

LOS ANGELES COLD STORAGE

LA QWIK SERV TRANSPORTATION

LA REPACK SERVICES

CONTINUOUS IMPROVEMENT Striving For Perfection at LACS

Publishers Note: The theme of this issue is continuous improvement. Although we do not often use that term, the concept motivates much of what we do. A large part of our success comes from investing in our employees and our customer service performance. The longevity of many of our employees is a testament to the success of everyone's efforts to continuously make improvements. This hard work and dedication of our employees is reflected in our performance and is appreciated by our customers and vendors. I hope you enjoy reading about their successes.

Thank you, Larry.

WFLO EMPLOYEE EDUCATION

Training from the World Food Logistics Organization (WFLO) is a very important aspect in the continuing improvement and education of our employees. Every year more employees graduate from the three year program.



Gilbert Camacho joined a number of his coworkers by graduating this year.

Previously we have written about **Erinn Castro** graduating from the same program and we described the rigorous educational training and how it covers all aspects of warehousing, food preservation, temperature controlled logistics, human relations, communications and industry best practices.

And we have no plans to slow down; **Dan Nestor** has set his sights on graduating next year.

RETA TRAINING

The Refrigeration and Technicians Association (RETA) developed two tests to validate the proficiency of refrigeration engineers. Both tests are very detailed and require a great deal of study. Nationwide, only a small portion of refrigeration engineers have passed either test. We are proud to announce that **Jaime Gonzalez** passed the first level test (CARO) and **Hector Ramirez** has passed the highest level of testing (CIRO).

In addition, **Dan Nester** has renewed his RETA designation after continuation training helped him pass the highest level of CIRO train-

ing. This is another example of LACS supporting our employees in their desire to attain a high proficiency in their jobs.

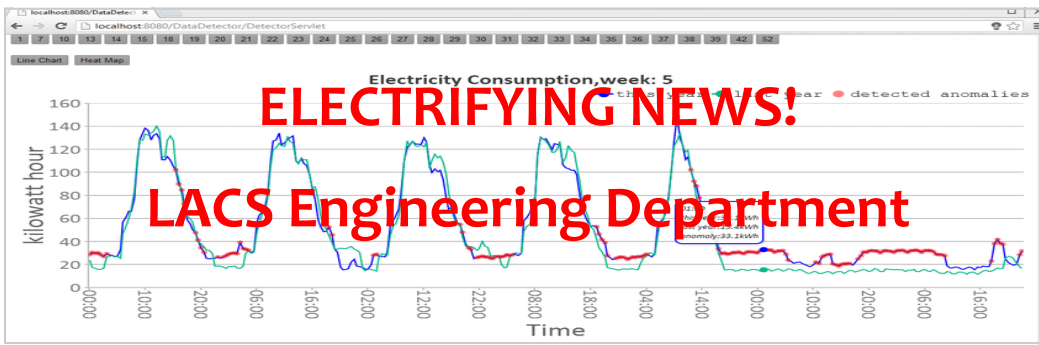
VALUE THE INPUT

Monthly lunch meetings with different employees allows **Larry** the opportunity to hear ideas and remain updated on each of their different departments.

As a further extension of our desire to allow employee input into decisions that might affect the company, it was decided to implement an *Employee Advisory Team*. Meeting quarterly, team participants will address current topics and meetings will include both supervisors and non-supervisory personnel.

This is an additional opportunity to receive regular input from a thoughtful and engaged employee group.

Employee Advisory Team meetings will be led by **Sam Reyes** and will include, **Iram Rhoads**, **Erinn Castro**, **Gilbert Camacho**



ELECTRIFYING NEWS!
LACS Engineering Department

The Los Angeles Department of Water and Power (DWP) calls on businesses during the summer months to shed electrical load on the hottest days. The good news is they give us an incentive to help them out. We have asked and many of our employees have responded to give us suggestions on how to reduce our power usage during these critical times. In the past, we have benefited from our success in the program and this last summer was another example of our diligent participation. As a result, we received our largest participation check and as promised, some part of it was included in last year's holiday discretionary bonus. Our Engineering Department, led by *Dan Nestor*, did a remarkable job in dealing with these DWP emergency reductions and we can all thank them for being on the job for all of us.

Speaking of saving money and the Engineering Department. For us to get the best rate all year long from DWP, we participate in a program that has strict requirements for how much electrical power we use and when we use it. It takes a great deal of effort to stay within the DWP guidelines, but when we do it right, it is really worth it. Once again the engineering team of *Dan Nestor, Ron Fuller, Jaime Gonzales, Vince Costello, Hector Ramirez, Carlos Canales and Maria Solis* did the hard work to reach the highest level of benefit for us.

Nicely done!

