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# THE COOL NEWS



# LOS ANGELES COLD STORAGE



## Cross Training Keeps the Crosswalk Busy

Everywhere you look at Los Angeles Cold Storage, you see employees involved in some form of cross-training or temporary work assignment. If an employee is not being trained, more than likely, they are training a co-worker. Or maybe that unfamiliar face in your department is from another department that has volunteered to help you with your unusual workload.

You can be sure of one thing, cross-training and flexible work assignments have become the norm at Los Angeles Cold Storage. Cross training permits flexibility when it is necessary to cover for staff shortages or when the pace of business creates unusual demands. All this cross training and constant moving of personnel from one location to another is a recent phenomenon and is no longer considered an unusual sight.

Familiar faces have been called upon to cross the street from their home department to help in other, not so familiar surroundings. As a result, cross training and flexible work assignments has caused a visible increase in activity in the crosswalk at 4th and Central Avenue. All of our busy

Warehouse Clerks have been actively cross-training their co-workers in new skills. For instance, Fourth Street Warehouse Clerk, Daishelle Combs has been cross training CSR Maria Solis in both warehouse shipping and receiving skills.



At the Astro Warehouse, Forklift Operators Floyd Dixon and Sub Foreman Jorge Escutia are chipping in with the training of warehouse employee, Emerson Queme, who has already be seen helping out the Central Crew.

Look closely and you will see Central Warehouse Forklift Operators, Carlos Beas and Arturo Arroyo busy training Fourth Street's, Dan Garza and David McLennan in Central Warehouse procedures. And if Astro or Central needs a Checker, then Dave Weissenborn is usually the first to answer the call and can be seen hustling South on Central Ave anytime the need arises for assistance or a trainer.



The Astro Warehouse finds itself volunteering Jose Montoya, Ricardo Martinez and Aurelio Altamirano quite frequently as it offers to help the other warehouses with cross-training and smoothing business bumps. With rapid changes in logistic sched-

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**Our Mission:** The employees of Los Angeles Cold Storage are committed to protect and preserve our customer's product and to enhance their efforts with on time, accurate product handling.

### Cross Training Keeps the Crosswalk Busy

*Continued from the front page*

ules and customer demands for flexibility, we have found it important for our employees to be skilled company wide.

Just ask Mike Hamano, who was hired in 1974. Mike has worked at the Astro and Fourth Street warehouses for almost two decades and all of the sudden he finds himself at the Central Warehouse helping his coworkers. Mike needed no more than a little refresher cross-training and within minutes he was pushing orders out of Central like a pro. Ruben Gonzalez, 4th Street Forklift Operator is always the first to help out when Astro or Central puts out a call for help. And Jose Montoya is known for dropping everything and volunteering to help when the call goes out at one of the other warehouses. These long time employees know the job, have the skills and are not afraid to help with cross training, order pulling or stacking freight. You name it, these guys can handle the job.

Safety training and industrial refrigeration cross training is almost second nature for the Operating Engineers. Operating Engineers can sometimes find themselves "Large and in Charge" and must be cross trained in all the technical tasks they perform during their daily responsibilities.



LACS Employees pass in the crosswalk as they head off for more cross training.

Because an Engineer may work a late night, an early morning or a occasional weekend, the Engineers must remain cross trained as they frequently find a need to cover for each other's duties.

Engineer Pedro Robledo finds himself quite busy as he cross trains our new Engineer, Jesse Navia in forklift repair and pallet jack maintenance. But of course, then Chief Engineer Chris Samarin has to make sure Pedro gets the training he needs to expand his Operating Engineer duties. This is Cross Training Gone Wild!

Chuck Gunther of our Regulatory Affairs Department walks the crosswalk frequently as he heads over to "364 South" to help Manager of Engineering John Scherer cross train his employees in RMP, Mechanical Integrity, Chemical Awareness and general safety.

And you best not stand in front of the doorway when the call goes out for

Irma Arellanes or Isaac Urquidez to help at a warehouse office; you may get knocked over in the rush. Both clerks cover clerical staffing shortages in the warehouses when other employees attend cross training.

These are perfect examples of Flawless Execution and cross training at it's best. The face you see tomorrow morning may not be familiar, but the person helping you will certainly be friendly, helpful and knowledgeable.

### Refrigiwear Clothing Co. Awards

#### Frank Marquez "Lifetime Achievement"

Frank Marquez, was nominated by his coworkers and won a coveted "2011 Lifetime Achievement" award from the Refrigiwear Company. In addition to receiving a plaque and special freezer clothing, Frank was honored with a photo and his bio was printed in the 2011 Calendar that is published by Refrigiwear. The calendars are circulated all over the world, and now everyone knows how much we appreciate Frank!



