2017 Foc

Our Mission

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



Our History

LME traces its roots back to 1921 when it began as a family owned operation, with one Model T Truck, moving products from rural Minnesota farms to the Twin Cities of Minneapolis and Saint Paul. Unpaved roads, unpredictable weather, hard work, and long hours were the norm, but over time there was satisfaction in watching business grow.

Today, after ninety-six years, you will still find that the men and women of LME have the same dedication to hard work and customer satisfaction. Owned and operated by the Wilsey family - Shari Taylor Wilsey and Roger Wilsey Sr. - LME is a modern less-than truckload (LTL), truckload (TL), and supply chain services (SCS) company.

LME today is a regional operation that spans ten upper Midwest states with 100% coverage and also the U.P. and Indianapolis, IN.

Our commitment is to building long-term customer relationships, provide consistent quality service, and specialize in providing sophisticated workable solutions to your supply chain challenges.



Roger Wilsey - CEO

We work really hard to expand the relationships we have with our customers and to build new ones. Our customers don't stay just because they like us - we have to deliver quality service day in and day out. If there is a problem that's when the customer finds out whether we can deliver what we promised. We'd better solve their problem fast and to their satisfaction or they won't let us back our trailer up to their dock tomorrow.

Major-Customers

Our level of personalized service drives our growth and rewards us with a customer base bridging the spectrum from major international corporations to the local merchant right in your own neighborhood. (P) PACKAGINA Find out what makes us special and see what others have already come to know and expect from LME.

















































What's New

In 2016, LME expanded its direct service footprint by opening a new terminal in Indianapolis, IN and added service to the Upper Peninsula of MI. LME also started implementation and installation of the new PeopleNet on board systems for equipment and drivers.

In 2017, LME is building a new terminal to replace the Rochester, MN terminal along with improvements to the hardware and software systems that LME runs on that customers utilize on a day to day basis via our website, which also is getting another facelift and overhaul.



Quick

The LME Advantage

- ◆ 96 years of experience and quality customer service
- Over 50 terminals providing daily AM delivery throughout the region
- 100% full state LTL coverage in 10 states
- 97.9 % on-time delivery
- Guaranteed service available with Xpress Gold®
- Advanced Web, EDI & imaging technology solutions
- ♦ Over 99% claim-free service
- ◆ Extended Carrier Network for complete North American coverage
- Major accounts include John Deere, 3M, Osram Sylvania, Land-O-Lakes, General Mills, Toro & Brake Parts Inc.
- Truckload & Logistics Services, Pooled Distribution, Freezable Protection & More!



Just the Facts

Full Company Name	LME,inc.
Standard Carrier Alpha Code	LMEL
Corporate Headquarters	New Brighton, MN, suburb of Minneapolis-St. Paul
	500 County Road D West
	New Brighton, MN 55112
	651-636-8900/800-888-4950
	Fax: 651-638-9694
Years in Operation	96 Years
	We are a family-owned company.
Equipment	347 tractors and 1043 van trailers.
	Trailers <u>28 foot</u> <u>32'-45'</u> <u>48 foot</u> <u>53 foot</u> Core Region 12 10 112 909

On-board Communications Select terminals use PeopleNet Vehicle Tracking,

a real-time routing, delivery and dispatch information system; other terminals utilize a combination of tablet

pc's and smart cell phones.

All tractors equipped with PeopleNet Vehicle Tracking, an Electronic On Board Recording (EOBR) system which monitors hours of service, truck performance and location.

