4hire.com

The NEMEON Cooperative provides its membership with a fully administered digital signage program for use in their showrooms. Digital signage is a great tool for increasing customer engagement, showing current product specials, acknowledging outstanding employees, and of course, displaying vendor created product information and demonstrations. The playlist for your monitor is completely customizable, with content you select, and can be changed as often as you'd like.

NEMEON Network currently has over 100 monitors in place throughout the US and Canada, and we continue to grow. The content list is growing every day, and currently, we have over 400 Preferred Vendor commercials and over 20 hours of content available.

With the recent launch of our new NEMEON Network Video Selection resource on NEMEON.com, maintaining your personal playlist is easier than ever! Designed with you in mind, this new tool allows for quick and easy viewing of our available digital media, which can then be added or removed from your playlist with a single mouse click!



Additionally, we've added a new feature which allows you to assign a member of your staff to update the content of an individual location or across all your yards, while keeping the more confidential portions of the site private.

If you haven't seen the new Video Selection portal yet, we encourage you to check it out! We hope it will be a great tool for our Digital Signage Locations. And if you're not a current digital signage user, reach out to Scott Snowball or John Reynolds to schedule a demo today!

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In 1938, LeRoy and Eilene Harrington moved to Salt Lake City, Utah and started LE Harrington Company in a rental space. In the early 1950's they bought property to build a roofing yard across the street from Elden and Leora Booth's grocery store.

Harry (as LeRoy liked to be called) offered Elden some side work unloading product at Harrington. Harry wanted Elden to become more involved and suggested that he go work for a local roofing contractor to learn the business. After a few years, Elden came to work for Harrington full time, taking over many of Eilene's responsibilities. LE Harrington Company was soon renamed Harrington & Company.



In 1965 the business was relocated to 760 West Layton Avenue. In 1971, Harry and Eilene sold the business to Elden and Leora Booth. Their 3 sons Stephen, Michael and Brian all grew up working at the store. The boys purchased the store from their parents in 1999. Over the years, we have added a few locations to our family. The first additional was Hyrum, Utah. Then we added Idaho Falls, Idaho and Rock Springs, Wyoming. A few years ago, Richfield Block, Utah, joined us and most recently, Pocatello, Idaho.

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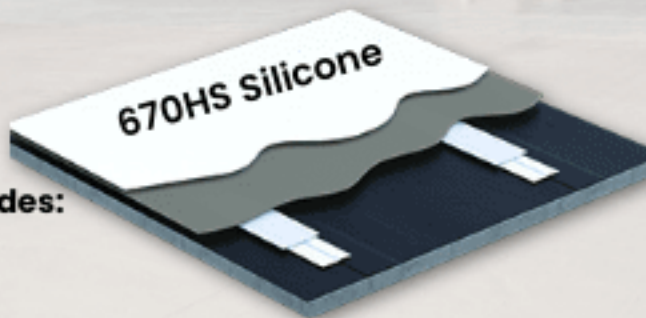
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States Serviced: IA, MN, WI (North of I 80 and South of I 90)

Categories: Roofing, Insulation, Steel Roofing, Vinyl Siding, Sheetrock, Caulking



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www.raffertyaluminum.com
Sean Lorden (800) 732-5473
info@raffertyaluminum.com

States Services: All of New England (parts of NY & NJ)

Categories: Rain Carrying products & Acc.: Lead, Copper & Aluminum Flashing, Louvers & Vents, Ventilation Caps, Coatings & Cements, Adhesives & Sealants




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Palmer-Donavin
www.palmerdonavin.com
Robyn Pollina (614) 317-0070
Robyn.Pollina@palmerdonavin.com

States Serviced: OH, IN, KY, MI, PA, WV, IL, WI, MN, IA

Categories: Ag Products, Cabinets, Caulks|Adhesives, Connectors| Fasteners, Deck|Rail, Exterior Doors, Exterior Trim|Moulding, Flooring, Insulation|Housewrap, Interior Moulding, Metal Products, Roofing Products, Siding Products, Wall|Ceiling, Windows



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Ken McLaughlen(800) 236-1528
ken.mcglauhlen@wausausupply.com

States Serviced: MT, WY, CO, ND, SD, NE, KS, OK, MN, IA, MO, AR, WI, MI , IL, IN

Categories: Adhesives, Decking, Engineered Wood , House Wrap, Insulation, Millwork, Roofing, Siding, Stone & Brick, Ventilation

