



VOLUME 3, ISSUE 4

NEWSLETTER

OCTOBER, NOVEMBER, DECEMBER 2017

INSIDE THIS ISSUE:

| | |
|------------------------------|---|
| ◆ HIGHLIGHTED TERMINAL | 1 |
| ◆ OPERATIONS | 2 |
| ◆ IT & MARKETING | 2 |
| ◆ PRICING | 3 |
| ◆ SALES | 3 |
| ◆ SAFETY & RE- CRUITING | 4 |
| ◆ DRIVER OF THE MONTH | 5 |
| ◆ CLAIM PREVEN- TION | 6 |
| ◆ WELCOME TO THE LME TEAM | 6 |
| ◆ LME "SHOUT OUTS" | 7 |
| ◆ LME RECIPE | 8 |

HIGHLIGHTED TERMINAL

LME ROC (321) TERMINAL—ROCHESTER, MN

Terminal Mgr: Aaron Telecky

Avg Daily Tonnage YTD:

IB/OB = 167,041 lbs / 162,308 lbs

Avg Daily Shipment count:

IB/OB = 142 / 120

Top 5 Accounts:

SPRAY CONTROL SYSTEMS (Minimizer) -
Mfg Truck Fenders/Accessories

PEERLESS CHAIN - Mfg Chain

SPECIALTY FOOD DIST - Distribute food
product

WENGER CORP - Mfg of risers & sound
barriers

LA CROSSE SEED - Distribute turf seeding products

The LME ROC Team includes:

15 Full-time P&D drivers

2 Full-time Dock workers 1 being (O/B supervisor & back up P&D driver)

5 Line-haul Drivers

1 Pete Roberts - LME W&I Manager

1 Central Dispatcher/Operations Manager/Reserve P&D Driver

2 Office Personnel (Valerie holding a current CDL)

LME ROC Sales Executive

Chad Wegscheider - STP / EAU & ROC Sales Executive

LME ROC was relocated to Stewartville, MN in September 2017. Nicknamed: 2.0

ROC 2.0 is a 31 door facility, ROC covers SE MN and parts of WI and IA. Covering an area From MN I-35 to Mauston WI.

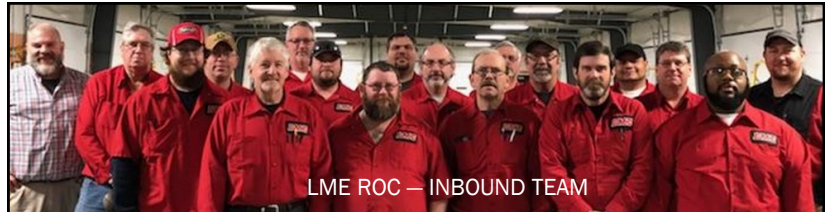
The previous ROC terminal was a 11 door (non-cross dock) facility located in one of the older industrial areas of Rochester.

Fun Facts:: Rochester is the 3rd largest city in MN. Population of 115,884 and has long been rated as one of the best places to live in the US. And is accredited as one of the most educated cities in the world. Rochester has one of Minnesota's 2 international airports capable of facilitate the large aircraft of the dignitaries that frequently visit Rochester from all over the world.

Rochester is the home of the world famous Mayo Clinic founded in 1889 as a frontier hospital By doctor William Mayo and his two sons William J. and Charles H.

The Mayo Clinic Campuses dominate the Rochester skyline and city center.

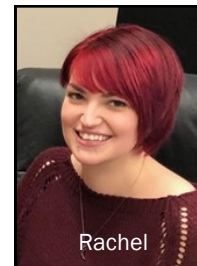
It is was also home of IBM, This facility is over a mile long and larger then the Pentagon. It was designed to resemble a no longer used punch card from above. This IBM facility is accredited to developing the AS/400 business computer system, IBM first personal computer, and now some of the fastest supercomputers currently being used. If the facility were to be used in its fullest capacity it would be the worlds 3rd largest computer producing facility.



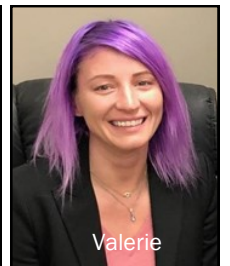
LME ROC — INBOUND TEAM



LME ROC — OUTBOUND TEAM



Rachel



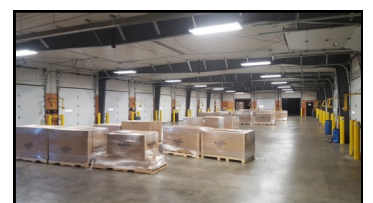
Valerie



Pete

SPECIAL POINTS OF INTEREST:

- Highlighted Terminal
- Driver of the Month
- LME "Shout Outs"
- Welcome to the LME Team



OPERATIONS

MIKE SANFORD-VP OPERATIONS

Greetings to all,

Another year is behind us and what a challenging year it was! There were so many things in this past year that presented challenges to us that it is difficult to point at one area that we could concentrate on to improve and have dramatic impact going into 2018. As I reflect on each terminal and department my focus seems to take me to the details.

