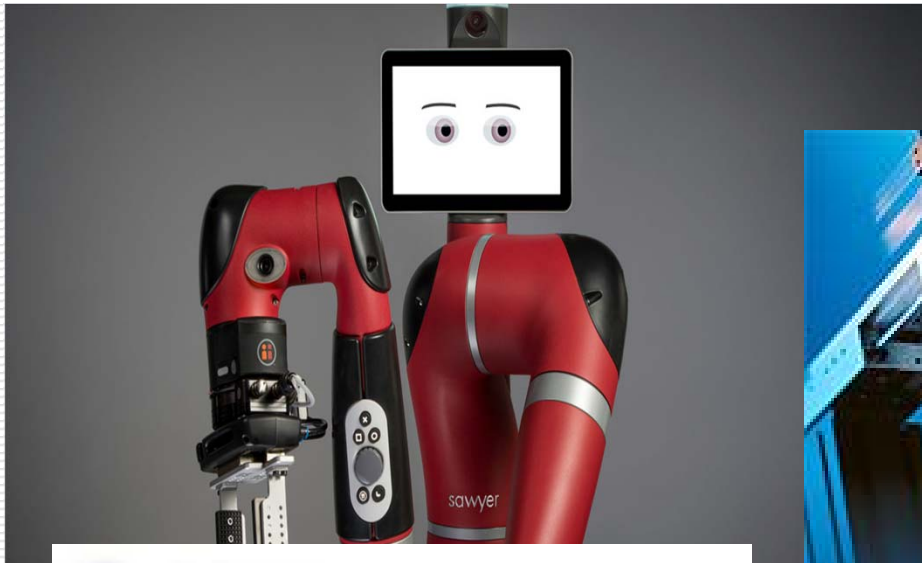




Customer Capabilities





The best solutions flow through us

- ❑ Founded in 1970 as “Central Controls” Original Partnership Ended in 2000. Centro is Acquired by David Forell & Mike Gallagher 12/13/2001.
- ❑ April 2002: Business Reorganized into Product Focused Divisions & Business Strategy revised to move from price & availability focus to a Solutions Focus.
- ❑ October 2003: Green Controls Acquisition—added the Northern Louisiana territory based in Shreveport. Selected as Finalist in Small Business of the Year Awards
- ❑ March 2006: Pelican Industrial Acquisition, added branch in N. Louisiana & E. Texas
- ❑ October 2006: Acquired BAT Pump & Supply in El Dorado, added branch in S. Arkansas 2006. Finalist in Small Business of the Year Awards
- ❑ December 2008: Acquired Trigon Engineering Company in Memphis. 2008 Finalist in “Best Places to Work” Contest
- ❑ Compressed Air Division and Pump & Seal Division launched as separate business units January 1, 2009
- ❑ May 2009, appointed by DOE as Energy Star Partner for the Industrial Market
- ❑ September 2010, Dave Forell named in *Memphis Business Journal* as CFO of the Year
- ❑ March 2012: Clements & Associates Merged into Centro & creation of the Process Equipment & Sanitary Division
- ❑ May 2012: Selected by the *Memphis Business Journal* as Small Business of the Year for 2012.
- ❑ June 01, 2012: Acquired Meredith Air Controls in Nashville and added to the Compressed Air Division
- ❑ October 2012: Acquired the assets of House of Pumps and added this to the Pump & Seal division and the Shreveport LA branch
- ❑ October 2012: Acquired Hydragear in Shreveport and added this to the Shreveport branch and Compressed Air Division and to the Shreveport LA branch
- ❑ November 2012: Acquired assets of National Instrument Supply Company of Nashville and created the NISCO division.
- ❑ December 2012: Acquired the assets of Action Fluid Power of Memphis TN and merged it into the Memphis branch and the Compressed Air Controls division
- ❑ December 2012: Acquired the assets of Technical Specialties and established the Mobile AL branch.
- ❑ 2014 Centro named one of the 100 largest privately held businesses in Memphis. Dave Forell retires.
- ❑ August 2015 Centro selected for the Pacesetter award for high growth in 2012, 2013 and 2014.
- ❑ Opened Birmingham Branch April 4, 2016
- ❑ Mike Gallagher selected as 2016 Executive of the Year by the Memphis Business Journal
- ❑ Centro selected by the Memphis Commercial Appeal as one of the 50 Best Places to work in Memphis
- ❑ April 2017: Appointed by TVA to EnergyRight® Solutions Preferred Partners Network
- ❑ January 2018: Rebranded and expanded the Compressed Air Control Division into the Automation & Robotics Division—added key product lines like Denso, Dorner, Rethink, Rollon and others in the 1st Half of 2018.
- ❑ June 2018: Acquired Advanced Industry Support and combined it with the Automation & Robotics Division to create integrated mechanical and electrical automation solutions.



