

COOL NEWS

Los Angeles Cold Storage LA Qwik Serv Transportation

Why BRC Certification for LA Cold?

BRC Certification is the global standard for food safety.



The BRC (British Retail Consortium) global standard for food safety was created to ensure compliance and enable food wholesalers, distributors, brokers and retailers to have the ability to guarantee the quality and safety of the food products they sell. Today BRC certification is used worldwide for many food businesses, including public warehouses to ensure delivery of safe food to the family dinner table.

The BRC standard LA Cold uses for food safety is accepted by the food industry as a global tool based on the most recent and updated food safety standards and methodologies. Before BRC, many retailers were concerned about food safety, so they opted to take control of the situation, and began asking all food suppliers (including the refrigerated warehouse industry) to be certified to a specialized food safety standard.

We feel BRC certification is an important tool that helps us maintain food safety during the handling, storage and distribution process of the food products in our warehouse. BRC certification also helps our customers decide to select us as their public warehouse. BRC

certification also shows our commitment to work on continual improvement in our food safety practices.

LA Cold follows the requirements of the BRC Storage and Distribution Standard, which is related to our food quality management system and our HACCP system. The BRC Storage and Distribution Standard enables Los Angeles Cold Storage to:

- Provide evidence of our commitment to food safety.
- Help us maintain a food defense system capable of meeting national and international food safety requirements.
- Provides the tools for monitoring effective food safety



BRC Food Standards means Happy Healthy Meals

performance.

- Helps us maintain an effective warehouse management and operating system.
- Helps us identify and document specific food safety hazards and helps us improve our HACCP system.
- Following BRC standards also helps LA Cold identify and implement any needed structural or building improvements.

At the end of the day, maintaining our BRC certification assures our customers that we identify and follow good warehouse practices

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TEN SAFETY TIPS FOR THE WAREHOUSE

Heavy Equipment Accidents – When employees work with warehouse heavy equipment such as a forklift every day, they tend to get very comfortable using the equipment. This can be very dangerous if the operator begins to underestimate the danger of the machine. It is important that we ensure that all employees understand the potential hazards a forklift or other warehouse machines present and never get too comfortable. Remain cautious and careful when operating any machine. Always follow the specific instructions provided for the equipment and avoid situations where a forklift accident is likely.

Slips and Trips – Slipping is a very common warehouse hazard that can be easily avoided. To prevent the majority of slips and trips in your warehouse, eliminate the following factors: Loose material such as ice, liquids, unnecessary steps or ridges, boxes and pallets left on the floor and dark areas. Mats and anti slip floor material can be helpful for reducing slippery surfaces.

Falls – Falling accounts for a large majority of workplace accidents. We are all at risk of falling, not just when working above ground level. Slipping and falling is a common cause of injury among warehouse employees. When working around loading docks, remember your training and stay aware of your surroundings. Also, whenever there is a large drop between floors, proper guard railing is essential. We need to maintain guard rails and to report unsafe open areas.

Fires – A fire can jeopardize your entire warehouse, but this warehouse hazard is also among the most preventable accidents. Welding/hot permits are company policy, clearly marked exits, exit strategies, and fire extinguisher checks are all in place to prevent fires. Still, fires are very common and require constant prevention awareness. Things to avoid are: Worn and exposed wires such as old extension cords, leaking flammable fluids and gasses, unnecessary use of extension cords or worn cords.

Crushed – According to the OSHA two workers are crushed to death every month on the job. It is important to avoid moving forklifts and trucks on/or in front of the loading dock.

Exposure to Harmful Substances – Refrigerants such as anhydrous ammonia can be a hazard. Read, review and study the LA Cold Emergency Planning Manual. You should know how to detect and report ammonia spills and have a clear understanding of what to do in the event of an ammonia spill, including when and where we evacuate should it be necessary.

Ergonomics – Every warehouse employee must take care of their bodies. Constant mistreatment will lead to pain and injury. There are several ergonomic solutions to common warehouse problems such as back and foot pain. If you are experiencing pain related to your job, report it as soon as possible to Human Resources. Always make sure you understand the importance of proper lifting techniques and the LA Cold Maximum Lifting Policy. If you are not sure, ask your Supervisor or Department Manager.

