

18th Annual Family Business Awards and Expo

Conway Center Celebrates Another Year of Family Business Success



The Conway Center for Family Business honored 35 family businesses and individuals at our 18th Annual Awards Program on November 7, 2016. More than 500 guests celebrated another year of family business success at the Hilton Easton!

More than 60 Conway Center member family-owned businesses and service providers showcased their products and services to attendees at the fourth annual Family Business Expo, held in conjunction with the Awards Program. The energy in the exhibit hall was amazing!



Kent Johnson, CEO of Highlights for Children, accepted the Family Business of the Year Award on behalf of his organization with thoughtful and practical remarks on an enduring legacy. ◀

Chris Bouzounis, founder of Artina Promotional Products and winner of the Lifetime Achievement Award, spoke eloquently about the importance of family and resilience during his acceptance speech. ➤



The Conway Center Awards event is made possible by **our generous sponsors**. We thank them for their continued support of the Center and of Central Ohio family businesses. They are: Columbus Business First, First Merchants Bank, Fathom, Gryphon Financial Partners, Taft/, and White Castle. In addition, CitiCom Print provided printing and signage for the event, Artina Promotional Products sponsored the award trophies, and Outreach Promotional Solutions was our Expo sponsor. As a non-profit organization, we are grateful for the support of each organization.

Complete list of all Family Business Award Honorees and Winners and more photos on page 3 ➤

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Board Chair*



The Conway Center Report

Moving Forward to Better Serve Family Businesses

The Conway Center for Family Business celebrated its 18th Anniversary in 2016. It has been another year of growth – in programs, peer groups, membership, and attendance.

A few highlights from 2016:

- **Nine educational programs and four quarterly roundtables** were presented to family business leaders on topics ranging from succession and valuations to communication and growth strategies. Family business leaders and service providers shared experiences, expertise, challenges, and successful business strategies throughout the year.
- **Our social/networking events** enabled members to build relationships and get to know each other better. Family Business Night at the Columbus Clippers (200 attendees), Breakfast with Business First at ODU (300+ attendees), a golf benefit (with 32 teams), and the 13th Annual Family Business Tour and Networking Event at Highlights for Children (100+ guests), provided opportunities for multiple generations to interact while enjoying different activities.
- **The 18th Annual Family Business Awards Program and Expo** was very well attended by family business and community leaders and celebrated the success of 35 family businesses and supporters. The Expo showcased family businesses and service providers who displayed and demonstrated their products and services.
- **Eleven Peer Groups**, the “heart” of the Center’s mission to help family businesses transition to the next generation, continue to grow in attendance and offerings. 2016 saw the addition of Succession Planning 2.0, CEO’s split into two groups – East and West – and a re-vamp of our Online Strategy Peer Group. The other eight are: Business Development, Finances for Family Businesses, Human Resources, Leadership Development 1.0 and 2.0, Next Generation Leaders, Succession Planning 1.0, and Women in Family Business.
- **Conway Center membership** now includes **more than 200 family business** and **34 service provider members**.
- **The Center’s family business members together have more than 20,000 employees in Central Ohio.**

The Conway Center for Family Business continues to grow and have a meaningful impact on the Central Ohio Business Community. This is due to the efforts of many people – especially the generosity of Conway family, the outstanding Center staff, the counsel and commitment of the Trustees and the Advisory Board, and the efforts of many family business and service provider members – who are active participants and advocates for what we do.

J. Richard Emens
Executive Director

Jill Hofmans
Managing Director

Honoree Photos from the 2016 Family Business Awards Program



1



2



3



4



5



6



7



8



9



10



11



12



13



14

Congratulations to the 2016 Honorees:

