



Here's to another 'win-win' for us

Another successful year winds down ... as football season kicks off

By **BILL HENDRICKSEN**
CEO

It is difficult to believe that this issue of Coast to Coast with Castle & Cooke marks the second birthday for our nation-wide team member newsletter.

It has proven to be a valuable two-way street for all of us as we are able to share information with you and you share information with all of us. There are numerous examples, such as our "Spotlight on Facilities" page and our in-depth "Team Member Spotlight" page that allows everyone around the country a glimpse into where their fellow team members work, who they are and what they're doing.

When Inland Cold Storage merged with Madison Warehouse three years ago, expanding two regional companies into one national corporation, there was great hope for continued growth as a whole and to create opportunities for advancement for team members.

Those realizations were evident this year as we opened a new state-of-the-art facility at Hunter Park, in Riverside, Calif., just a few miles from where we began more than three decades ago. Not only did it expand the company, many team members from other facilities were promoted into new positions at the new location.

That is the classic "win-win" situation for everyone involved with the company and a tremendous accomplishment in today's economic conditions, where unemployment remains high (above the 11 percent mark in California); with prices for everyday necessities such as food and gasoline continually on the rise; with many other industries frantically drawing in their horns by downsizing and closing facilities; and with many of our valued

public operations – schools, fire and police departments, and other municipal entities – cutting back on services we have come to expect and need. And the list is seemingly endless as nearly every community, school district, city, county, and state are faced with massive budget deficits.

As we head into the final quarter of the year, which I like to refer to as "two seasons in one" (football season and holiday season), I want to take the time to thank you all for all of our successes. Last year at this

time, we saluted all of the veterans who are employed by C&C Cold. That goes ... and always will go ... as the norm for this company. We are tremendously proud of those who have served our country. We thank you for your sacrifices for us.

Also, Thanksgiving is just around the corner ... and we all have something to be thankful for this year. Many of our neighbors around the country are not as fortunate as we are and should be remembered with kindness, not only at this time of the year.

And, speaking of football ... here's to a successful season for your favorite team, be it Pop Warner, high school, college or pro. May the touchdowns be plentiful and the penalty flags few ... and it, too, is a "win-win-win-win" season. As they say at the home of the World Champion Green Bay Packers ... "Go Pack Go!!!"



The front of our newest facility, Hunter Park, which opened a few months ago.

More inside ...

Facility spotlight	2
Team member spotlight	3
Team member news roundup	4
Anniversary dates	6
EAP Program	8

Ft. Worth, Texas

Three-in-one facility is bigger in Texas

Everyone knows things are bigger in Texas, and that appears to be true when you are discussing the Ft. Worth site of Castle & Cooke.

Actually, there are three buildings on one 55-acre campus and includes Building A, which has 385,000 square feet of dry storage; Building B, with 200,000 square feet of dry storage; and Building C, which has 385,000 square feet, of which there is 1,575,000 cubic feet of refrigerated space. In all, the three buildings encompass 970,000 square feet. There also is a 200-trailer drop lot that is leased to a customer.

There are 114 dock doors and there are eight rail doors.

And while storage and logistics are the company's forte, as everyone knows, there are three natural gas wells on the property that the company co-owns the operating rights to, with a planned expansion of two additional wells.

Approximately 25 team members work in Ft. Worth. "We run a very lean personnel ship here, but we like to think we are just that good," said Office Manager Annette Surlles with a wide smile.



A view of the exterior of Building A in the three-building complex that comprises the Ft. Worth facility.



Judy Privett and Cathy Flores in the Front Office.



Robert Carr on the First Shift.



Roene Yeager on the First Shift.



Joshua Coddington on the Second Shift.



The first shift, from left: Toby Torres, Don Walker, Santos Martinez, Andre Jenkins, Robert Carr, Guillermo Galindo, Judy Privett, Roy Veloz, Cathy Flores. Seated: Roene Yeager.