Moving Parts – Always pay attention to warning labels. Material handling machinery with moving parts are a common workplace hazard. When used improperly, a machine can cause severe permanent injury and death.

Falling Objects – A common material handling practice is stacking objects on high racks, platforms or shelves. Always keep heavy loads stacked neatly to avoid a shifting load or cylindrical objects from rolling off of shelves. Also, be wary of heavy materials that could fall and not just in the warehouse, but in shops and offices. All pallets should be securely, stored or stacked.

Lack of Safety Education – Without proper education, a warehouse will not perform at its full potential. A safe warehouse is an efficient warehouse.

Safety Sam Says: Safety is like a lock, but you are the key!

Accuracy is Important Ten Ways to Improve Your Accuracy!

We should regret our mistakes and learn from them, but never carry them forward into the future with us.

1. You have to **CARE!** You cannot adopt an attitude that accepts mistakes, you need to want to be “mistake free”.
2. You need to **LEARN** ... that means actively understand why the mistake happened and making sure it doesn't happen again!
3. Sometimes you need to **SLOW DOWN**. Many mistakes happen because work is rushed, or because the person doing the work has not taken time to become accurate in their process. In the same way that children learn to walk before they run, it is important that we learn to do our job **RIGHT** first and **THEN** get faster!
4. **Practice!** If you perform some tasks infrequently then you are more likely to make mistakes ... so practice, and take special care on those kinds of activities.
5. **Check your work!** It is easy to complete a task and submit it ... but if you take a little extra time to double check your work you will reduce the margin for error.
6. Along with #5 **develop little “checks” that work for you.** For instance, if you are providing numbers in a report is there a “rule of thumb” you could create that would show if anything looks strange in the results?
7. Use **a spellchecker** ... ALWAYS!!! This is a habit everyone should adopt!
8. Along with #7 ... don't rely solely on spellchecker, read your document after the spellchecker has done its thing. The words in your sentence might be real words, just not the ones you wanted!!!
9. Develop **checklists** for yourself. If your job requires 5 steps in the process for every transaction use a checklist to make sure you completed all 5 steps every time. Pilots use these, doctors use these ... and a mistake from either of those professions could be very nasty!
10. Take advantage of **“best practices”**. Find how other people do the job and learn from them, ask for help, get a mentor, anything that will help you to get better at your job.

DEPARTMENT UPDATES

LA Qwik Serv Transportation What is Drayage?

Drayage is the retrieval of shipping containers from ports and hauling them to inland locations such as warehouses, rail heads, distribution centers, or stores. It is one of the most important, yet fraught, parts of the food supply chain. Many ports in the U.S. struggle to position containers and chassis efficiently, and chassis shortages are a key contributor to port congestion and cargo delays. The issue of chassis maintenance and repair is also a sticking point for every importer and using the wrong drayage contractor may cost them unexpected repair fees.

The professionals at LA Qwik Serv Transportation help our customers weave their way through the port of Los Angeles and Long Beach. Using an experienced professional drayage company like LA Qwik Serv, our customers can reduce the chance a container will get trapped in the maze of fees, fines, demurrage and detention charges that are so prevalent today. Not every marine terminal is our friend; our customers must have a professional drayage company to back them up and deliver their containers on time and without penalties.

LA Qwik offers a variety of logistic services including harbor drayage, local delivery, less than truckload and full truckload service nationwide.

CSR's should remind our customers to call LA Qwik Serv today so they can experience container drayage and nationwide logistic service at it's finest.

Central Warehouse

The Central Warehouse has completed the roof and ceiling repairs and all sections of the building and storage racks have returned to service. The four penthouse refrigeration structures have new insulated panels that will help maintain excellent temperature control during the hottest seasons of the year. New dock door seals have been installed for truck trailers and all doors are now operational. A new state of the art freezer door on the East side of the building is helping maintain low temperature efficiency. The warehouse employees are enjoying their remodeled breakroom and the A/C unit for the office has been updated. Two new Raymond freezer forklifts have been purchased and delivered to the warehouse and a virtually brand new dock stocker has arrived from Raymond Material Handling that will help speed the unloading and loading of trucks and trailers.