FAMILY BUSINESS OF THE YEAR

Highlights for Children **1**

LIFETIME ACHIEVEMENT

Chris Bouzounis **2**

Artina Promotional Products

COMMUNITY ENGAGEMENT

The Champion Companies **3**

Easy IT – **winner 4**

Outreach Promotional Solutions **5**

MILESTONE ACHIEVEMENTS

130 Years: Schmidt's Restaurant und Sausage Haus

105 Years: Heartland Bank

105 Years: Columbus Sign Company

95 Years: White Castle System, Inc.

90 Years: Casto Management Services, Inc.

80 Years: Modlich Monument Company, Inc.

70 Years: Mid-State Bolt & Nut Co., Inc.

70 Years: Luebbe Hearing Services

70 Years: Highlights for Children, Inc.

60 Years: Thomas & Marker Construction

50 Years: Robin Enterprises Co.

50 Years: Buckeye Boxes, Inc.

45 Years: VARGO® Companies

45 Years: Lincoln Construction

40 Years: Capital Resin Corporation

35 Years: UNIGLOBE Travel Designers

25 Years: Regal Beverage Concepts, Inc.

25 Years: 5-Star Staffing

15 Years: Proforma Graphic Impressions 2

15 Years: MDSolutions, Inc.

10 Years: Dupler Office

5 Years: Overmyer Hall Associates

5 Years: geoAmps

RE-INVENTION

Accel, Inc. – **winner 6**

Alyfe Wellbeing Strategies **7**

geoAmps **8**

SUCCESSION PLANNING/IMPLEMENTATION

Grossman Law Offices **9**

Heiberger Paving – **winner 10**

Jendco Safety Supply **11**

SUPPORT OF FAMILY BUSINESS

Adept Marketing **12**

Holbrook & Manter CPAs **13**

Scott Rider, Rider + Reinke Financial Group – **winner 14**

THANK YOU!

to all of our generous

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2017 Conway Center Programs and Events

EDUCATIONAL PROGRAMS

Our Third Thursday programs provide the information you need to help run, grow, and transition your family-owned business.

7:30-9 a.m. at Ohio Dominican University



January 19

Bringing Millennials into Leadership Roles

February 16

Legacy: The Importance of Community Engagement

March 16

How to Save and Transfer Wealth for Generations

April 20

Now What? Life after Succession

May 18

Success Story: Profile of a Successful Family Business

September 21

Success Story: Profile of a Successful Family Business

October 19

HR Best Practices on Employee Engagement

November 16

Managing Sibling Relationships During the Succession Planning Process

December 21

Difficult Conversations: Dealing with Entitlement Issues

Conway Center Educational Programs
are hosted by



RELATIONSHIP BUILDING OPPORTUNITIES

June 5

Family Business Night at the Clippers

June 16

Breakfast With Business First, co-hosted with Ohio Dominican University

July 17

Fourth Annual Golf Scramble

August 10

Family Business Tour & Networking Event at Citicom Print

November

19th Annual Family Business Awards & Expo



Fun at Clippers Night



Breakfast With Business First



Celebrating family business success at the Awards program



Friendly competition at the Golf Scramble

ROUND TABLES

8-9 a.m. at Ohio Dominican University

February 8

Mission, Vision, and Values

April 14

A Closer Look: Wealth Transfer

August 18

Cyber-Security: Preventing Fraud & Theft

November 20

A Closer Look: Employee Engagement

RESERVATIONS: 614-253-4820 or www.FamilyBusinessCenter.com.

Conway Center members are encouraged to bring guests to programs and events to introduce family business leaders to the resources provided by the Conway Center. Educational programs are open to the public for a small fee unless otherwise noted.

Why Re-Invent the Wheel?

Peer Groups Allow Members to Grow Together



Jill Hofmans, Managing Director
Conway Center for Family Business

Among the many services we provide to members at the Conway Center, one of the most powerful is the ability to connect family business members to each other so they can learn and share experiences and best practices.

Peer Groups play a big role in our success at delivering programming that resonates with, and is relevant to, family business owners, leaders, and their employees.

Peer Groups help with personal and professional development by building relationships and accountability with others who feel similar pressures. Indeed, our Peer Groups help eliminate the need to “re-invent the wheel” and, especially for our CEO Peer Group, mitigate the “it’s lonely at the top” feeling that often plagues the C-Suite. For non-family business employees, Peer Groups give greater insight into family business dynamics and can be helpful in navigating some of the challenges.

What is a Peer Group?

Peer groups are one of the most powerful and best learning forums offered by the Conway Center for Family Business. They are small groups focused on a particular subject that provide a confidential environment for idea exchange, family business education, and personal growth. They present an opportunity to learn by seeking advice from peers and professionals who have “been there, done that” and who are willing to share their experiences and knowledge. Each peer group has a shared purpose and agreed upon expectations. In addition, participants commit to respecting the confidentiality of group members.

Our Peer Group facilitators keep the unique needs of family businesses in mind while preparing and delivering best practice-based content.

Why should I join a Peer Group?

Experts agree that Peer Groups provide a host of benefits, including accountability, benchmarking, best practices

guidance, education, friendship, real feedback, and safe haven. Our members agree:

“I think Peer Groups are amazing! These groups are a tremendous value to membership and I am so glad I work in a company that values education and development.”