The best solutions flow through us

Acquisitions & Mergers

Action Fluid Power

House of Pumps, Inc.



Meredith Air Controls, Inc.

We are your fluid power partner



**Clements and Associates
Process Engineers**



**Technical
Specialties Inc.**
30852 State Highway 181
Spanish Fort, AL 36527



Hydragear



The best solutions flow through us

Management Team

- Mike Gallagher-President
- Alan Waxler-CFO
- Nick Gant-CIO

➤ **Division Sales Managers**

- Andy Silas (IMCD)
- Greg James (P&S)
- Gary Prescott (PE&S)
- Stuart White (VAEP)
- Tommy Hatmaker (P&F)
- Jerry Walling-Division Sales Manager (A&R)
- John Andreuccetti-Business Development Manager (A&R)

➤ **Branch Managers**

- Richard Fly (Memphis)
- Greg Stansell (Little Rock)
- Eric Kirkendall (Shreveport)
- Jerry Polk (Nashville)
- Mark Shofner (El Dorado)
- Jay Reed (NISCO division-Duluth)
- Melissa Robertson (Spanish Fort)
- Shane Maddox (Birmingham)
- Bob Gallagher (eCommerce)

Senior Management Team w/Strong Operations, Sales, Product & Marketing Experience ⁴



The best solutions flow through us

Target Industries

**Oil & Gas Extraction
Food & Kindred Products
Paper & Allied Product
Chemicals & Allied
Prods.**

**Petroleum Refining
Primary Metals Ind.
Electric Power
Generation**

General Manufacturing:

Automotive, Tier 1, Injection
Molding, Textile, Furniture,
Printing & Publishing, Lumber
& Wood Products, Cement
Manufacturing, etc.



**Diverse Skills across a Broad
Customer Base**



The best solutions flow through us

Centro Customers



36,000 Open Accounts
9,000 Active



The best solutions flow through us

Centro Strategy & Mission

Mission Statement

- ☐ ***To be Regarded by our Customers and Our Community as the Best Supplier of Control & Automation Solutions to Industry***

Motto:

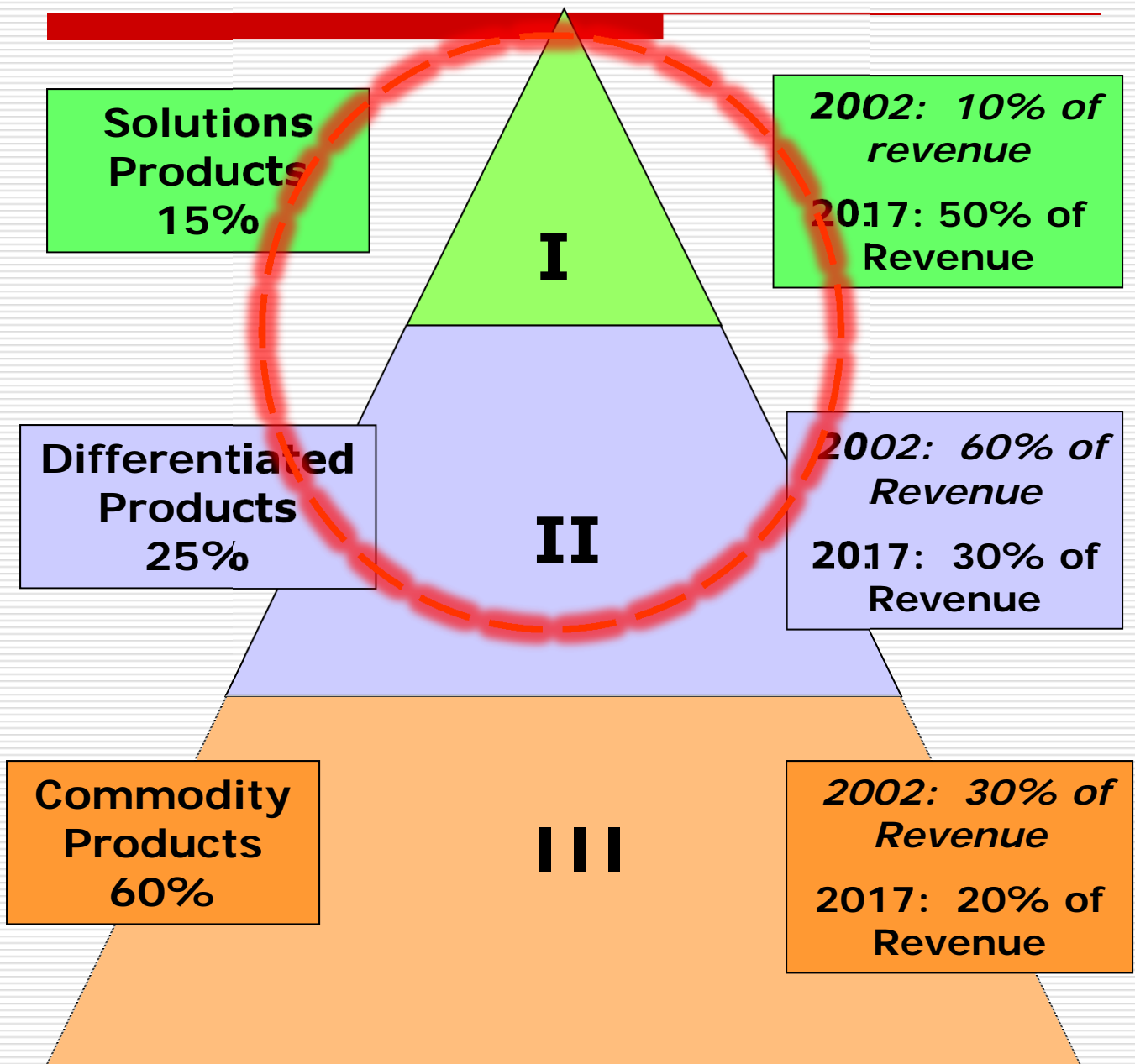
- ☐ ***The Best Solutions Flow Through Us***