**ACCORDING TO
MERRIAM-WEBSTER
DEFINITION
OF DETAIL**

1: extended treatment of or attention to particular items.

Details in each and every individuals area of responsibility are what will separate us

from our competitors and make necessary improvements to our profitability. Almost to a person we rush our job duties thinking somehow that we just don't have time to get it all done and we skip the details. When we rush as a driver, we end up with an accident. The smallest of which usually cost us a minimum of \$5000 in damage and hours and hours of paperwork, retraining and follow up every time we have one. When we run as a dock worker, we find ourselves damaging or misloading freight... again huge wasted expense in both areas. When we skip the details in the office and don't report on SLC to our customers, we end up paying a shortage claim on freight we never had. When we rush in customer service and don't put proper notes in a pick up or on a pro, we make mistakes that our customers get frustrated with and we potentially lose business. When we don't provide details on pricing requests, we don't price the freight properly and potentially move freight at a loss.

I could go on and on and I know all of you could point to something every day that you could do better by making sure you pay attention to the detail in every process and

procedure. We can't skip steps because we determine ourselves that they aren't important. They are all important and if we pay attention to them and focus on the details all the time we will be more successful than you can imagine. Please make a point of being as detailed as you can in 2018 and I know it will lead to success for you individually, as a terminal/department and will roll up to our entire company being successful in 2018.

**MARKETING & IT / MIS - INFORMATION TECHNOLOGY**

TYLER WILSEY—VP MARKETING / IT

We have finished internal testing on the new website and have launched it for customer use. We created a link on our current site to take users to the new one. During this time we want people to use it and find any bugs that may still exist. After a while and our confidence in different functions of the site is high enough, we plan to force different pages over to the new site until we are ready to fully swap rolls between the two sites. Please try out the new site and report any issues to LMEIT@LME4ME.COM.

We are in the testing phase of a new line of thin client to replace the old Affirmative Thin Clients we have out in

the field. These new devices are much more modern and easy to manage on both sides. We are looking at replacing some cheetah PC's with these as well since they are capable of Cheetah CD Editor connections. We have run into issues with the new Windows 10 causing issues on terminal networks so this would solve this issue along with the Affirmative rapidly aging devices. We plan to start rolling these devices out Q1 2018.

We want to remind everyone to report any issues with WiFi, printers, phones and computers to the IT department. You can report these issues by emailing LMEIT@LME4ME.COM.

Courtesy of James Nash.



SALES

ROGER MCGILLIS—VP SALES



2018 LME ~ SALES KICKOFF MEETINGS

The 2018 Sales Kick Off meetings took place the early part of December 2017. All of LME Departments were represented over the 2 day event. Some LME Extended Network Partners from the East and North were represented as well: WARD Trucking, Land Air Trucking, Kingsway and Canadian Freightways and Span Alaska Trucking.

Awards presented to the following LME Sales Executives:

In Recognition of their Outstanding Achievement in Surpassing their Sales Goal for the Year of 2017:



Bill Cullen—FAR



Chad Wegscheider-ROC, EAU



Clark Anderson-DSM



Dan Kackman—FAR



Deb Reuter—APP



Gordy Salmen—SXF, RAP



Nancy Hinni- CGO



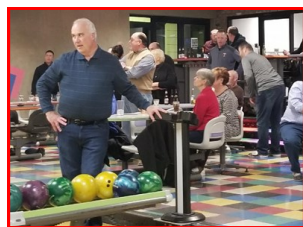
Stan Brewers-CTL



Trisha Walton—KCS

The "Come Back" Rep of the Year for 2017: Cheryl Olstad- STP

The Sales Team enjoyed a Team Building Exercise and all were involved with a friendly bowling tournament. The Team Building Champs 2017 shown in group picture below as well as some other pictures taken by some of the participants:



LME Xpress Gold: An Inexpensive way to gain "peace of mind" when shipping a hot order.