– Linda Sebok, *White Castle System*

“The Conway Center is an amazing resource for anyone involved in a family owned business at any level. The experience has been an incredible blessing! The Business Development and Leadership peer groups are truly educational with a focus on providing current solutions and growth. It is refreshing to be part of an organization of leaders and resources not trying to sell or solicit services but coming together to enrich each other both personally and professionally toward success.

Best return on investment by far!”

– Tanya Fisher,
Integrated Building Systems

Which Peer Group should I join?

With 11 to choose from, there is something for everybody in your family business!

- **Business Development** – sales and marketing
- **CEO Peer Groups** – two different groups meet monthly
- **Finances for Family Businesses** – financial literacy and management
- **Human Resources** – for HR managers and those who manage HR as one of their many “hats”
- **Leadership Development** – coaching and team-building
- **Leadership Development 2.0** – case studies
- **Next Generation Leaders** – for up-and-coming next gens
- **Online Strategy** – digital marketing
- **Succession Planning** – how-to’s of transferring the business
- **Succession Planning 2.0** – deep dive into succession issues
- **Women in Family Business** – topics with the unique needs of women in family businesses in mind

Finally, our Peer Groups are open to all of our member companies – and their employees – at no additional charge.

We feel the learning and connecting that occurs in these sessions is critical to your family business success.

Do yourself and your family business a favor: Join a Peer Group today!

See the following page for Peer Group descriptions and information on how to join.

Conway Center Peer Groups

Peer groups provide opportunities for Conway Center members to learn from each other during interactive sessions guided by experienced facilitators. Check the website for meeting locations – most sessions are held in the Griffin Student Center at Ohio Dominican University.

MONTHLY

Business Development

Led by Kelly Borth, GREENCREST & Bryan Driscoll, Driscoll Learning LLC
Each month you'll get the tools you need to grow and develop your family business. Topics include sales, marketing, PR, brand development, leadership, goal setting, and more. Meets the fourth Thursday from 7:30-9 a.m.



CEO – East & West

Non-competing family business CEOs come together in a confidential environment to discuss business, personal or "family business" related issues. Family owned business members only. Additional fee to attend. East meets second Thursday from 5:30-9:30 p.m. West meets fourth Thursday from 3:30-7:30 p.m.

Leadership Development

Led by Morgan Hembree, PsyD, MBA, BCB, Integrated Leadership Systems
Explores leadership skills and provides new ways of looking at coaching and team building. This is a great opportunity for up-and-coming family business leaders, as well as current managers who wish to re-evaluate their approach to staff development and mentoring. Held the third Tuesday from 8-9:30 a.m.

Leadership 2.0

Led by Jenny White, PsyD, MBA, Integrated Leadership Systems
This group is open to members who have completed at least three sessions of the Leadership Development Peer Group. The emphasis is on case studies and participants are expected to bring relevant issues and cases of their own to share. Held the second Wednesday from 8-9:30 a.m. at Integrated Leadership Systems.



Next Generation Leaders

Led by Thaddeus O'Brien, O'Brien & Associates

Each January, a new group forms to discuss issues specific to next generation leaders as they navigate the process of assuming greater leadership roles in their family business. Held the second Wednesday from noon-1 p.m. Monthly attendance is expected. An orientation for prospective members is offered each December.

Succession Planning

Led by Bea Wolper, Emens & Wolper Law Firm, Thaddeus O'Brien, O'Brien & Associates, and Tony Kington, Taft/
Succession of ownership, leadership, management, authority,



and values are just a few of the topics that are addressed in this interactive session. Group members benefit from learning how to provide the foundation for transitioning their family business to the next generation. Held the second Thursday from 7:30-9 a.m. Sponsored by Graystone Consulting, a business of Morgan Stanley.

Women in Family Business

Led by Bea Wolper, Emens & Wolper Law Firm
The unique needs of women who own, work for, or play a supporting role in a family business are discussed. Topics include employment law, business etiquette, succession, advisory boards, and much more. Held the second Tuesday from 7:30-9 a.m.

QUARTERLY

Finances for Family Businesses

Led and sponsored by experts from Holbrook & Manter CPAs
Explore topics in financial literacy and management. Topics include key performance indicators, accounting software, internal controls, year-end prep, budgeting/cash flow, and more. Held quarterly from 8-10 a.m.