The Second Shift, from left, Fernando Casas, Elbert Henderson, Joshua Coddington, Veronica Ponce, Chris Peppers, Nacho Felix, Randy Lomeli, Henry Ybarra, Ignacio Villegas, Doug Allen, Sylvester Borders.

Don Walker, Ft. Worth

Climbing the family tree keeps him busy

Don Walker has been driving a forklift at the Ft. Worth facility for the past eight years and has learned a little bit about the company in that time.

"This is a fine company to work for," he said. He admits to doing a little research on it when the Madison Warehouse merged with Inland Cold Storage and became Castle & Cooke Cold Storage about three years ago.

But Walker is a bit of a history buff ... and a baseball buff ... and a grandchildren buff ... and a genealogy buff. All those things are tied together in the Ft. Worth native.

"I was born and raised here," he said, "and I've seen a lot of changes in the past few years.

He began working right out of school and figured he would be drafted to head to Vietnam. "My number was 200 and the last number the draft called was either 194 or 195, so I got a job and started working."

His first job was with a retail grocery chain called Kimball Foods, which operated Buddy Markets. "I worked for the institutional side of Kimball, delivering products to military, schools, and hospitals.

"That company was sold and spun off and I wound up working for a beverage company that made canned sodas such as A&W Root Beer, Shasta, Big Red, and some private label products for Safeway."

Then he latched onto Winn-Dixie Markets for the next 22 years. "I worked on the warehouse level, doing a lot of receiving and some shipping," he recalled. "We serviced 86 stores from that warehouse, but then the company closed in Ft. Worth."

That's when he arrived at Castle & Cooke. He works the day shift from 6 a.m. to 2:30 p.m. before heading home "to do a couple of hours of genealogy," he said.

"I was 17 before I found out that my



Don Walker of the Ft. Worth facility.

father had a brother who had died at birth," he said. "That kind of piqued my interest to find out more about my family."

He can trace the Walker family name back to the 1500s in England, and his mother's side of the family to just four generations. "I have found and talked to four cousins on my Mom's side I never knew I had. We all get stuck in the first half of the 19th Century because my fourth great-grandmother's maiden name was never recorded anywhere. We'll keep looking for information about her."

He has had more success with the Horton family line. Back in 1650, Thomas Horton was the 40th signer of the King's Death Warrant (King Charles I of England) when Cromwell was the power behind the throne. Thomas Horton was reported to die of battlefield dysentery not long after.

But even before that, he has found family links to William the Conqueror and to Charlemagne, who ruled the Holy Roman Empire in the late seventh and early eighth centuries. "And I'm looking for his father and grandfather, too," Walker said.

"I was 17 before I found out that my father had a brother who had died at birth. That kind of piqued my interest to find out more about my family."

With such notables in the family tree, Walker is big on family. He has two sons and three grandchildren and cares for his brother, who was in a motorcycle accident.

And the last Saturday of September each year is the family reunion. "My dad had a big family and once a year we all get together. It gives my grandchildren a chance to meet and see their cousins and second cousins. We've had as many as 50 people there, but some years we have had just 25."

And you can bet that when they do get together, Walker will be wearing his New York Yankees cap. "I'm a big Yankees fan and I have been since I was 8 or 9 years old and Mickey Mantle was playing. I try to go to the Rangers games in Arlington when the Yankees are in town. We've seen other teams play, too, but the Yankees are my team."

Walker played baseball as a youngster and admits he was a better fielder than hitter. "I played first base and outfield," he said.

He also likes to watch football on TV, especially the hometown TCU Horned Frogs. "They've got a good coach and have had pretty good teams the past few years," he points out.