- In 2002 Centro Moved from a Classic Distributor (price & availability seller) to a Solutions Company.**
- This required a change in focus from a Price & Availability Business Model (Product Focus) to Solutions Business Model (Customer Focus)**



The best solutions flow through us

Focus on Tier I & II Products



50% of Sales are in Engineered Product Lines that are on the Line Card less than 10 years



The best solutions flow through us

People Make The Difference

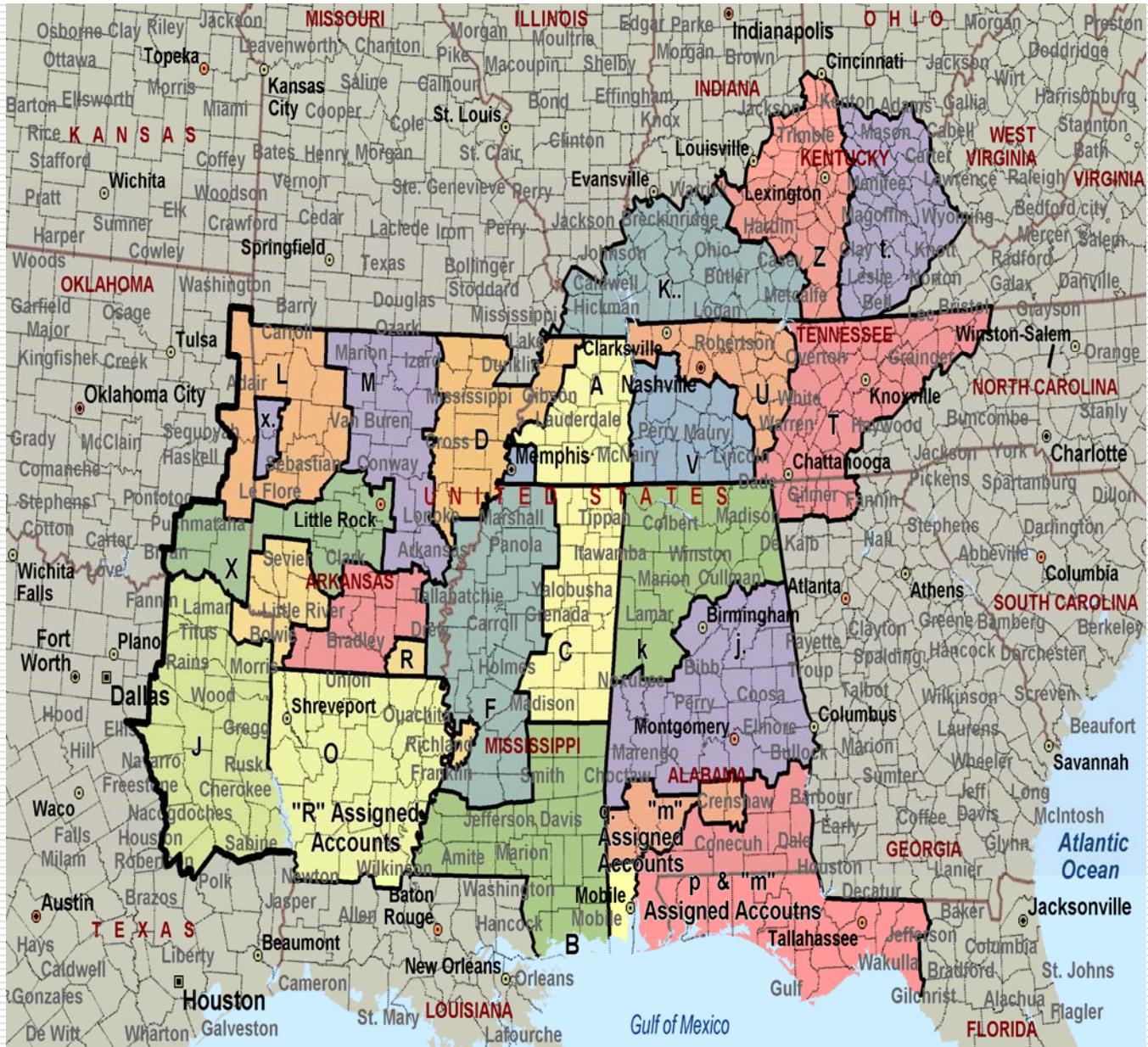
The Team:

