



# OPENING ACTS

Act 3, Scene 3

December 2009

## HAGER COMPANIES CELEBRATES 160 YEARS

2009 marked Hager Companies' 160th Anniversary and, in celebration, we've shared an at-a-glance of our company's history—from the 1800s to the 1900s and now to the 2000s. For only consisting – so far – of nine fleeting years, the 2000s have proven quite eventful for Hager Companies.

The new millennium began with the introduction of Hager's stainless steel continuous hinges—hinges that offer security, energy savings, construction that handles the most abusive environments, improved hardware performance, and support for doors up to 600 pounds.

Also at the start of the new millennium, Hager Companies welcomed its first 6th generation Hager, Josh Hager (Arch Hager's son), to its team. Josh began his career at Hager Companies by moving to Hong Kong, China, and managing Hager's residential hinge joint venture, handling sourcing of products, and working with international sales and marketing. Back at the corporate office, Warren Hager was promoted to Vice President of Architectural Hinge Sales, Hager's largest division of products. Arch Hager was promoted to Group Vice President of Distribution and Procurement.

In 2003, Hager Companies transitioned presidency from Rusty Hager to Charlie Hager (Rusty's cousin), making Charlie the company's 8th president.

In 2004, Josh Hager returned to the States and quickly settled in at our corporate office, taking leadership of our sourcing group and later adding purchasing and both international and domestic sales and marketing to his list of responsibilities. That same year, under Rusty's direction, Josh Hager, Donnell Siebert, and Steve Delatte formed a team and very successfully launched locks, door closers, and exit devices. The addition of these product categories significantly broadened our product offering and enabled Hager Companies to better compete within the specification market. To guide our sales force in these new product categories, and to ensure their success in the introductory years, Warren Hager was promoted to Vice President of Sales, encompassing all of Hager's products. The next year, Arch Hager was promoted to Group Vice President of Sales and Operations Planning.

In 2006, Hager transitioned presidency from Charlie Hager to Ralph Hager (Rusty's brother), who had previously been serving as Vice Chairman and Executive Vice President. Ralph became the company's 9th president and his transition was seamless as he continued to be an integral part of Hager's success.

In 2008, Josh Hager and Shree Deshpande launched Hager's Euroline—a product line focused on meeting the needs of our international customers. This expansion of product lines has positioned Hager Companies as a global leader. Our products can be found in buildings throughout the Middle East (including the Burj Dubai and Burj Al Arab in Dubai) as well as Central and South America, Asia, and North America.

Also in 2008, Tom Sveitis and Bob Wilkins launched Hager's electric locks and exit devices—a modification of our traditional locks and exit devices that enable them to lock or unlock electrically, among other options. These products provide additional security and ease of use for our customers and have enabled Hager Companies to offer an even broader range of door hardware.

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## Hager Companies Celebrates 160 Years (cont)

Also in 2008, Arch Hager was promoted to Executive Vice President and COO.

And that brings us to 2009, the cause for celebration. In this momentous year, Hager consolidated its Oxford and Montgomery, Alabama, manufacturing plants and opened a brand new distribution center in Phoenix, Arizona—both in an effort to manufacture and distribute products more efficiently and to better serve our customers.

Warren Hager transitioned from Director of Sales to Executive Vice President of Business Development, where his experience and knowledge of the industry will enable Hager Companies to continue to build its product offering.

With the launch of a new and improved website, announcements of product additions, product training for our sales force – and more – Hager closes the year fully prepared to continue to grow and prosper and to continue the vision set forth by our founder, Charles Hager. We are eager for 2010. We will welcome our second 6th generation Hager, Johnston Hager (Ralph Hager’s son) to our team. We will continue to add products, improve on existing ones, enhance our website, and invest in our people.

160 years is quite a milestone. We are grateful for each and every year and are hopeful for many more to come.

### Director’s Notes

#### FROM THE DESK OF COMPANY PRESIDENT RALPH HAGER

It’s hard to believe that in a few short weeks, another year will have past. It’s been quite a year for Hager Companies, with the celebration of 160 years in business, new product announcements, a new website, product training for our sales reps, the opening of our Phoenix, Arizona, distribution center, the consolidation of our Oxford and Montgomery, Alabama, manufacturing plants, and much more.

Although 2009 has brought difficult times to many people, the holidays are the perfect time to reflect on all of the things we are grateful for. Health, safety, happiness, family, traditions, new life, our warm homes... there are so many things to be thankful for.

From my family to yours, I hope you have a wonderful holiday season.

Happy Holidays,

*Ralph Hager*



### Premiere Performance

Trenton Elementary School is part of the Gilchrist County School District in Trenton, Florida, and serves more than 700 students from Pre-Kindergarten through Grade 4. The project entailed an expansion to their school to accommodate their ever-growing student population. Hager Companies was able to provide Trenton Elementary School with premium-quality products at an exceptional value. In addition, the school has peace of mind with Hager lifetime warranties and the dependability of our products. The Hager products used in this project include BB1191 and BB1279 Architectural Hinges; 236W, 282D, 307D, and 341D Trim & Auxiliary products; and 190S, 520S, 726S, 756S, and 872S Thresholds & Weatherstripping products.



## Product Training

Since our inception in 1849, Hager Companies has maintained a philosophy of continual investment in our people. It's part of why, after 160 years in business, we remain so successful. For 2009, our investment took the form of product training--and it was geared specifically to our sales representatives. Our sales reps were separated into three groups, and, over the course of three weeks, each group spent 2-1/2 days at our corporate office being immersed in hands-on product training.

Eric Klein, Senior Vice President of Sales, comments, "Our product offering has evolved significantly since our initial launch in 2004, and our experienced, professional sales reps received the most up-to-date technical training for our locks, door closers, exit devices, and electrified hardware. This will make them even more of a valued resource for our customers."

The sessions were taught by Hager engineers and product

managers. "Though we had quite a variety of technical expertise among the sales reps, each and every one of them commented afterward that the product training was very informative, and time well spent," stated Warren Hager, Executive Vice President of Business Development. "It was also a huge success in establishing relationships between all groups involved. It couldn't have been a larger success."

According to Donnell Siebert, VP of Marketing and Product Development, "everyone involved went that extra mile to ensure the success of the training classes. Students and teachers participated in an effort to better understand the evolution of our products--all so that we may better serve our customers."

Thank you to everyone involved for participating in such an important event for Hager Companies.