Important Numbers: Pickups, Rates & Customer Service: 800-888-4950

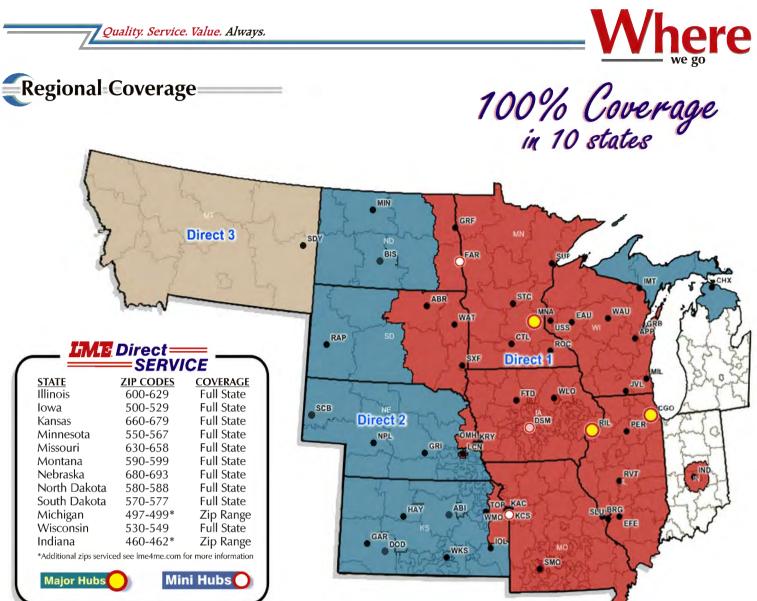
Xpress Gold® Guaranteed Service: 866-563-9777

Fed ID: 41-1989599

ICC MC: 400053 / DOT No.: 927043







Operations & Terminal Network

Operations: LME is configured in a modified 'hub and spoke' pattern which is designed around three major hubs: St. Paul, Rock Island and Chicago. Supporting these primary hubs are three 'mini-hubs': Des Moines, Fargo and Kansas City. The LME terminal network combines cost effective and efficient operation with service flexibility. Responding to customer's ever-changing distribution needs is one of the reasons we have a long history of growth and customer satisfaction.

Terminal Coverage: LME has over 50 terminals located in 12 states ofering a full range of LTL services, including pool distribution, consolidation, liftgate, freezable protection and logistics services handled through our network.





North American Network



Reaching farther for you.

- Single-source provider for all your North American transportation needs
- More consistent transit times & a true commitment to dependable service
- Seamless coverage through hundreds of service centers across the continent
- Expertise and exceptional customer service from more than 15,000 team members
- Complete, real-time shipment visibility from origin to final destination
- Secure data management

Across the continent
LTL, truckload and supply chain
freight services.





Customer Service

800-888-495

Customer service inquiries are handled either by terminal customer service representatives or from our general office in St. Paul via our nationwide toll free phone number. At our Corporate Headquarters in St. Paul, we have a staff of customer service professionals on duty from 7:00 AM to 5:00 PM CST to serve our customer's needs. An advanced imaging system enables us to retrieve the delivery information you request almost instantly and electronically send this to you with the touch of a button. Personalized customer service



combined with modern technology - that's the LME way of getting the job done right the first time. Corporate level accounts are often assigned a dedicated Customer Service Representative (CSR) to answer questions and handle tracing or service issues.

Website

www.LME4ME.com contains a wealth of real-time information about our services and capabilities. Our e-tools feauture allows you to track/trace, calculate transit times, make a general rate inquiry, create a bill of lading, schedule a pickup and check on a claim. The password secured option LME4ME adds a shipment history page and gives you the power to view/print proof of delivery, bill of lading documents, and perform a customer specific rate inquiry. Using LME for all your transportation needs has never been easier.

w.LME4ME.com



The Tools You Need!

EDI Systems

EDI: LME utilizes an IBM iSeries eServer 520 computer system which has excellent EDI capabilities. Upgrades and changes are performed by our own in-house programming/EDI staff, under the direction of our Vice President of Management Information Systems (MIS). We comply with all nationally recognized EDI data formats and standards and work closely with our business partners and with our customers to ensure data security and integrity. LME currently **receives** the following ANSI X12 EDI transaction sets:

- 204 MC Load Tender
- 820 Remittance Advice
- 210 Freight Invoices
- 997 Functional Acknowledgments
- 211 MC Bill of Lading
- 214 Shipment Status

LME currently transmits the following ANSI X12 EDI transaction sets:

- 210 Freight Bills
- 997 Functional Acknowledgments
- 214 Shipment Status

We work with versions 2000 through 4060. An ISA envelope is preferred although we can use a BG. If your requirements are different than our current capabilities, we would be happy to discuss your individual needs.