SAFETY & RECRUITING

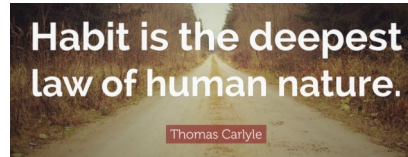
CINDY SENFTNER—VP OF SAFETY & COMPLIANCE



THE PURSUIT OF EXCELLENCE THROUGH A STRONG SAFETY CULTURE!

"We are what we repeatedly do. Excellence, then, is not an act, but a habit." – Aristotle

Thomas Carlyle a nineteenth century author wrote -



By definition, "habit" is a settled or regular tendency or practice, especially one that is hard to give up.

There is a close relationship between habit and job safety. Here are some of the common human elements linking habits with safety on the job.

- ◆ **Recognition of hazards.** Many of us have a habit of walking by a potential hazard we see expecting others to take care of the problem. After all, it's not my job, right? **WRONG.** Safety is everyone's job! Report all safety hazards to your manager/supervisor immediately.
- ◆ **Daring behavior or horseplay.** We see this type of behavior most often by forklift operators. What needs to be understood by everyone is that Forklifts are **HEAVY** pieces of machinery that, when not operated in a safe manner, can put the operator and those around them at serious risk of injury or death.
- ◆ **Setting a poor example.** Without even realizing it your actions may have an influence on the safety-mindedness of other workers, particularly new hires. If a veteran employee is involved in an unsafe act, a new worker may be swayed to adopt the same practice.
- ◆ **Impulsivity or always being in a hurry.** In our industry it's easy to feel rushed and overwhelmed. In our department we see too many accidents, incidents and injuries that are a direct result of being in a hurry. It's important to remember to take it one step or one stop at a time. Don't focus on how much work is ahead of you. You will find that you can get more accomplished and be more efficient when taking this approach.
- ◆ **Training or lack of it.** The safety department, terminal/ops managers, supervisors, etc. are all responsible to provide proper and adequate training to employees so they can perform their job in a safe and efficient manner. Employees, however, must be responsible enough to ask questions if they don't understand the instructions or have doubt about the procedures.

The Safety Department is ALWAYS open to new ideas that can help reduce accidents, incidents and injuries. Our goal is for everyone to return home every day safe and sound. The more we focus on doing things the right way, every time, the better the likelihood we can make it a habit.

2017 Safety Recap!

In 2017 we saw a reduction of motor vehicle accidents and work place injuries!

- 127 Motor Vehicle Accidents. In 2016 we had 169. As in previous years, backing accidents top the list. There were 41 backing accidents which equates to 24% of all accidents. Drivers- you MUST make it a habit to **Get Out And Look** before backing!
- 60 work place injuries. 42 of the 60 injuries were OSHA recordable. This is down from the previous year where we had 70 total injuries, 54 OSHA recordable. Work injuries are preventable and can be costly! Let's do our best to stay injury free.

Thanks for all the hard work! It's very much appreciated! Let's continue to strive to do our best and make 2018 the best year yet!

Heidi's Birthday is 2/17!



DRIVER OF THE MONTH AWARDS:

Jamie Decker of the LME RIL Terminal

Jamie Decker has been with LME, Inc since April of 2016. He started as a flex driver doing Deere switches and covering peddles when drivers were off. He now has his own route and covers Dixon, Sterling, Rock Falls and anything in between. Our customers love his positive attitude and willingness to help. His most recent compliment came from Next Generation Wireless. They stated that Jamie was "very professional, polite and

helpful." During his time at LME he has managed to maintain an accident and injury free record. Jamie enjoys his job and does it well while keeping safety a priority. He is definitely an asset to LME and I am grateful to have him at the Rock Island terminal. Congratulations Jamie!

Teresa Duffek
RIL Terminal Manager



OCTOBER 2017 Driver of the Month

Jason Lewek of the LME MIL Terminal

Jason is safety conscience. He has been a member of the safety committee and consistently will bring up any issues that are potential hazards and works to eliminate them. This includes coming on his own time to repair or improve things. Such as constructing a rack for safely storing load-bars, and repairing worn steps, and mounting hardware to hang engine heater cords.

Jason has been with LME since June of 98'. Starting as a dock worker.

Jason is a key member of the MIL team. He assists with the inbound dock operation, and uses his years of experience to offer advice and suggestions to help make the operation more efficient. Jason is customer focused and makes a point to understand the needs of our customers and goes out of his way to meet and exceed their expectations. Jason is respected by all that have the pleasure to work with him, and is great member of the LME team.