Astro Warehouse

The Astro Warehouse has become the cooler warehouse for Southern California. Freezers at Astro have always remained busy but cooler business at the warehouse has not always been as busy as we hoped, but that is changing. New customers with new refrigerated demands has allowed Astro to fill its refrigerated space (36 to 38 degrees) with all types of new products. With new dock door seals and parking lot stripping, it is now easier for trucks to back up to our docks. The important Astro Cooling Tower has a new water treatment system, a new fan motor and a light weight water saving roof panel. Improvements to the cooling tower will make the plant more energy efficient and expand upon our commitment to reduce water usage.

Fourth Street Warehouse

This year Fourth Street celebrates 113 years of operation and we see more modernization and improvements in the works. Structural and design plans are being prepared for the enclosure of the Front Dock scheduled for the first quarter of 2017. Six unique Raymond forklifts built especially for the upper floors of the warehouse are all undergoing refurbishment and safety upgrades. Old sewer pipes have been replaced and cooling tower improvements are complete. New water treatment systems have been installed on the cooling towers and water use at this warehouse is down by almost 37 percent. LA Repack is fired up and working virtually everyday on different repack and relabel projects for our customers. Warehouse staffing has been increased to accommodate additional container and truck activity.

NXTCOLD

Forty-Six (!) Nxtcold units have been recently installed on top of the Long Beach Harbor facility project and refrigeration operations have started. Two new Nxtcold projects in the LA area are next on the list. John Scherer continues to travel nationwide to speak at conventions and conferences about the advantages of Nxtcold refrigeration. Negotiations on distribution agreements for the leading edge, low charge ammonia units are very close to completion for Latin America and Canada. Additional marketing, engineering and design staff has been added in the Nxtcold offices to accommodate and respond to the worldwide interest in Nxtcold technology.

Engineering Dept.

Operating Engineers at LA Cold continue to supplement their industrial refrigeration skills with specialized training. Sergio Murillo has obtained his EPA Technician Certification, and a CARO (Certified Assistant Refrigeration Operator) certification from RETA. Sergio has also completed a course in Basic Electricity. Jaime Gonzales has completed his FIRST training (Fundamentals Industrial Refrigeration System Training), his EPA certification and has completed two of five parts for his RETA education. Vincent Costello passed his FIRST training and recently completed his Industrial Refrigeration One training course. His education is continuing. Ron Fuller has expanded his skills by participating in High Efficiency Charger training and has attended workshops on "The Supervisor Role" and "Strengthening your People Skills". Probationary Engineer Chris Wilson recently completed his FIRST training and is expanding his Daily Operator training.

Main Office and IT

Main Office CSR's are enjoying the new EDI order processing system recently installed by IT Manager Renee Ross-Wilson. Although still undergoing customer testing; so far so good, with faster order processing and customer convenience the big winner. Bar code confirmations of processed orders is a big project Renee is also close to installing. Greg Bloom, IT Manager finds himself working on a number of special projects including the upgrade of our website, new server upgrades and the installation of computer operated white boards around the company. In addition, Greg is upgrading the employee timeclocks.

In the Main Office, the LACS Delivery Notice has replaced the traditional Bill of Lading form we used for many years and a new, less cluttered document is much easier to read. Cross training continues with CSR's spending important time in the busy warehouses.

BRC IS THE GLOBAL STANDARD FOR FOOD SAFETY

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and also certifies we follow strict food handling guidelines.

BRC Certification makes LA Cold a better warehouse. Because we are a better warehouse, we are the best public warehouse for the food products our families eat at the dinner table.



Why? Because LA Cold Cares!