Reports: In addition to the EDI systems, we also offer other electronically generated reports which can be transmitted directly to customers (e-mail, fax or hard copy) on a daily, weekly or monthly basis. Standard formats for these reports are available although we will work with individual customers to present information in a customized format. The following additional reports are available:

- Weekly and/or Monthly Service Reports
- Manifests by Shipper or Consignee (showing shipments picked up or delivered)
- Daily Manifests indicating status of shipments until delivery

Fast Track Email

Send an email to: track@lme4me.com with up to five pro tracking numbers in the subject field seperated by commas (ex. 3220000001, 3280000002, 3830000003...etc) and get the most recent update that our AS400 shows quickly. Typical response time is less than three minutes. Great for after hours tracking.







One quick toll free call to 866-563-9777 and your Xpress Gold representative does the rest! Xpress Gold Guaranteed Service from LME provides you with date and time delivery to points within our 10-state core region guaranteed and standard service guarantee to the rest of the LME Extended Core Network. Charges for guaranteed service vary depending on the level of service you choose. There are 6 levels of service, designed to meet all of your shipping needs:



Service Standard Product

Xpress Gold Standard Xpress Gold Noon Xpress Gold Ten

Xpress Gold Expedited

Xpress Gold Extended Network Xpress Gold Extended Network

Guaranteed Standard Delivery Guaranteed Standard Delivery by 12:00 Noon Guaranteed Standard Delivery by 10:00 AM

Any day or time YOU choose Guaranteed Standard Delivery of 0-250lbs

Guaranteed Standard Delivery of 251-5000lbs*

Xpress Gold Extended Network shipments over 5000lbs or over 12ft of space are quoted individually.





Call the special toll free number 866-563-9777 and the Xpress Gold representative will ask you about your shipment, including the level of service you require. Shipment charges are based on your regular pricing program with an additional fee for Xpress Gold Guaranteed Service. The Xpress Gold representative will then arrange for a pickup and personally monitor your shipment through to final delivery. You know immediately when your shipment is delivered because your Xpress Gold representative relays delivery confirmation to you by phone, fax or email. Xpress Gold Guaranteed Service from LME is there for you!

Truckloads & Logistics

Our Value Added Service Network allows us to provide our customers with the options they need in today's diverse transportation marketplace. From full truckloads to logistics to consolidation and distribution services, LME is ready to be of service to you! We offer extremely competitive pricing and service options for the half-truckload to truckload volume accounts.

Claim Prevention

Training and attention to detail prevent claims. Shipment monitoring and one of the most advanced training programs in the industry means that nearly 99.6% of all LME shipments move claim free. Our claim ratio, as measured to total revenue, is at 0.6 percent (six-tenths of one percent). If you need to report or resolve a claim, you may contact our claim department at the general office in St. Paul. Our commitment is to resolve your claim within 15-30 days, with many resolved in less than 20 days.



Our claim prevention program, as directed by the Manager of Work Methods Improvement, includes:

- Pre-shift meetings, mandatory before every shift, to cover freight handling, safety and work procedures. Dock/driver personnel also present information at these meeting this encourages innovation and peer-group thought processes.
- Weekly reports and review of claim data by upper management, operations and claims department managers. These reports identify freight handling issues before they become a problem.
- Standardized training modules
- Work Method Advisories/Handling Advisories issued to all terminals. The Advisories are written instructions, well illustrated, demonstrating the proper method for handling a specific customer's freight. All Advisories are thoroughly discussed at pre-shift meetings, posted for future reference and updated where necessary.





Environmental Stewardship

LME is committed to being a responsible member of the communities in which we operate. Our management team and all of our employees believe it is our duty to operate safely and efficiently, protect the environment and conserve natural resources.



We are a **member of the Environmental Protection Agency sponsored Smartway® program** (score 1.0) which promotes lowering fuel consumption and the reduction of engine idling, thereby lowering carbon emissions and improving air quality.