Larry Rauch and Jerry Fleetham of Refrigiwear congratulate Frank

### Jennifer Kaing is Our Newest Main Office CSR

A warm welcome is extended to Jennifer Kaing, the newest member of the Main Office Customer Service team.

Jennifer joined LA Cold after working for a law firm and also helping her mother operate the family's Chinese food restaurant. Jennifer is trilingual and speaks English, TSU and Cantonese. After Jennifer told us she saw LA Cold as an opportunity to learn and grow, we saw an opportunity too! "Welcome to our team Jennifer!"



**Renee Ross Says:**  
*A good backup means I go forward*



**Marlo Acosta Says: Data Entry is...**

Accuracy

Speed

*(Accuracy over speed)*

## Working Safely Around Forklifts

By Sam Reyes, Manager of Transportation

Maybe you are not a Forklift Operator and maybe you have never driven a pallet jack, but you do find yourself on the dock or in a freezer once in a while. Maybe you're escorting a customer, inspecting product, fixing a light or just taking a short cut as you travel from one work area to the next. Guess what? You are in a dangerous area.

Unfortunately many of us don't think about the dangers we face as we perform our tasks in a material handling area. Trained and experienced forklift operators know the daily dangers and they know the limits of their machinery. They also know how important it is to watch out for you. Working near a forklift and pallet jack can be as dangerous as operating the equipment, so it is important for you to stay safe and watch for hazards as you perform tasks in a material handling work area.

You need to remember these cautions:

- Always work in designated areas only. Try to avoid working in an aisle or traffic area being used by material handling equipment. If you cannot avoid working in a traffic area, then be sure to post warning signs, safety cones and possibly park another forklift to block and protect your work space.
- Let all the forklift operators and the supervisors know you will be working in the area. You and the dock supervisor may be able to coordinate a work schedule that will allow you a safer time to perform your task.

- When walking near a parked forklift, be careful not to trip on the lowered forks and never walk under an elevated load of a forklift.

- Pay attention to what's going on around you. Our forklifts have quiet electric motors. Listen for horns and watch for flashing lights and remember the forklift has the right of way.

- Avoid taking shortcuts through forklift traffic areas. However, if it is necessary for you to walk through the freezers or walk down a busy dock, be sure to stop at every corner and look both ways, just as you would on the street.

Forklifts and pallet jacks are very agile. They travel fast, turn quickly and they back up frequently. Many times the operator is looking up while searching for product and as a result, the operator may not see you. Speak up and let the operator know you are in the area. Always remain a safe distance from any machine and assume the operator does not see you.

And of course, never hitch a ride on a forklift or pallet jack and never participate in any horseplay around a forklift. Walk safe, work smart and keep your distance!



Miguel Resendez Jr. drives carefully while Briana Hurley, USDC Inspector performs seafood inspections.

## The Rauch Report Larry Rauch, President



*"Success is doing ordinary things extraordinarily well"*

Thomas Edison

After I read this quote, I realized how closely it defines what we do at Los Angeles Cold Storage. The concept is our days are filled with routine tasks and what often separates us from others is our attitude and the pride we bring to our jobs. This is what I would call our "Brand" or our identity which is defined as the specific product, service or business we perform. The LACS brand says; no matter what the task, we set a high standard and strive to accomplish it extraordinarily well.

There are numerous examples of this brand concept at LA Cold. For instance, in our warehouses, we maintain over a 99.8% accuracy rate. Everyday we move thousands of cartons and hundreds of orders and we do it with extraordinary precision. In the Main Office, where we process those orders, using literally thousands of key strokes a day, our accuracy rate is even higher. This is the "Brand" that sets us apart.

Individual employee performance is what drives our "Brand". For example, Erinn Castro, who customers constantly compliment,

is described by most of them as someone who is pleasant, efficient and just "gets it". Alicia Carrillo, who keeps her finger on the pulse of A/R, A/P, claims, and specialized customer service, is described by our customers as someone who "follows up and follows through". Jennifer Kim keeps dozens of customers up to date as she dispatches hundreds of containers a month to various warehouses, while at the same time juggling the demands of numerous marine terminals, freight forwarders and drayage contractors. This is understanding our "Brand".