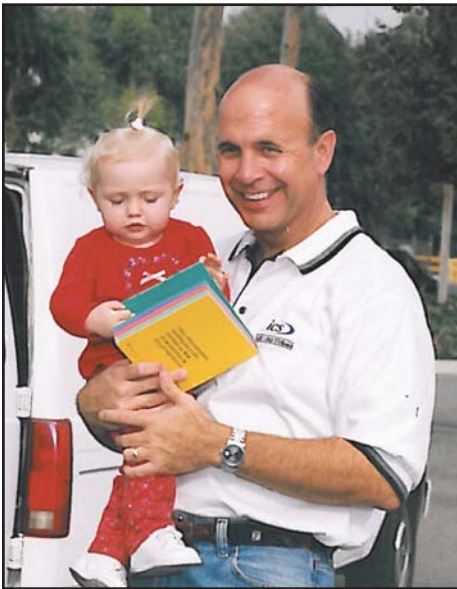
The heat has been nearly unbearable in the South this summer. The temperature had been more than 100 degrees for more than six weeks in early August.

"It helps to spend some time in the cooler," Walker said, "but I don't get to spend nearly as much time there as I would like."

But you can bet anyone related to Charlemagne is pretty cool ... and Walker fits the bill.

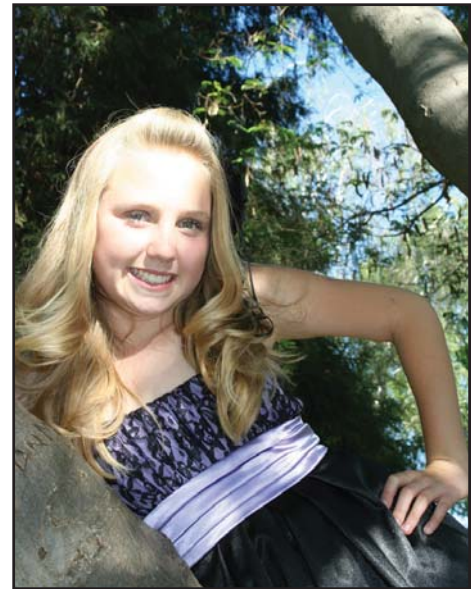


Keeping up with Castle & Cooke



Star student

Lyndi Johnson, daughter of Customer Service Supervisor **Michelle Johnson** in Colton, is considered the “ICS baby,” as shown in this photo of CEO **Bill Hendricksen** holding her in 2000 when she was just a toddler. Lyndi is an outstanding student, gaining the Principal’s Honor Roll and winning both the Language Arts Award and the Math Award as well as 100% Homework and 100% Attendance honors. She was the class speaker at her elementary school graduation. She also plays softball and has been a Girl Scout for most of her young childhood. She’s now headed to her first year of junior high.

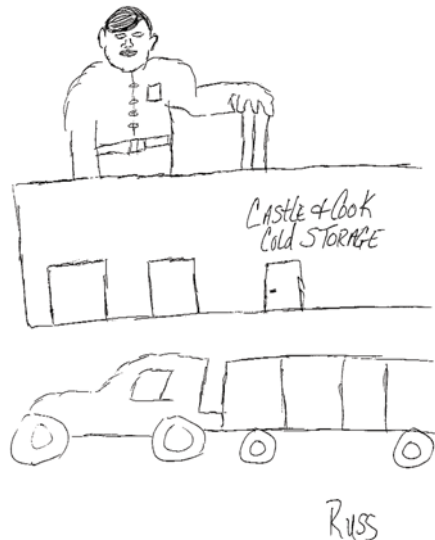


Deep in the ‘Art’ of Texas

Ft. Worth held its monthly employee appreciation meeting in July and the game was a drawing contest. Team members had five minutes to draw the best rendition that they could come up with of Regional Vice President Chuck Geserick (right). Chuck had no idea he was the subject until it was announced what they would be doing. He was also the judge. We think he picked the first one because of the muscles. It was pretty funny when we started looking over them as a group. The newsletters were passed out while we chatted, telling jokes and cutting up. Management thanked them for their hard work and let them know their hard work created a good month. Birthdays and anniversaries were recognized.



D. Aden





Keeping up with Castle & Cooke

Bring out your toys



Every issue we ask you to take the tarp off all of those “toys” you keep in the garage and share them with your fellow team members by way of this newsletter.

Art Watson of Decatur took the “toy” one step further. Sure, he has a fishing boat for a toy, but he is more proud of his “toy” pooch, **Pepper**.

