

COMPANY VALUES:

- **Safety**
- **Integrity**
- **Team**
- **Excellence**

Tiger News

NEWSLETTER

SPECIAL EDITION



PART I

A Message from Dennis Altnow, CEO



✦ SHINE ✦

The 2017 First Quarter Tiger Newsletter included a promise to present shiny new plans to open new opportunities for you and future Tiger generations. The reasons for these plans are to perpetuate, protect and promote sustainable success for you, Tiger Lines and its affiliated partners. You were also introduced to a new key word, "SHINE". In this special edition you will begin to see how these plans and "SHINE" will become a reality. Let's dig in.

SHINE embodies the heart beat of your future at Tiger Lines.

Here is why:

SHINE as defined by the Webster dictionary: To emit rays of light, be bright by reflection of light, be distinguished or perform extremely well, or bright glowing appearance.

SHINE as referred to in literature: You are the light of the world. A town built on a hill cannot be hidden. In the same way, let your light SHINE before others. (Matthew 5:14,16b)

✦ Vision Statement ✦

A new Tiger Vision Statement has been created based on SHINE:

The passion of our team is to SHINE in a way that exceeds expectations.

So with all this talk of SHINE what does it really mean? What does it have to do with your career?

In the 2017 first quarter newsletter you were asked to ponder, digest and think about how SHINE applies to the Tiger corporate family. The Tiger team came up with 12 attributes of Tiger SHINE. Over the next 12 months, six special edition newsletters will unpack two SHINE attributes per newsletter.

Attributes #1 and #2 will be addressed in this special edition:

1. **Win⁴ (Employees, Customers, Company, Vendors)**

Shine occurs when every effort is made for all four parties (Employees, Customers, Company, Vendors) to become winners resulting from every activity, relationship and transaction at Tiger Lines.

2. **Perpetuate, Preserve Legacy & Facilitate Succession**

Shine occurs when every team member, regardless of job position or station, identifies and trains another team member into his/her position. This allows everyone in every position to have more opportunities for job diversity, development and promotion.

The 12 Attributes of SHINE:

1. *Win⁴ (Employees, Customers, Company, & Vendors)*
2. *Perpetuate, Preserve Legacy & Facilitate Succession*
3. *Humble, Hungry & People Smart*
4. *Development of People and Processes (Kaizen/LEAN)*
5. *Servant Leadership*
6. *Adaptable & Resilient*
7. *Provide Clarity & Transparency*
8. *Committed, Tenacious & Consistent*
9. *Competent & Innovative*
10. *Inject Fun into Work Environment*
11. *Protect and Steward*
12. *Trust, Unity & Team*

What does SHINE and Win⁴ mean personally... for you?

Below are a few examples where our management team has concentrated efforts to answer that question.

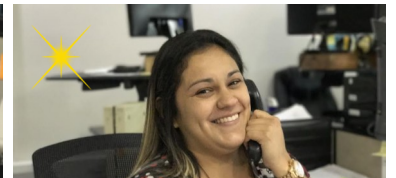
- Personal Development = You can receive job training for new opportunities here!
- Career Opportunities = Expanding to create new positions!
- Job Protection = You can plan to retire from here!
- Job Security = Happy customers ensure repeat business to provide job security!
- Safe = Having a company safety culture that prioritizes your well being in a safe, organized working environment. Also, this past year the shop has been practicing Lean Management principles (Kaizen - change/continuous improvement through Planning, Doing, Checking, and Acting).

Three Recent Examples of SHINE and Win⁴

The last newsletter provided three excellent examples of SHINE by our drivers. Here are three more examples of SHINE and WIN⁴:

Customer compliment to USA's Yuriana Torres: "...Yuri has kicked serious a**... and has made this an impressive transition.

Customer compliment to Andrea Huerta and Tiger Ops/Driver Team: "Service side is doing great for store deliveries. Since start up, On-Time



CHP Vehicle Facility Inspections: For the month of June, we had 10 inspections with **ZERO** mechanical or maintenance violations. Please give Ken Delvaux and his Team the recognition they deserve along with our appreciation!!!

Great job Yuri... I know we can trust you and you are on top of stuff... I know things go sideways sometimes but you have impressed me and I'm excited to see what else you got!" -- Traffic Manager, Alaskan Express Service, Inc.

Performance is currently at 99.4%" -- Domestic Logistics Manager, Cost Plus, Inc. Great job Andrea and Driver Team (Edward, Gilbert, Perry, William, and Willie), and of course the shop for the support!!!



Important Announcement!!!

As the management team thought about how to bring the attributes of SHINE most effectively into Tiger Lines, we concluded a change in leadership structure was necessary. This brings us to a major announcement from the Altnow Family and Shareholders of Tiger Lines to all of you!

We are pleased to announce that at our May 15, 2017 Shareholders Meeting, **Bob Hughes** and **Jim Musgrave** were promoted to the offices of **Co-Presidents!** We will be addressing the details and allow

for questions regarding this transition through these special edition newsletters, your individual One-on-Ones, and town hall type group meetings in the Fall.

In the meantime please join us in congratulating Bob and Jim in their new capacity here at Tiger Lines.