- **22 Outside Account Managers**
- **36 Inside Technical Support**
- **8 Branch Managers**
- **6 Division Sales Managers-Product Managers**
- **104 Total Full-Time Employees**
- **Over 600 years of Customer & Industry Experience**





The best solutions flow through us



Branch Locations in Little Rock AR, El Dorado AR, Memphis TN, Nashville TN, Shreveport LA , Birmingham AL and Theodore, AL



The best solutions flow through us

Solutions Focused Leadership

- ❑ **Valve, Actuation & Engineered Products Division**
 - Stuart White-Division Sales Manager
- ❑ **Instrumentation, Measurement & Control Division**
 - Andy Silas-Division Sales Manager
- ❑ **Automation & Robotics Division**
 - Jerry Walling-Division Sales Manager
 - John Andreuccetti-Business Development Manager-Advanced Industry Support
- ❑ **Purification & Filtration Division**
 - Tommy Hatmaker-Division Sales Manager
- ❑ **Pump Division & Seal Division**
 - Greg James-Division Sales Manager
- ❑ **Process Equipment & Sanitary Division**
 - Gary Prescott-Division Sales Manager

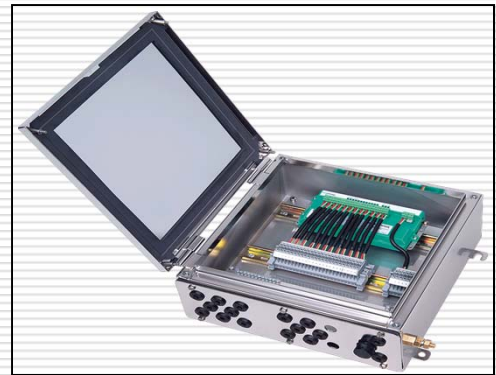
Applications Experts on Staff to Support₁₁
Customer Goals & Objectives



The best solutions flow through us

Instrument, Measurement & Control Division

- ☐ Fieldbus Network Design & Engineering
- ☐ Gauge Calibration & Repair
- ☐ Fully Authorized Gauge & Chemical Seal Shop
- ☐ Control Panel Design & Fabrication
- ☐ Process Instrumentation Repair