Other examples of extraordinary contributions to our "Brand" include Gilberto Camacho, who checks, stacks, pulls orders and helps oversee our Central Warehouse. Also Engineers Pedro Robledo and Jesse Navia, both LACS "short timers", have quickly taken responsibility for maintaining an impressive uptime performance record of our refrigeration and material handling equipment. Finally, Daishelle "Shel" Combs had big shoes to fill when her predecessor left the company, but she stepped in and made an important transition seamless for our customers. All these employees are good examples of implementing our "Brand".

These are just a few of the many examples of our employees doing their jobs so extraordinarily well that our customers are repeatedly driven to compliment them.

When we all perform our ordinary tasks extraordinarily well, we achieve Thomas Edison's measure of success. In doing so, we exceed our customer's expectations and continue to build our brand as the leader in accurate, committed customer service. This is a brand everyone should want.

## Bits and Pieces

### Contract negotiations conclude successfully

Larry Rauch stated he is pleased that lengthy contract negotiations with both the Warehouse Teamsters and the Operating Engineers have recently been successfully concluded. Larry told the Cool News "I am proud of the employees at Los Angeles Cold and the professionalism they displayed during the negotiations." Larry continued, "Contract negotiations can sometimes cause anxiety for all concerned, but as in the past, LA Cold employees showed how we can work together to resolve differences and approve a package that benefits all the parties."

### Insulated white roofs now cover all of LA Cold

John Scherer told the Cool News that with the completion of the Engine Room and Fourth Street office roofs, most every building at LA Cold is now covered with a state of the art, energy efficient, insulated white roof. The new roofs will reduce our energy costs, provide better protection for the freezers, and reduce the potential for water leaks. Wiltshire Foam Company completed the last project just a few weeks ago in preparation for another hot summer.

### New label printers for the warehouses.

Terry Miller and Tom Rodriguez received new label printers for their warehouses. Terry Miller is using his printers for custom labeling of Wal-Mart products and Tom Rodriguez is using his new printer for printing lot numbers and product descriptions for his pallets.

### New employee says "Bring on the Cold"

Operating Engineer Jesse Navia joined LA Cold on February 1, 2011. An experienced Building Engineer, all Jesse asked for was a hands on job in Industrial Refrigeration and a parking spot for his motorcycle. We gave him both!

### Astro adds personnel to the Warehouse team

Forklift Operator Emerson Queme jumped on board February 24, 2011 and immediately started helping out at the Astro Warehouse. Emerson previously worked at the 99 Cent Warehouse Distribution Center.

## Soles4Souls

Because LA Cold Cares!

*I bet that this is something you have not thought about:*

The quake in Japan, which struck a few hundred miles outside of Tokyo, was followed by a series of 30 aftershocks with magnitudes of six and seven on the Richter Scale. The quake and subsequent tsunami resulted in the sudden loss of thousands of homes, extensive sea water damage, broken glass, twisted metal and raw sewage to be spilled. Many of the rescue workers do not have decent and safe shoes to wear as they try to rebuild their communities.

*"A pair of decent shoes is absolutely necessary in order to participate effectively in the rescue and rebuilding efforts in Japan".*

After hearing this on the radio, Renee Ross, our Manager of IT did think about it. However not only did she think about it, she also decided to do something to help. Renee heard about a charitable organization called Soles4Souls that was responding to the shoe needs of the earthquake victims by accepting donations of gently worn men's, women's and children's shoes. She soon learned how Soles4Souls was collecting thousands of shoes and shipping them to Japan. Once the shoes arrived in Japan, Soles4Souls distributed the donated shoes to those in need.

Renee knew if her coworkers at Los Angeles Cold Storage heard about this program, they too, would want to help. The response was immediate, LA Cold employees definitely wanted to help. Over the next week, Renee collected over 125 pairs of shoes from her coworkers including boots, tennis shoes, work and dress shoes. Renee ultimately ended up with three grocery carts full of shoes that she delivered to a Soles4Souls collection center in Huntington Beach.

Larry Rauch, President of LA Cold stated, "We were saddened by the devastation in Japan and we wanted to help, but we didn't know how." Rauch explained, "Renee's suggestion to collect useable shoes for the victims of the quake was an excellent idea. Her impetus allowed many employees to participate in the recovery efforts in a small but personal way".

The charity said as many as 100,000 shoes were recently delivered to Japan.

Thank you Renee! You have again shown that LA Cold Cares!

### Pac West Security guards LA Cold Storage

Thom Thomas reports Pac West Security Company recently started providing night time and weekend patrol security services for LA Cold. Pac West has provided comprehensive security services in Southern California since 1994. Pac West specializes in security services for commercial buildings, industrial facilities and corporate locations.