Our company-wide environmental management program also includes the following:

- Maintaining operating equipment at high standards to maximize fuel efficiency, increase operational
 readiness and operate with minimal downtime in the harsh Midwest climate in which most of our
 operations are located.
- **Reducing fuel consumption** by equipping power units with aerodynamic devices on the cab, setting speed governors for maximum operating efficiency (maximum road speeds of 62 mph, with 62 mph on the cruise control), limiting tractor idle time to 5 minutes with no PTO features enabled, monitoring fifth wheel settings to be set as tight as possible to reduce the turbulence behind the cab and equipping units with tubeless radial tires that are inflated with nitrogen at company-owned facilities.
- Operating equipment efficiently including the utilization of trailers in the line haul operation which are equipped with decking to allow for damage-free stacking of freight and maximum utilization of space, maintaining strict adherence to tire pressure settings, reviewing the retread program to determine which tires can support additional capping in order to reduce tire consumption and implementing a "city only" trailer policy which allows us increase tire life through select trailer usage in local applications only.
- Optimizing dispatch of linehaul and local pickup & delivery operations through expanded usage of computerized dispatch and costing systems; this will reduce fuel consumption, improve equipment utilization and limit carbon emissions.
- **Sending and receiving data electronically**, including bills, statements and reports; this will reduce paper consumption and cost for both the customer and the company.
- **Recycling programs**, including paper, tires, used oil, metal parts, cans, plastic containers, uniforms and dunnage materials (wooden pallets, cardboard and various packaging); this will reduce land-fill usage and lessen our company's overall impact on the environment. Furthermore, in our marketing effort, we are working with producers who are certified by the Forest Stewardship Council and who print our advertising brochures on paper containing at least 50% recycled materials.
- Modifying interior and exterior light fixtures to accept low wattage, energy efficient bulbs and tubes; dock lighting and exterior lighting has been re-configured to be more energy efficient yet remain effective for safety and security purposes. Facilities have also converted lighting switches in infrequently used spaces (bathrooms, storage rooms, etc.) to automatically shut offs. Programmable thermostats and electric hand dryers have also been retrofitted in various facilities.





Safety & Security

Safety and shipment security is an integral part of a transportation network. Reputations - both yours and ours - depend on it. LME is dedicated to providing safe transportation, with a heightened awareness for shipment security, each and every day.

<u>Shipment Security:</u> As part of our Safe Work Procedures process, all employees receive training on recognizing suspicious situations and securing shipments, equipment and facilities. Our proactive, documented approach to security includes:

☑ Criminal Background Checks

☑ Company Issued Photo ID

☑ Trailer Padlocks/Kingpin Locks

☑ Employee Uniform Program

☑ Trailer Positioning Guidelines

☑ Facility Monitoring Program

<u>Safety Training:</u> Training is a key ingredient to any safety program. That's why LME provides its employees step by step instruction in Safe Work Procedures. Classroom sessions, supplemented by regular pre-shift and 'tailgate' meetings, are used in combination with proven one-on-one training programs. Under the auspices of the Manager of Work Methods Improvement, our safety program helped LME earn the Gold Award as part of the 2004 National Fleet Safety Awards Program, as presented by Great West Casualty.

Leadership

LME Management

Shari Taylor Wilsey Roger Wilsey Chairman
Chief Executive Officer

Roger McGillis Karen Vanney Mike Sanford Cindy Sentfner Tyler Wilsey Luke Olson Vice President, Sales
Vice President, Finance
Vice President, Operations
Vice President, Safety / Compliance
Vice President, Marketing / I.T.
Vice President, Pricing
Director, Traffic

Larry Regnier Jim English Mike Brown Scott Ellis

Jake Whitney

Regional Sales Director - North Region Regional Sales Director - South Region National Account Executive National Account Executive

Lindsay Duncan Carrie Winger

Office & Accounts Payable Manager Credit & Collections Manager



Owners - Shari Taylor Wilsey and Roger Wilsey



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