CONNECTIONS, CONFERENCES AND COLABORATIONS

We belong to a wide variety of both international and US based associations that help us stay current on industry developments. In addition, they offer significant educational opportunities at both the company level and for individual employees. We are actively involved in many of these groups and make great use of their many resources. Some of your coworkers have attended conferences and meetings sponsored by one of these groups. Here is a partial list of these important association connections.

- International Association of Refrigerated Warehouses (IARW)
- World Food Logistics Organization (WFLO)
- International Refrigerated Transport Association (IRTA)
- Controlled Environment Building Association (CEBA)
- International Institute of Ammonia Refrigeration (IIAR)
- Refrigerating Engineers and Technicians Association (RETA)
- National Fisheries Institute (NFI)
- California Fisheries and Seafood Institute (CFSI)



BRC Certification

As you all know, LACS participates in a thorough extensive inspection each winter so we can maintain our BRC Certification. The inspection is an intensive two day audit of all of our processes, procedures and policies. The audit is the culmination of efforts that extends throughout the twelve months between inspections.

We are constantly checking and verifying our actions to be sure we reach the highest level. Those efforts really paid off this year after we received the highest rating possible with a grade of AA!

Few warehouses achieve a AA rating and everyone should be proud! Special thanks goes to **Terry Miller** who again led the team of **Chuck Gunther, Frosty Velez, Alicia Carrillo, Dan Nestor, Maria Solis and the staff at Astro and Central** warehouses who were significant participants in ensuring our superior grade. Once again, you made all of us and our customers very proud.



Ring Doorbells Improve Security at LA Cold.



Engineering staff recently purchased two Ring Doorbell packages for installation at LACS.

A Ring Doorbell on the Fourth Street dock allows employees entering and exiting the office door in the early morning or late evening hours the opportunity to verify the entrance is safe and unobstructed.

The Ring Doorbell installed at the front door of the Engineering Department allows staff to keep the doors in that sensitive area locked and secure until a visitor's identity can be confirmed.

Management employees and our security staff all monitor the doorbell alerts and can respond to any attempted intrusion with verbal commands or an audible alarm.

More Security Upgrades at LA Cold

Security lighting upgrades and improvements to the LACS Closed Circuit TV system are underway.

Adding cameras and upgrading our present cameras to digital service will improve our ability to view all property activities and importantly will improve our ability to monitor truck activity. We now have sixty eight cameras with more to come in the near future. One new feature is our ability to view cameras remotely, so the management team can check the premises even when they are off site.

With all these new cameras, it was obvious we needed to upgrade lighting around our facilities. As a result, if you are here after dark you will see our improvements in outdoor lighting. The LA Department of Water and Power (LADWP) working with **Terry Miller** upgraded and repositioned the outdoor lights all around our facilities. The outdoor lighting requires we pay the LADWP additional fees (in addition to our normal electricity bill) to protect our employees and property. Money well spent.



Los Angeles Cold Joins the World Group

Los Angeles Cold Storage is pleased to announce our association with The World Group.

The World Group is an association of nine independent cold storage warehouse companies that are all located in North America. The companies all remain independent of each other, but offer their customers great references all around North America.

We are excited to be a part of this dynamic, innovative and well respected group of cold storage professionals. And importantly, our customers are excited that we can now, in confidence, recommend one of our association partners to those customers who may need storage services in the United States, Canada and Mexico.

www.theworldgroup.com



AND THE WINNERS ARE.....

Sometimes we have extra tickets to sporting events, shows and plays that become available. Sure, we could sell them, but we think it's more fun to give them away to our employees! Recently we have been able to share tickets for some LA Dodger games and to a performance of Fiddler on the Roof at the Pantages Theater in Hollywood.

Lucky winners **Carlos Canales, Jaime Gonzales, William Hammond and Ron Fuller** all won four tickets each to the Los Angeles Dodgers. **Luis Guido** was the happy winner when he won first class seats to the play at the Pantages Theater. **Congratulations !**



CONTINUOUS IMPROVEMENT

FROM THE FRONT PAGE

Juan Iglesias, Jaime Gonzalez and Redell Ellis.

SAFETY FOCUSING

The LACS Safety Committee meets typically once a quarter and besides planning safety events, weighs in with topics such as CCTV security cameras and security guard services. The Committee acts as a conduit for department suggestions and reviews all accidents and security incidents. The Committee is constantly looking for ways to prevent an accident or incident and provides important input on all of our safety related activities.

Currently the committee is led by **Sam Reyes** and is composed of **Jorge Escutia, Maria Solis, Dan Nestor, Frosty Velez, Gilbert Camacho, and Charlie Holloway**. If you are interested in participating, let your Manager know. Safety is a key focus for us, being on the safety committee is important work and an important component of our Continuous Improvement.