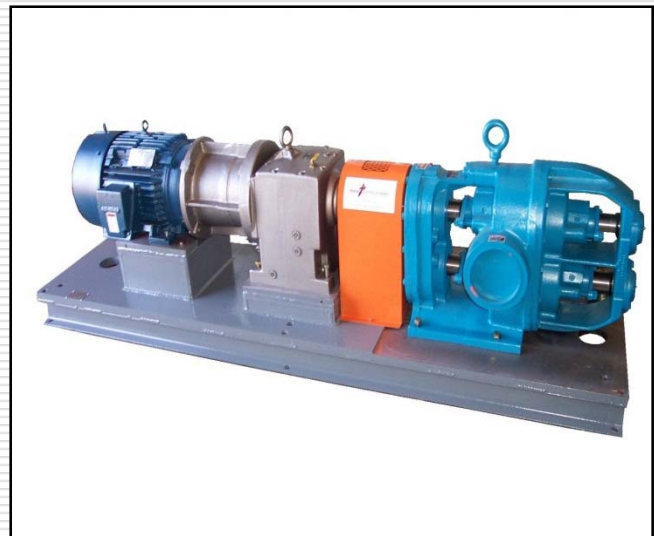




The best solutions flow through us

Pump & Seal Division

- ☐ Pump Skid Design and Fabrication
- ☐ Pump Sizing
- ☐ Pump Service
- ☐ Pump Utilization Surveys
- ☐ Seal Sales & Service
- ☐ Seal Utilization Surveys
- ☐ New Pump & Pump Parts Stock
- ☐ Pump Control Panels & Adjustable Frequency Drives



Design Assistance, Fabrication Supervision
and Start-up Provided by Pump & Seal
Division



The best solutions flow through us

Valve, Actuation & Engineered Products Division

- ☐ Valve Repair & Testing
- ☐ Control Valve Sizing
- ☐ Heat Trace Layout & Engineering
- ☐ Valve Automation
- ☐ Steam System Surveys
- ☐ Steam Trap Repair
- ☐ Electric Heat Trace Design



Design Assistance,
Fabrication Supervision
and Start-up Provided
by Centro, Inc.



The best solutions flow through us

Process Equipment & Sanitary Division

- ☐ Mixer Sizing & Applications
- ☐ Pump Sizing & Applications
- ☐ Mixer Service & Parts
- ☐ Heat Exchanger Sizing & Applications
- ☐ Heat Exchanger Parts & Service
- ☐ Food & Beverage/ Sanitary Products



Design Assistance
and Start-up
Support Provided by
Centro, Inc.



The best solutions flow through us

Purification & Filtration Division

- ☐ Vessel Skid Building
- ☐ Service
 - Cooling Towers
- ☐ Filtration Media Testing
- ☐ Customer Specific Stock
- ☐ Consigned Inventory
- ☐ Cooling Tower Service & Design
- ☐ Filter Presses
- ☐ Vacuum Pumps & Systems

**Design Assistance,
Fabrication Supervision
and Start-up Provided
by Centro**





The best solutions flow through us

Automation & Robotics Division

- ☐ Start up Service
- ☐ Customer Specific Stock
- ☐ Consigned Inventory
- ☐ Integrated automation solutions
- ☐ Design assistance
- ☐ Electro-mechanical solutions for industry.



**Design Assistance,
Fabrication
Supervision and
Start-up Provided
by Centro & AISI**



The best solutions flow through us

End User Focused Services

- ☐ Customer Service/Technical Support
- ☐ Customer Training
- ☐ Process Energy Management
- ☐ Inventory/Asset Management
- ☐ Maintenance/Services Activities
- ☐ Purchasing Options:
 - Fax
 - Internet
 - Phone
 - VMI/Consignment





The best solutions flow through us

Superior Customer, Sales & Technical Support

- ☐ Branch Product Champions
- ☐ \$100,000 + Product Demo Equipment
- ☐ 40 hours of Product Training minimum per person per year
- ☐ Factory Training & Visits
- ☐ \$100,000 per year invested in employee training & development
- ☐ Professional Sales Skills training for all outside sales people
- ☐ VOIP Phone System, Smart Phones, Computer Upgrades/Internet Access
- ☐ Web Site Technical Information & Vendor Links
- ☐ Monthly Customer Reviews & Territory Sales Reviews
- ☐ Large Staff 36 Customer Support Personnel





The best solutions flow through us

Service/Technical Support

- ☐ **Full-Time Engineering Support**
 - *Heat Trace Design*
 - *Instrument Specialist*
 - *Valve Specialist*
 - *Pump & Seal Specialist*
 - *Filtration Specialist*
 - *Automation & Robotics Specialist*
 - *Control Panel Specialist*
 - *Mixer Specialist*
 - *Heat Transfer Specialist*
 - *Control Panel Specialist*
 - ☐ **On-site Customer Training**
 - ☐ **Manufacturers' Sizing & Product Programs**
 - ☐ **Design Assistance and Approval Process**
 - ☐ **Coordination of Project Materials**
-



The best solutions flow through us

Customer Training Programs

- ☐ Process Measurement
- ☐ Filtration
- ☐ Valves
- ☐ Steam Products
- ☐ Electric Heat Tracing
- ☐ Pump Applications
- ☐ Seal Applications
- ☐ Compressed Air Technology
- ☐ Mixers
- ☐ Heat Transfer

Customer Training Enhances Centro &
Vendor Relationships



The best solutions flow through us

Process Energy Management



PROCESS ENERGY MANAGEMENT

Centro has the products and the right vendors to support customer goals to reduce process costs, improve plant reliability, and reduce plant and process MRO expense by helping the customers to reduce the energy consumed in their processes.