Human Resources

Led by industry experts
This Peer Group explores topics in Human Resources from a family-owned business perspective. Open to Conway Center members who manage the HR functions by default and HR professionals with training and experience. Topics address relevant issues such as discussion on wage regulations, employee handbooks, and health insurance. Held quarterly from 8-10 a.m.



Online Strategy

Led by Danielle Walton, Adept Marketing
Ready to take your company's Internet presence and marketing to the next level? This quarterly peer group covers SEO, inbound marketing, and more. Held quarterly at the Adept offices from 8-9:30 a.m.

Succession Planning 2.0

Led by Bea Wolper, Emens & Wolper Law Firm, Thaddeus O'Brien, O'Brien & Associates, and Tony Kington, Taft/
These quarterly, two-hour interactive sessions provide members further support on specific issues related to transitioning their family business to the next generation. Held quarterly from 7:30-9:30 a.m. Sponsored by SG Financial Services.

For questions about Peer Groups or how to join one – please contact our event coordinator, Amy Dotts, at 614-253-4820 or ADotts@FamilyBusinessCenter.com. **Please note:** Conway Center membership is required to participate in Peer Groups. Employees of member businesses are encouraged to attend peer groups that fit their roles in the business.

For a complete schedule visit www.FamilyBusinessCenter.com

MEMBER PROFILES

Get to know some of our Family Businesses

For a complete list of members, visit www.FamilyBusinessCenter.com/membership-listing/

Golf Car Company LLC

Bill Mead, President
800-589-8833

www.golfcarcompany.com



Tell us more about yourself and your family business.



Bill Mead, President of Golf Car Company LLC: Golf Car Company is a supplier of off road shuttles and utility vehicles to the special event industry and dealer of EZGO golf cars, shuttles and utility vehicles. We are a second generation business based on the northwest side of Columbus near State Routes 33 and 161. Our rental business takes us to most surrounding states and down south to Florida and the states in-between.

Golf Car Company is finishing its 20th season in the special event rental industry. Bill has been with Golf Car Company for 19 of the 20 years and his sister Sarah (Mead) Volker (with Bill above) has been with the company 12 years.

Why did you join the Conway Center for Family Business?

Golf Car Company has been a member of the Conway Center for Family Business since the late 1990's. Founder and first generation owner, John Mead began attending monthly seminars before Bill or Sarah joined the family business. The educational programs and wisdom of the service providers helped him develop his succession plan long before it was needed. Before his passing in 2007, the family was able to script out the future of the business, implement the succession plan and successfully move the business on to the second generation.

What programs do you attend?

Both Bill and Sarah frequent the monthly seminars at Ohio Dominican University. Bill is a member of the CEO Peer group and Sarah has attended the Women's Peer Group.

What's one piece of advice that resonates most with you from your participation at the Center?

Bill is most grateful for the support of the members and service providers of the Conway Center for Family Business for educating, sharing, discussing and promoting preparedness for the smooth succession of Golf Car Company. "Over time, every business will face times of crisis. Preparing for succession is the solution to the crisis before it happens."

Two Men and a Truck

Stephanie Clarey
Sr. Sales & Marketing Manager
5083 Westerville Road,
Columbus, OH 43231
614-901-1570 ext 102
www.twomenandatruck.com



Tell us more about yourself and your family business.

Stephanie Clarey: My husband and I are in transition of taking ownership of Two Men and a Truck

Why did you join the Conway Center for Family Business?

We joined the Center because we see a lot of value in the Peer Groups and also like to networking with companies who have

similar values and obstacles as we do.

What programs do you attend?

I attend the monthly meetings, Leadership Peer Group, and Women's Peer Group

What's one piece of advice that resonates most with you from your participation at the Center?

One thing that resonates most with me is from the Leadership Peer Group. Giving people the benefit of the doubt and learning EQ.



Kaiser Consulting

Lori Kaiser, CPA, CEO
Cell Phone: 614.378.5361
Office: 614.300.1088 ext 102
www.kaiserconsulting.com



Tell us more about yourself and your family business.

Lori Kaiser, CPA, CEO of Kaiser Consulting: We help companies who need accounting and financial reporting assistance. We like helping companies use their financial information to be more profitable and reach their goals.

Why did you join the Conway Center for Family Business?

I would like to someday see my company passed to the next generation of owners.

What programs do you attend?

Succession Planning

What's one piece of advice that resonates most with you from your participation at the Center?

It is never too early to start planning for a smooth succession.