Brandon Pearson
MIL, JVL & APP Terminal Manager



NOVEMBER 2017 Driver of the Month

Robert Hendricks of the LME SLU Terminal

Robert Hendricks has been a valuable member of the Saint Louis team, since our opening in 2013. Rob makes a nightly run to the Rock Island facility, and he always happy to help out with extras. He will move traps for the dock or stop at other facilities, on this return. Rob has made an excellent effort to learn the ins and outs of first Teletrac, and now PeopleNet. He works with others to pass along proper steps, in the PeopleNet system. This includes proper Pre and Post Trip completion. Rob does not let a problem or

violation get past along. He reports problems with his equipment and other equipment issues he observes. Rob's enthusiasm and attention to detail make him an excellent choice for Driver of the Month

Charles Bock
SLU Operations Manager



DECEMBER 2017 Driver of the Month

CONGRATULATIONS TO THE 2017 DRIVER OF THE MONTH RECIPIENTS!

CLAIM PREVENTION

SHEILA BREISEMEISTER—CLAIMS MANAGER

Brrrrr. It's cold outside!! It becomes difficult to be on the docks moving freight and loading trailers correctly all in an effort to eliminate damage when you are cold. We also deal with the cold outside when we are getting freight loaded on our pick up trailers and making those deliveries. We still want to obtain accurate piece counts and short cuts should be avoided. We have to deal with the weather, even though it is not always the most pleasant thing to do. I appreciate all the efforts by our dock and drivers having to deal with the cold and working around these less than ideal conditions. I can't praise you enough for what you do in these cold weather days.



Let's keep up the good work and strive to reduce claims in 2018.

THE BIGGEST GAME OF THE YEAR. BROUGHT TO YOU BY AMERICAN TRUCKERS.

YOUR GAME-DAY PARTY. DELIVERED BY TRUCKS.
On Sunday, February 4, 2018, Americans will consume ...



U.S. BANK STADIUM IN MINNEAPOLIS, MN, WAS CONSTRUCTED USING ...



11,000
truckloads of concrete



1,000s
truckloads of dirt



1,000s
truckloads of materials



TRUCKING
Moves America Forward

WELCOME TO THE LME TEAM

OCTOBER 2017

| | | |
|-----|-----|--------------------|
| CGO | DCK | CODY J MCGRATH |
| DSM | DRV | DAVID L KULLA |
| JVL | DCK | GARRETT R LANG |
| JVL | DCK | DANIEL R LEHMANN |
| KCS | DRV | JUSTIN P FULLER |
| KCS | DCK | DAVID G CHILDS |
| MIL | DRV | LUIS F GONZALEZ |
| MIL | DRV | TARIO K RICHMOND |
| RIL | DRV | MICHAEL J LERSCHEN |
| WAT | DCK | GABEL M SANDAL |
| WAT | DCK | KENDRA C FEE |

NOVEMBER 2017

| | | |
|------|-----|------------------|
| CGO | DRV | KEVIN GUTIERREZ |
| CGO | DRV | STEVEN FRANKLIN |
| CORP | CS | PATRICK M FAY |
| IND | DCK | ROY S ABPLANALP |
| IND | DRV | JERRY L YARNELL |
| IND | DCK | JOSHUA A WERLINE |
| JVL | DCK | JACOB S REYNOLDS |
| RIL | OFF | KACY ARDUSER |
| RIL | OFF | TRACY PETERSEN |
| ROC | DRV | BRANDON E BIDDLE |
| WAT | DRV | KEITH E SNYDER |

DECEMBER 2017

| | | |
|------|------|--------------------|
| CGO | DCK | ADRIAN DELGADO |
| CGO | DCK | DAVID TIRADO |
| CGO | DCK | JOSE S PEREZ |
| CORP | BILL | SHOUA THAO |
| FAR | OFF | DIANNE YANG |
| FAR | DRV | STEPHEN E HINMAN |
| IND | DRV | BRIAN M SIMON |
| IND | DRV | JASON P OVERLA |
| IND | DRV | JOSHUA A SARTIN |
| IND | DCK | ANGEL S DE LA ROSA |
| IND | DRV | WILLIAM R CLICK |
| MIL | DRV | CARIBE J BAKER |
| MIL | DCK | MATTHEW A ROMLESKI |
| ROC | DCK | THOMAS P SNYDER |



LME “SHOUT OUTS”

OUR #1 ASSET = OUR EMPLOYEES



A “SHOUT OUT” to **Dianne Downe** (Customer Service), member of the LME Team since 2006 &

A “SHOUT OUT” to **Dan Pena** (RIL City Driver), member of the LME Team since 2012

“Dianne, I had this faxed back to you. Thank you so much, I do appreciate your help yesterday and today. Both you and the Driver Dan (Dan Pena - LME RIL City Driver who made the pickup) are a big asset to LME. You are both friendly and you both truly want to help. I can find other companies to take my shipments for the same money, but the kind of service you two both provide is why I send as much as I can with LME. Thank you again and feel free to pass this email up the chain...”