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 Atlas EPS
 Atlas Roofing
 Benjamin Obdyke
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 Boss Products
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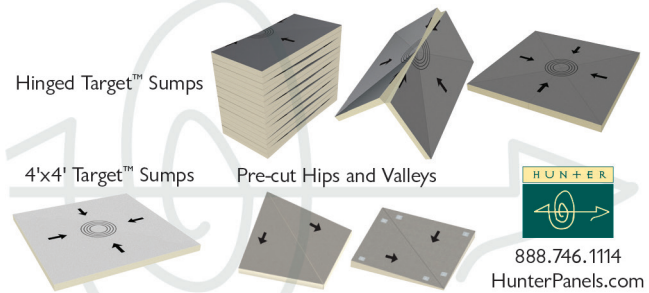
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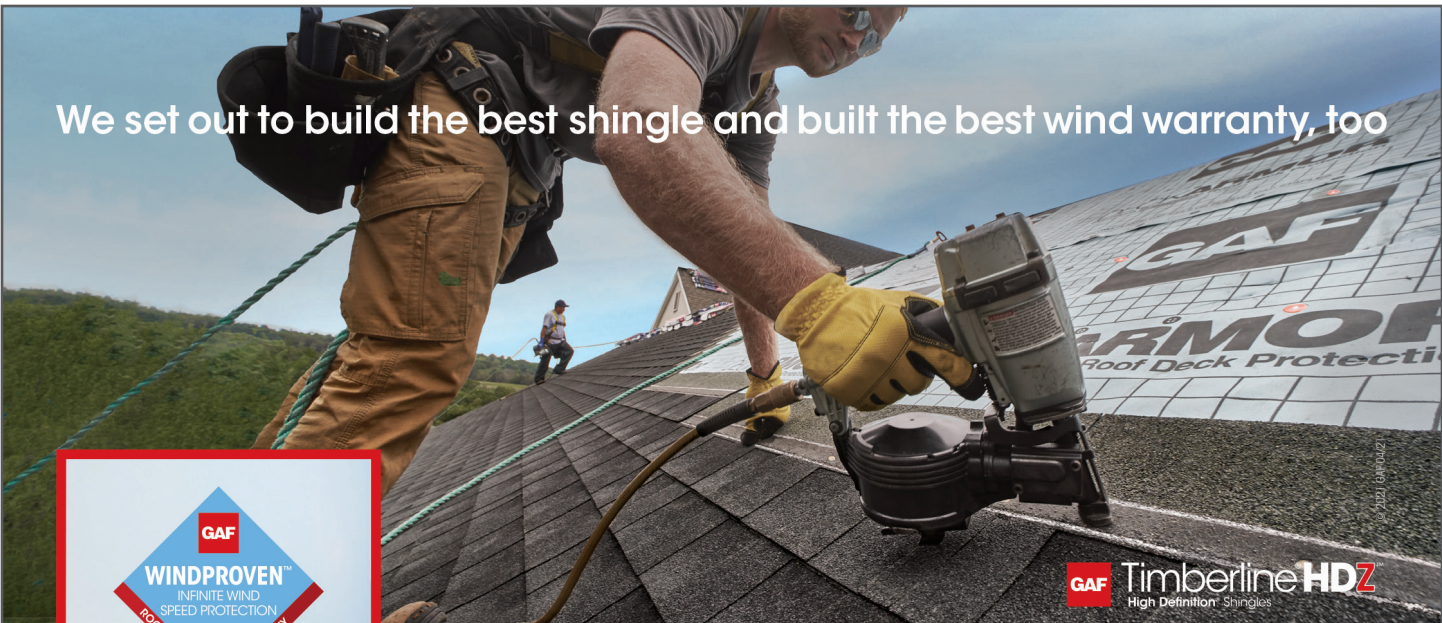


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Bracket	Rank	Bracket	Rank
Steve Zaborowski	1	Brandon Fengya	9
Paul Wise	2	Mary Haupt	10
John Merola	3	Ryan Gull	11
Ron Black	4	Cameron Rogers	12
Mason Stevens	5	Andy Christman	13
Kevin Lewis	6	Rebecca Troche	14
Donald Goebel	7	Brian Francis	15
Brandon Zaborowski	8	Timothy Perryman	16



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