Art reports:

“This diminutive skipper is standing watch over his domain, which happens to be the entire outdoors. Ever alert, he will protect his turf from any sort of intruder be it a blowing leaf, a strolling neighbor, or the gentle tempered Labrador next door.

Interlopers, real or imagined, will be greeted with threatening gestures and doggy epithets that I suspect would be vulgar if accurately interpreted. (I’m not sure, but I think he swears like a sailor!)

“My wife and I named him Pepper because he was hot tempered and coal black when we rescued him as a puny puppy. Though only knee high to a stunted mouse, Pepper had a nasty disposition and short fuse when we first brought him home. His pedigree was uncertain, but he looked like a Yorkie and had the temperament of a Schnauzer so I called him a “Snorkie.” My wife called him a lot of things. (That’s where he learned how to swear.) We have since come to believe that he is really a mix between a Yorkie and a Chihuahua or a “Chorkie.” He has developed into a happy and protective bundle of energy attached to a metronome appendage that would be called a tail on a less enthusiastic animal. Toy designer breed or a Toy cur, Pepper is my favorite Toy.”

Take the lead from Art and let us – and all the C&C Cold team members – know about your toy(s). We want to focus the spotlight on team members – both men and women – who have really cool toys they use in their spare time ... motorcycles, boats, RVs, ATVs, quads, off-road vehicles, travel and camping trailers, restored classic cars ... you name it. If you have a toy, we want to know about it ... and we want you to share it with all of us.

Submit a photo of you and your toy(s) and short description of what you have and how and where you use it and we’ll try to include as many of them as possible in future team member newsletters.

So dust them off and show them off to all C&C Cold team members.



Fred Montez, warehouseman at Riverside #2, attended the graduation of his son, Joshua, from U.S. Coast Guard basic training. With them is younger brother Ishmael, a pitcher on his high school baseball team.



Angel Castro, Inventory Supervisor at Riverside #2, bought this 1979 Pontiac TransAm in December, 1979 for \$8,750 ... and 32 years later it still looks brand new.

The 403 cu. inch, 6.6-liter engine has 110,235 miles on it, but he only drives it about once a month these days.

He gave it a new paint job about six years ago and has restored the interior with new seat covers and door panels about the same time.

“I don’t belong to any car clubs or enter any car shows, but I am proud to be the original owner,” he said.

He estimates the car is worth at least three times what he paid for it new 42 years ago.



Keeping up with Castle & Cooke



Luke Zygadlo (right in photo above with Senior Vice President Merle Lemmen) was celebrated as the first Employee of the Year at Joliet at a BBQ lunch Aug. 10. Zygadlo, the second shift lead, has been with the Joliet facility since January of 2006. He has had multiple perfect attendance years and has filled in as supervisor on second shift when needed. Congratulations to Luke and all of Joliet's Employees of the Month: July 2010 Courtnay McCormick; August 2010 Frank Carusi; September 2010 Robert Huels; October 2010 Mike Olson; November 2010 Andy Suchorabski; December 2010 Denise Santoro; January 2011 Luke Zygadlo; February 2011 Ray Segura; March 2011 Sandy Metoyer; April 2011 Gerry Din; May 2011 Allison Madonia; June 2011 Maurice Thornton.



Ken Moore, warehouseman at Riverside #3, has finished training as a policeman at San Bernardino Valley College. His grade was 'A' and he received 40 college credits. He may pursue a career in law enforcement. He earned certificates in Police Officer Standard Training (POST) and Emergency Vehicle Operation Certificate (EVOC) ... all while balancing a full-time job and his family obligations. Congratulations on a job well-done!

Baby news

Jose Lomeli of Ft. Worth is a proud grandfather as his daughter Esmarelda gave birth to Nancy Elliott Lomeli recently. Randall Elliott is the father. Congratulations to all.



Paul Privett, son of Judy Privett in Ft. Worth, married Vicki Daughtry May 25.

Service Anniversaries

Fourth Quarter, 2011

(Note: This list is in five-year increments, beginning at five years. There are no team members celebrating 15, 20, or 25 years this quarter.)