Edwin Cox - Shipping & Receiving Dept. Manager - Tidewater Direct

A “SHOUT OUT” to **Anthony Few** (DSM City Driver), member of the LME Team since May 2017

“I would just like to let you know that a guy named Anthony who works for you is probably one of the nicest guys i've met in my life. I work at R/J Performance in Ottumwa he delivers almost everyday to us always very nice and polite and makes everyone's day better. Asks how you're doing and always energetic. He often mentions the meat he smokes and has brought us some while on his route. very good. He promised he would bring us some before Christmas and he drove in his personal vehicle just to bring us it. Over an hour and a half drive. I am writing you guys this to let you know that that reflects your company in a very positive way. No other delivery company we have is half as nice. Please pass this on to the right person and make sure to take care of my man Anthony.”

Thanks - Hunter McCoy - R/J Performance - Ottumwa, IA

A “SHOUT OUT” to **Dan Robertson** (KCS City Dispatcher), member of the LME Team since 2006

A big THANK YOU to Dan Robertson in Kansas who helped me with a shipment that a customer of mind which was Nelson Wood Shims in Cohasset, Mn. had shipped with FedEx. It was going to Menards in Shelby, Iowa and FedEx still had it on their dock in Edwardsville KS for almost a week so I talked with Dan and he sent a driver to FedEx dock which was forty-four miles from our terminal in Kansas and got it pick up and sent out the next day. Nelson Wood Shims is a big customer for LME and we just proved how good we are.

Thanks Dan! Linda Shanoff - Sales Executive - SUP

A “SHOUT OUT” to **Melinda Och** (Customer Service: Corp Office), member of the LME Team since 2003

I got an amazing gal a bit earlier and she was able to get to the bottom of it! If you can see who it was please let the managers know how happy we were to work with her and that she went over and beyond expectations!

Thank You. Nicole Johnson - DLS Worldwide

A “SHOUT OUT” to Customer Service Teams: Corporate & WAT

LME, Inc Customer Service: Corporate Office

Back row: Paul Miley, Paula Benjaminson, Patrick Fay

Middle row: Tana Ostman, Dianne Downe, Stan Bougie, Bev Temple, Wendy Smith, Sue Remick

Front row: Lori (Leo) Ostman, Jennie Bauer, Kathy Benning, Melinda Och



LME, Inc Customer Service: WAT Office

Kelly Spieker, Melissa Angermeier, Shawna Wren and Amanda Hallauer



LME

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New Brighton, MN 55112

Phone: 800-888-4950

E-mail: info@lme4me.com

We are on the web: www.lme4me.com

LME Mission:

To provide transportation services that consistently exceed the expectations of our customers while achieving managed profitable growth and employee recognition.

In each issue, we will include a recipe from a member of the LME Family. If you have a recipe that you would like to share, please email to Jeff Soderstrom.

Loved recipes Made by our Employees



JACK DANIELS FUDGE

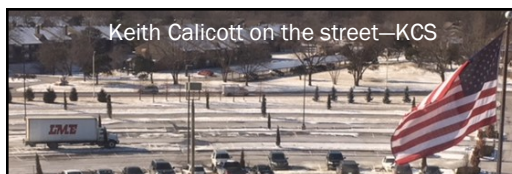
by Bryan Klassy / MIL Driver

INGREDIENTS:

- (5) cups sugar (2 lbs.)
- (2) sticks unsalted butter
- (1) cup whole milk
- 1-1/2 tsp. of vanilla
- (25) large marshmallows ripped in half
- 11.5 oz Ghirardelli 60% cocoa bittersweet chocolate chips
- 2-1/2 cups powdered sugar
- 3/4 cup Jack Daniels or any whiskey you like

TO PREPARE:

- Whisk whiskey with confectioner's sugar and set aside.
- Foil and butter a 9 x 13 or large baking pan
- Put sugar, butter, milk and vanilla in a large pot with a heavy bottom. Stir steadily until mixture boils, continue stirring while letting it boil for 3 minutes (Time it – this is important!). Remove from heat.
- Add marshmallows and chocolate stirring until all of it is melted and blended into the sugar mix.
- Give whiskey mixture a quick stir and add it to the pot, stirring until fully incorporated.
- Pour into a greased pan, and chill. Let mellow for a day before cutting.



LME

Q U A L I T Y . S E R V I C E . V A L U E . A L W A Y S .