THE RAUCH REPORT

BY LARRY RAUCH, PRESIDENT



As most of you may now know, Thom Thomas our Vice President and the Writer/Editor of the Cool News will be leaving LA Cold when he retires in early February after twenty six years of service to the customers of LACS. Thom has been responsible for a wide variety of tasks and it will create a big hole for us to fill. Fortunately, LACS has a strong management team that is ready to absorb many of his responsibilities and at the

same time open some other job opportunities for our employees.

Terry Miller, Sam Reyes and Marlo Acosta will all receive promotions and new responsibilities to ensure appropriate oversight in all company departments. Here are some of the changes we envision as we move forward:

- Terry will become our Manager of Warehousing and will move into Thom's office. Terry, who presently oversees the Central And Astro warehouses, will now manage all three of our warehouses. He will also be responsible for LA Repack and our Regulatory Affairs office.
- Sam will become our Manager of Operations. His role will include the management of LA Qwik Serv Transportation, human resources, safety and sanitation. Sam will also oversee the management of LACS properties.
- Marlo will now be our Manager of Administration/Office and take on a variety of new duties including, housekeeping services, forms management and other administrative tasks including cash management. Marlo will also become the company LACS Notary Public.
- Alicia Carrillo will transfer to a non-union position and her title will change to Assistant Manager-4th St. This change more accurately reflects her authority and responsibility as part of the management team.
- Both Rene Ross and Greg Bloom will continue to co-manage the IT Department and both will be asked to manage our closed circuit television systems, Thom TV and maintain our website services.
- John Scherer will continue to have an oversight role in the Engineering Department; however, John's growing responsibilities leading NXCOLD will keep him very busy.

We are currently in an active search for additional leadership in the Engineering Department and that will round out our day to day operational team. I strongly believe this is a terrific group of talented people who are uniquely qualified to lead us into the future. We will all start to see evidence of these changes over the next couple of months as Thom's retirement date draws closer.

Please join me in wishing all these individuals good luck and know that everyone's support is critical to their and our success.

New Employees at Los Angeles Cold Storage



Estela Soto joined the Main Office CSR team in February. With more than 20 years of customer service experience before joining LA Cold, Estela brings a great attitude and communication skill to our office. Because of her past work at Iron Mountain, Estela is familiar with the unique demands of public storage.



After graduating from UC Santa Barbara with a B.S in Math and Statistics, Jeffrey Chang jumped on board the Main Office high speed train last April. Jeffrey brings precision and accuracy to the LACS inventory control management system and a high level of organization. And just like a well run train, Jeffrey is always on time and connects with customers quickly!



Rigo Bedolla is now a very busy Forklift Operator at the Fourth Street Warehouse. Rigo's past warehouse experience was with bakery products so jumping in with the big fish at LA 4th St. was quite a change. But no problem, swimming with the sharks is easier than trying to stay away from all the pastries at his last job.



The Guevara family joined the LA Cold family after two brothers, Ramon and Francisco both decided to work at our warehouse. Ramon is working at 4th Street and Francisco joined the Central Warehouse team. Both brothers are experienced freezer Forklift Operators and Checkers. The Guevara family and the LA Cold family make a perfect connection! By the way guys, any other brothers or sisters looking for work?



Although the LA Cold airplane hangar is empty and our fleet of private jets has been grounded, airplane mechanic Christopher Wilson decided that maybe industrial refrigeration could be an exciting career change. With many years as a professional airplane and custom vehicle mechanic, Chris moved over to the LA Cold Engineering Department and has quickly started learning how cold a blast freezer can be. None the less, Chris says he is enjoying the experience and is looking forward to his first assignment inside our -76 (f) very low temperature freezer.

Central City East District of Los Angeles is Thriving!

After many years of downtown challenges, residents and business is returning to the Central City East District of the City of Los Angeles. Larry Rauch, President of LA Cold, has been instrumental in helping found and chair our neighborhood business improvement association. As a result of this partnership with our neighbors, crime is down, businesses are returning and thousands of residents are moving back to our community. A new park (that's LA Cold in the corner of the photo) is just blocks from our ware-



house and will help rejuvenate our community. Newspapers report that construction is rampant with over 105 new building projects started or starting soon.

Hooray LA! Welcome Back!