LACS WEBSITE

Our new website has been launched and is an updated version of our former website which is still very informative and easy to navigate. Work on the new website started almost a year ago and was recently completed by **Renee Ross** with help from the management team. The new website is a nice improvement for our customers and potential customers.

However, *Continuous Improvement* means we remain open to new ideas and suggestions for the website. Please visit www.lacold.com and let us know if you have any thoughts. And of course, and as usual, suggestions will be rewarded.

FACILITIES

As we strive for perfection, you may want to stop by the Fourth Street Warehouse and check out the improvements recently completed on the LA Repack Storage Room (F10). The dry storage area (which was at one time a open loading dock) is located next to our LA Repack facility and thanks to a dedicated group of employees including **Terry Miller, the Engineering Department staff** and assistance from our electrical *Contractor, Kamilio Milos* who all spent a lot of time and effort to clean up the storage area and make it more functional. Starting with disposing or recycling of an enormous amount of stored materials, they added new racks, lighting and new coat of paint. Their hard work resulted in a more efficient room that can better support our repack operation and provides a productive dry storage area.

LA Qwik Serv on Pace for Another Record Year

Sam Reyes reports that LA Qwik Serv is on pace to deliver its best revenue year ever. The strong team of Iram Rhoads, Erinn Castro, Debbie Basko and Maria Polanco has done an excellent job of meeting our customer's requirements allowing us to grow its loyal customer base. Customers from all over the country depend on us to meet their logistics needs. In the first six months, we have:

Delivered over 4000 orders

Delivered over 14,000,000 pounds of freight

Delivered over 1100 containers to warehouses throughout Southern California

For over 200 customers

New Employees

We have added seven new employees to the LA Cold team of professionals since our last publication of the Cool News.

We are happy to have them as part of our team.

We Welcome:

- ◆ *Jose Ortega* at the Central Warehouse.
- ◆ *William Hammond* at the Astro Warehouse.
- ◆ *Fernando Beltran* at the Central Warehouse .
- ◆ *Jose Ruelas* at the Central Warehouse.
- ◆ *Hector Ramirez* in the Engineering Department.
- ◆ *Arnel Martin* at the 8th St. Warehouse.
- ◆ *Ed Brown* at the 8th St. Warehouse.

All of these employees have already shown themselves to be valuable additions to our company and each are making a positive contribution to our success.



Tenure is Contagious at LA Cold!

Service longevity makes LA Cold a stronger company and gives our customers a continuity of service that lets them know that they can always depend on us .

Milestone Anniversaries We Recently Celebrated

| | | |
|--------------------|----|-------|
| Larry Rauch | 45 | Years |
| Michael Hamano | 45 | Years |
| Deby Clemens | 45 | Years |
| John Scherer | 40 | Years |
| Chuck Gunther | 30 | Years |
| Marlo Acosta | 30 | Years |
| Luis Guido | 25 | Years |
| Roxanne Gomez | 25 | Years |
| Claudia Valenzuela | 25 | Years |
| Ricardo Martinez | 20 | Years |
| Frosty Velez | 20 | Years |
| Alex Vargas | 20 | Years |
| Vincent Mondragon | 20 | Years |
| Lisa Garza | 20 | Years |
| Miguel Draper | 20 | Years |
| Alicia Carrillo | 20 | Years |

Question for you.....Did you and your spouse have a child or grandchild during the time that you have worked at LA Cold? We would like to start a list of LA Cold Kin! Please drop us a note with the child/grandchild's name and the year they were born. We would love to hear from you! Thanks, Larry

Congratulations! *Marlo Acosta* recently became a Notary Public. She studied hard and passed a very difficult test. It is a big deal for her and fills a much needed spot for the company.

NEWS TO NOTE:



- Congratulations to Iram and Corey Rhoads who welcomed Zayna James to the world on December 17th, 2018.

There are many of us who can attest that she is one beautiful baby. We are glad to report that mother and daughter are doing fine and Iram has returned to work.

- Congratulations to **Jaime Hinojosa 's** son Phillip who recently married Katrina Grijalva.
- Congratulations to **Alicia Carrillo** on the high school graduation of her son Carlos.
- Congratulations to **Frank Cortez** on the high school graduation of his son Gabriel.
- **Reggie Hernandez's** granddaughter, Mikayla was married to Ryan Honor on Friday, June 28th.



CONSIDER THE POSSIBILITY....Of speakers sponsored by LA Cold who would come in and discuss matters of employee interest, ie retirement planning, 401-k's, college funding, personal security, nutrition, yoga etc. Classes would be voluntary and conducted late in the day or on Saturday. Any interest? Let us know.



Alicia Carrillo



Michael Hamano



Frosty Velez



Luis Guido

Employees of Los Angeles Cold Storage
celebrate their many years of service. See Page Five



Alex Vargas



Miguel Draper

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