STEAM SYSTEMS

We can work with the customer to help them reduce natural gas consumption in their boiler system, improve the quality of their steam, manage the heat loss of their system (condensate management) and help them to improve the efficiency of their system through steam trap maintenance and steam trap surveys.

PROCESS HEAT CONTROL

We can work on plate and frame heat exchangers (new units and repairs), electric heat tracing systems, cooling towers (used to cool process water) and other instrumentation associated with measuring and managing heat in the process.

ELECTRIC CONSUMPTION

We can manage pumps and compressors with adjustable frequency drives to consume less electricity. We can also conduct air utilization surveys to improve air quality, identify air leaks and reduce overall electrical consumption.



PRODUCTS AND SERVICES

Cooling Towers
Rental Program and Design Assistance
Heat Exchangers
Repair Services and New Units
Steam System Surveys and Optimization
Full System Review

Process Instrumentation
Flow, Temperature, Pressure, Automation
Electric Heat Tracing
Installation and Design
Compressed Air System Surveys

Seals, Pumps and Compressors
PM Programs and Repair Programs
Adjustable Frequency Drive Systems
Compressed Air Control
Loop Design and Systems

energyright[®]
solutions





The best solutions flow through us

Inventory/Asset Management Services

- ☐ Centro or Commercial Truck Delivery
- ☐ Bar Coding
- ☐ Vendor Managed Inventory
- ☐ Customer Specific Inventory
- ☐ S/S Tagging wired to Equipment
- ☐ Consigned Inventory on Customer Sites
- ☐ Storeroom Management Services





The best solutions flow through us

\$3.2 Million+ in Process Solutions Products Inventory



10% of Inventory on Consignment₂₄



The best solutions flow through us

Maintenance Support

- ☐ Valve Automation
- ☐ Pump Skid Fabrication
- ☐ Compressor Skid Assembly
- ☐ Control Panel Design & Fabrication
- ☐ Filtration Skid Assembly
- ☐ Pump Optimization Surveys
- ☐ Steam Optimization Surveys





The best solutions flow through us

Repair & Service Capabilities

- ☐ 24/7 Emergency Service
- ☐ Gauge Repair
- ☐ Chemical Seals & Liquid Filled Gauges
- ☐ Plate & Frame Heat Exchanger Repairs (Tranter)
- ☐ Pump Seal Repair (Flowserve)
- ☐ Valve Repair
- ☐ Control Panel Fabrication & Programming
- ☐ Valve Actuation
- ☐ Instrument Repair (Foxboro)
- ☐ Customized Tagging
- ☐ NIST Traceable Calibration
- ☐ Pump Repair
- ☐ Mixer Repair (Lightnin)
- ☐ Control Valve Service (Valtek)
- ☐ Cooling Tower Service (Tower Tech)

Centro, Inc. maintains and implements documented shop procedures compliant with manufacturers' factory certification, quality, and OSHA standards.



The best solutions flow through us

Purchasing Options

- ☐ EDI Order Entry
- ☐ Internet Order Entry
- ☐ E-Mail Order Updates
- ☐ Alliance Programs
- ☐ Blanket Purchase Orders
- ☐ Contract Pricing





The best solutions flow through us

The best solutions flow through us.

Lots of companies will sell you products if you know what you need and when you'll need it. But Centro is the only Mid-South specialist with the expertise and 24/7 commitment to keep you flowing—whatever it takes. We combine industry-leading brands of valves, process instruments, automation, steam products, filtration, compressors and pumps to meet your challenges. Whether you want to reduce HRO costs, enhance product quality, lower energy costs, or improve productivity, call us for a solution—on time and on plan. The best solutions always flow through us.



Memphis, TN 901.238.6672 | Nashville, TN 615.255.2220 | Little Rock, AR 501.835.2103

Shreveport, LA 318.221.2347 | El Dorado, AR 870.881.8383

www.centromemphis.com