MEMBERSHIP BENEFITS

614-253-4820 • info@familybusinesscenter.com • FamilyBusinessCenter.com

EDUCATION

11 peer groups
9 monthly education programs
4 roundtables


Join a Peer Group
Business Development
CEO - East & West
Finances for Family Businesses
Human Resources
Leadership Development 1 & 2
Next-Generation Leaders
Online Strategy
Succession Planning 1 & 2
Women in Family Business

Share experiences, expertise and advice at Peer Groups

CULTIVATE RELATIONSHIPS

NETWORK AT EVENTS AND PROGRAMS WITH
Owners
Family Members
Leaders
Employees

Family Business Night at The Clippers

Breakfast with Business
First co-hosted and held at


Family Business Tour and Networking Event

Annual Golf Outing

CONWAY CENTER for FAMILY BUSINESS AWARDS & EXPO

BUSINESS PUBLICITY

Publicity in **Business First** if chosen as award nominee

Work with media who have a desire to interview reps of family-owned businesses.

I can tell my story.

- **Company Profile** in the Monthly Message e-newsletter.
- **New Member Spotlight** on our website and at an educational program.
- **Online Business Directory** listing to post job openings and hot deals.



JOIN US!

\$385 per business year
Family-owned businesses in central Ohio area.
Acceptance upon receipt of application and annual dues.

Conway Center Educational Programs are graciously hosted by:



The Conway Center for Family Business is a 501(c)(3) organization, established in 1998.



These Service Providers Understand What Central Ohio's Family Businesses Need



Jim Bechtel, CPA, CGMA
614.947.5208
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ACCOUNTING



Michelle Roseberry, CPA, CGMA
614.228.4000
HBKcpa.com

ACCOUNTING



Stephen Smith, CPA, CGMA, MBA, CVA
614.494.5300
HolbrookManter.com

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Hans J. Kronsbein, CFP®, CPWA®
614.222.9082
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Tom Dunson
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614.460.3494
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Christine Schneider
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BUSINESS VALUATION



Steve Heiser, J.D., M.A.
614.271.5884
wilsonresourcesinc.com

COMMERCIAL REAL ESTATE



Michelle Houck
800.955.6446
ohiodominican.edu

EDUCATIONAL INSTITUTION



Michael D. DeVine, MS, LPC-S
877.455.4764
devinetalentconsulting.com

FAMILY BUSINESS CONSULTING



Marissa Michaels
614.544.4749
ohiohealth.com

HEALTH CARE



J.R. McCullough
614.423.3805
insperity.com

HUMAN RESOURCES



Scott P. Rider, CLU, Certified Family Business Specialist, AEP
614.876.7044
riderfinancial.com

INSURANCE/FINANCIAL PLANNING



Robert E. Beymer
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willistowerswatson.com

INSURANCE/FINANCIAL PLANNING



Bea Wolper/Kelly R. Jasin
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LAW: BUSINESS & ESTATE PLANNING



Rick McQuown
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LAW: BUSINESS & ESTATE PLANNING



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INSURANCE: LIFE INSURANCE



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Kelly Borth
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MARKETING: INTEGRATED



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robintek.com

WEBSITE DEVELOPMENT



Conway Center Service Providers understand the unique needs of family-owned businesses and share their knowledge with members during the Center's educational programs and peer groups. Looking for help growing or transitioning your family business to the next generation? Attend a Conway Center program or peer group, or consult one of these recognized Service Providers.





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Columbus, OH 43219

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LOOK INSIDE FOR:
Photos from the Awards & Expo
Why Peer Groups are important
and how to join!

In Their Own Words — Conway Member Testimonials



"The Conway Center for Family Business has provided us with many opportunities to connect with other family-owned businesses, allowing us to foster new relationships and share proven practices amongst peers in safe and open environment. We are incredibly pleased with the support that the

Conway Center has provided us through networking events and the many educational programs like the peer groups."

Elizabeth Blount
President, Uniglobe Travel Designers



"The Conway Center gives a framework to start thinking about succession planning and other issues that are important to maintaining and growing your family business. They also have the resources to help make sure you stay on track. Progress depends on all of us being able to share our thoughts and challenges.

At the Conway, we can all communicate with each other transparently to share best practices on how to ensure our family businesses go into perpetuity."

Rhett Ricart
President and CEO, Ricart Automotive

Conway Center Mission:

To help family businesses continue to be successful ▪ To assist family-business owners with transitioning their business to the next generations ▪ To celebrate the accomplishments of outstanding family businesses in our community ▪ To increase awareness of the positive impact family businesses have on the Central Ohio economy