



Hillman Expands Hamilton Packaging Facility, Invests in New Customer Support Center

Cincinnati, OH, May 23, 2022 – Hillman Solutions today announced it is expanding its Hamilton, Ohio, packaging facility along with opening a new Customer Support Center.

Hillman is adding 20,000-square feet to its Hamilton packaging facility that will allow the company to invest in new state-of-the-art packaging and printing equipment to support several new product launches in 2023 and beyond. The new equipment will be housed in a climate-controlled area for increased productivity while prolonging the lifespan of existing machinery.

“We continue to invest in our infrastructure to better serve our customer,” said Doug Cahill, Chairman, President and Chief Executive Officer at Hillman Solutions. “Together with the new Jonestown, Pennsylvania Greenfield distribution center and our recent Jacksonville, Florida distribution center expansion, the Hamilton packaging facility conversion will enhance our packaging capabilities to better meet the growing needs of our customers and provide a platform for future efficient growth.”

“Our number one job is to take great care of our customers, and I am so proud of the way Hillman has risen above the obstacles. Since the beginning of 2020, our fill rates exceeded 90 percent for all of Hillman’s customers and because of the phenomenal job our sales, service and supply chain teams have done. The results are driven by our exceptional teams across Lowe’s, Home Depot, Walmart, Ace, and Tractor Supply, to name a few,” continued Cahill. “These investments allow us to continue to be collaborative and develop meaningful, customer-oriented capabilities and relationships that are built on a foundation of trust, complexity management and service.”

Hillman expects to create 60 full-time positions, generating \$6 million in new annual payroll and retaining \$14 million in existing payroll, as a result of this new project.

Customer Support Center

Hillman worked with local developers to secure a 43,000 square foot facility in the Forest Park area of Cincinnati. Members of Hillman’s Customer Support Team including sales, finance, operations, marketing, HR and various members of the leadership team will work out of this new facility.

“The new Customer Support Center will allow us to work better, together, in a unified office setting that will allow us to continue to focus on what’s right for our employees, customers, and shareholders by building a culture of trust, collaboration, respect, and inclusion,” said Cahill. “The finished space will feature a modern, industrial aesthetic designed to inspire creativity, teamwork and innovation.”

The entirety of the interior space will be renovated to align with the company culture that fosters collaboration across the organization. The state-of-the-art offices will feature flexible workspaces, dedicated areas for training and modern-day additions like a fitness center, mother's room and more.



In addition to a Job Creation Tax Credit provided by The Ohio Tax Credit Authority, JobsOhio, the City of Cincinnati and REDI Cincinnati provided support for the project.

“The growth trajectory for Hillman Solutions over the last decade has been staggering,” said Kevin Donnelly, vice president for project management at REDI Cincinnati. “As Hillman continues to flourish, we are thrilled that it is further rooting itself into our region with the new headquarters, which will be known as the Customer Support Center, in Forest Park and expansion of its Hamilton packaging facility. Not only are we grateful for Hillman’s continued commitment to our region, but we also appreciate the support from the State of Ohio, JobsOhio and City of Forest Park in bringing this project to fruition.”

“Hillman Solutions is establishing a state-of-the-art offices, expanding its packaging facility, and adding 60 new jobs to prepare for future growth,” said J.P. Nauseef, JobsOhio president and CEO. “For nearly 60 years, Hillman has advanced hardware products and services with home-grown Ohio talent, and this investment demonstrates the advantages of the innovation, location and cost of doing business that companies find here.”

About Hillman Solutions

Founded in 1964 and headquartered in Cincinnati, Ohio, Hillman is a leading North American provider of complete hardware solutions, delivered with industry best customer service to more than 26,000 customers. Hillman designs innovative product and merchandising solutions for complex categories that deliver an outstanding customer experience to home improvement centers, mass merchants, national and regional hardware stores, pet supply stores, and OEM & industrial customers. Leveraging a world-class distribution and sales network, Hillman delivers a "small business" experience with "big business" efficiency. For more information on Hillman, visit <https://www.hillmangroup.com/us/en>.