10 years

Jeffrey Pinkerton, Colton 10-08
Ken Evans, Los Angeles-Bandini, 10-18
Evans Finch, Colton, 12-2
Gerardo Gomez, Riverside #3, 12-30
Virginia Valdez, Colton, 12-31

5 years

Dannell Lipscomb, Fontana, 7-06

Ralph Heslip, Fontana, 10-2
Gerardo Cardenas, Colton, 10-09
Fidel Mendoza, 10-11, Fontana
Marcos Espinoza, Hunter Park 10-13
Antoinette Medina, Riverside #1, 10-18
Juan Palafox, Fontana, 10-18
Javier Delgadillo, Hunter Park, 10-30
Gregory Watt, Joliet, 11-06
Denise Kulp, Riverside #1, 11-15
Kim Johnwell, Los Angeles-Bandini, 11-16
Gladys Robles, Los Angeles-Bandini, 11-16
Miguel Izaguirre, Ft. Worth, 11-27
James De Leon, Los Angeles-Bandini, 11-28
Andrew Suchorabski, Joliet, 12-04

Help is available when you need it

Benefit offers free and confidential assistance

In the summer issue of Coast to Coast with Castle & Cooke, a team member described a personal problem that he was able to get help with through our company-wide Employee Assistance Program, better known as EAP.

Here is some information on the program. The first thing you should know is that the benefit is CONFIDENTIAL ... and FREE. If a team member has a problem, there is immediate help available 24 hours a day, seven days a week.

The EAP counseling process is about providing an easily accessible, safe, and confidential means for identifying problems and resolving them. The EAP Program is handled by the company Business Health Services (BHS), which is headquartered in Baltimore, but which has

**EAP toll free
1-800-765-3277**

offices around the country.

“This program potentially is one of the most valuable benefits our company offers,” said Kimberly Colbert of the Human Relations Department at the headquarters in Colton. “It provides immediate assistance for problems in many areas of our personal lives and often is able to resolve difficult situations a team member may be facing at home. If additional help is needed beyond the EAP program, the team member’s health insurance plan may cover a portion of any costs associated with prescribed treatment.”

Some of the common issues addressed through EAP include family problems;

child care/parenting; alcohol and substance abuse issues; marital/relational; legal/financial concerns; grief/loss; stress management; work-related issues; communication; and many more.

“This is a short-term program that provides counseling by Master’s-level counselors for free. It is available to all team members and their family members,” Colbert said.

After dialing BHS’s toll-free number at 1-800-765-3277, the caller will be immediately connected to a Care Coordinator, who will assess the problem, assist with any emergencies and connect them to the appropriate resources.

All federal and state privacy laws are adhered to as all client information is held in strictest of confidence. Additional information about the program, as well as a wealth of health and wellness literature, is available at www.bhsonline.com. Contact BHS for log-in information.



Go Green!

And be eligible
for a monthly \$50 raffle



You now have the option of reviewing your pay stub information online, rather than receiving a paper stub each week. If ever you need to print a stub you can always do it from the comfort of your computer. If you are currently enrolled in our direct deposit program and your paycheck is directly deposited into your bank account each week, you are eligible. All management and non-management team members are eligible. Payroll will run a report each month to gather a list of those people that participated.

To sign up for direct deposit

1. go to <https://portal.adp.com>
(first time users must register with this process first)
2. “Pay & Taxes” link
3. “Direct Deposit” link

You will need your account number and routing number from either a check or your bank statement. Please remember that a new direct deposit can take up to 2 payroll cycles to take effect.

That’s all there is to it to be eligible for the \$50 monthly raffle

To sign up for paperless check stubs

Go to <https://portal.adp.com>

Pay & Taxes link

Pay Statements link

Place a check mark by “go paperless”

ACCEPT – Agreement to stop receiving paper pay statements

Confirmation # pops up. Copy or type in bottom left of same screen and click on **DONE**

(your enrollment will NOT be effective until you click “DONE”)