

A SPECIALIST THAT VALUES YOUR PARTNERSHIP

KIMBERLY PIGEON, SALES AND MARKETING MANAGER, BUFFALO ABRASIVES INC.

In today's industrial market, not all areas of business should be high-tech. There is still value in doing some aspects of business "old school." As an independent distributor, to be successful you must know your market, your customer base, and the dynamics of their interactions within your area of coverage. You must also have strong product lines that benefit the customers and afford your company the ability to offer value-added service and fair margins.

However, the reality is: A distributor is like a general practitioner, needing to know about numerous product lines. You'll know more about some than others, which is where a

"specialist in their field" comes into play. Buffalo Abrasives is that specialist. We manufacture custom made abrasive products and this is what we do!

Are the following important?

- Talking to a live person when you call?
- Having access to engineering professionals?
- Having field support to help run tests and problem-solve?
- The ability to provide specially-designed custom wheels for your customers' applications?
- Products that duplicate time after time?
- On time deliveries?
- Quotes within 24 to 48 hours –

even on engineered items?

- Doing business with a supplier partner company that has 37 years of experience?
- A company that values your partnership?

These are the values and advantages every independent distributor should look for in a partnership. In turn, it's what we as a manufacturer look for in a distributor – a company that brings opportunities, an interest in working as a team. We're looking for the reciprocal distributor philosophy of: "Give us the opportunity to earn your business."



PIGEON

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TOGETHER, WE GET IT DONE.™

GIVE THE CUSTOMER INNOVATION, RESILIENCE

LAUREN CARSON, PRESIDENT, ARC ABRASIVES

If there's one word to describe today's industrial supply chain, it's resilience. Tariffs, labor shortages, and raw material volatility have tested every link. The companies that thrive aren't just managing headwinds. They're building trust, innovating, and keeping the customer at the center.

At ARC Abrasives, we've learned that resilience goes beyond lead times and shorter freight lanes. It means control, consistency, and accountability. For our distribution partners, that translates into confidence: knowing their supply chain is anchored here at home.

Resilience also means innovation. Abrasives have changed dramatically in recent years, from ceramic hybrids that cut cooler and faster

to non-woven products engineered for precision. These aren't just commodities; they're problem-solvers that help distributors deliver measurable value: higher throughput, longer life, less downtime, while creating healthier margins and stronger customer relationships.

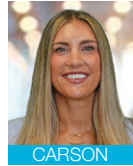
Customer experience is where resilience and innovation meet. We remind ourselves daily that "Every Touchpoint is a Trustpoint."

That's why we recently launched a brand-new website with a personalized distributor portal. Customers can place orders, request quotes, and access real-time inventory visibility, all in one place. It's a digital investment that gives our partners speed, accuracy, and control, reducing

friction so they can serve their end users more effectively.

Underpinning all of this is our culture. Our mantra, "We Give a Grit," drives how the team at ARC shows up every day. It fuels discipline, energy, and pride in serving distributors and their customers.

The road ahead isn't simple. Automotive is slowing, while aerospace and energy are growing. Labor will stay tight. Tariffs aren't disappearing. Distributors need suppliers that combine resilient operations, innovative products, digital tools, and grit-driven service. In the end, the right abrasive supplier doesn't just remove material. They remove risk.



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