

The World Group Outlook



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NOCS Gala Marks Official Opening



NOCS celebrated its Grand Opening of the sprawling new 160,000 square ft. dockside facility at the Jourdan Road Terminal in New Orleans, LA on July 28, 2004. The facility, located on the Mississippi River Gulf Outlet, with ship loading capability directly from the freezer, is also the location of the new NOCS corporate offices.

The Grand Opening was well attended by numerous customers, representatives of the Port of New Orleans, local dignitaries, community leaders, political figures, and of course, proud NOCS employees. Employees from the New Orleans, Houston, TX and Charleston, SC locations were in attendance. Tours of the blast freezing and ship loading facility were conducted throughout the day, while two ocean-going breakbulk vessels were being loaded on site. The weather cooperated with the planning of the festivities, and it was a landmark day for the first ever refrigerated dockside facility in the history of the City and the Port of New Orleans.

Mark Blanchard, Executive Vice President and NOCS board member, was the Master of Ceremonies for the event. Guest speakers included Port of New Orleans Executive Director, Gary LaGrange, and several other Port and NOCS board members and civic leaders

Front Row, Left to Right: Timothy Molony, M.D., NOCS Board Member; Thomas Westfeldt, Chairman of the Board, NOCS; Mark Blanchard, Executive Vice President and Board Member, NOCS; Bernard L. Charbonnet, Jr., Chairman of the Board of Commissioners, Port of New Orleans; Samuel Nunez, Jr., Board Member, Port of New Orleans; Angus R. Cooper, II, Vice Chairman of the Board of Commissioners, Port of New Orleans.

Back Row, Left to Right: Larry Molony, Jr., Vice President of Finance and Board Member, NOCS; Gary Escoffier, President & C.E.O., and Board Member, NOCS; Gary LaGrange, Executive Director/President & C.E.O., Port of New Orleans; Conrad H. Appel, III, Board Member, Port of New Orleans; and H. Daniel Hughes, II, Board Member, Port of New Orleans.

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News From The World Group

Imperial Freezer Achieves Superior Rating



Chuck McCarthy, VP of Operations and Clayton Brown, Operations Manager, Imperial Freezer Services display Imperial's "Superior" AIB Certificate. Imperial has achieved a Superior Rating every year since we began operations in November 1996.

Henningsen is Once Again Listed as One of the Top 20 Cold Storage Warehousing Companies in North America

Henningsen Cold Storage Co. has been ranked by the IARW as the 11th largest warehousing provider in North America.

Based in Hillsboro, Oregon, Henningsen Cold Storage Co. has been leading the industry in reliability, service, quality and commitment for over 81 years. With strategically placed logistics centers in Oregon, Washington, Idaho, North Dakota, Pennsylvania and Oklahoma, Henningsen provides over 36 million cubic feet of temperature controlled warehousing. And with the new addition of Henningsen Transportation Services, the company is continuing to expand its array of services offered to the food industry.

Because of Henningsen's local management and their over 150 years of combined industry experience we are able to make smooth and timely decisions without all the red tape.

Michael Henningsen Jr., Chairman and President said; "We are pleased to once again be on this prestigious list and we are looking forward to climbing in the rankings over the next few years."

For more information on Henningsen Cold Storage or Henningsen Transportation Services contact, Bill Daniel at 1-800-791-COLD (2653) or visit us at www.henningsen.com.

Assembly of Committees Draws Record Crowd; Explores Dozens of Critical PRW Issues

When nearly 50 speakers convene to deliver presentations to 10 separate IARW and WFLO committees, it's a golden opportunity for real learning and sharing of knowledge to take place.

This impressive lineup, which included speakers from within the PRW industry and outside it, provided the core of this year's IARW-WFLO Assembly of Committees held in late July at the Four Seasons Hotel in Georgetown, located in the heart of Washington, DC.

"As an IARW board member for six years, I know exactly how your participation in these committee meetings can make things happen" - John Randall

"As an IARW board member for six years, I know exactly how your participation in these committee meetings can make things happen," IARW Chairman John Randall of P&O Cold Logistics Ltd. in Sydney, Australia, told the 160 attendees.

WFLO Chairman Eben James of Trenton Cold Storage Ltd. in Trenton, Ontario, Canada, added, "I appreciate your work and the contributions all of you are making to our industry."

In addition to industry business, attendees were treated to political pundit Bill Kristol's preview of the Fall presidential election, and even some thoughts about who may run in 2008, at the Washington Insiders Luncheon.

Merchants Appoints Smith CFO

Harry Halpert, President Hoffberger Holdings, Inc. (HHI) and of Merchants Terminal Corporation (MTC) announced the appointment of C. Peter Smith III to the position of Chief Financial Officer. Smith will serve as CFO of HHI, the parent company of MTC, as well as MTC's sister companies. HHI owns and operates warehouses, equity and venture capital investments. Smith comes to MTC after over 15 years service with Schmidt Baking. While at Schmidt, Smith worked in various IT and finance areas and most recently held the position of Chief Financial Officer.

"I am excited to have Peter as a part of our team. His experience in manufacturing will bring a fresh perspective to our company. We are all looking forward to his contributions as we continue to implement our vision, to be a world-class logistics organization that is considered to be an essential department of our customer," said Halpert.

World Group Appoints New Officers At 2004 Meeting

Representatives from The World Group gathered at Pinehurst, NC for the 2004/2005 World Group Marketing Meeting. Hosted by Imperial Freezer, this year's annual meeting provided the forum for planning upcoming marketing efforts of the group's regional and global expertise to the frozen food industry. Officers elected include Craig Kitchener, President; Brian Davis, Vice President and Secretary; and Ken Johnson, Treasurer.



World Group representatives attending this year's annual marketing meeting include: Top photo: Ken Johnson, Treasurer-MTC; Brian Davis VP and Sec-Imperial; Craig Kitchener President-TCS. Bottom left: Ernie Ferguson, MTC; Brian Davis, Imperial. Bottom Right: Doug Martin, HCS; Pat Gorbett, Great Lakes.

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MTC Launches Training Center

Employee Training, Empowerment, and Efficiency



"One of the great things about MTC today is our ability and willingness to take a look at the world around us, to evaluate and adopt new technologies and forward-thinking management strategies in order to facilitate communications between the company and all its stakeholders. The MTC Training Center is one of several new initiatives we've developed in

support of our outlook. What it translates into is this: improved employee relations, improved customer service and, ultimately, seamless integration between our company's core values and its core business operations."

- Diane Busch, Executive Secretary

The MTC PROCEDURES MANUAL/TRAINING CENTER is a recently implemented on-line tool designed to train and educate all personnel – from the Janitor to the President. Created and developed by Diane Busch, the program is a user-friendly and interactive repository of information that includes MTC's procedures, policies and other relevant data specific to the company and our industry. The MTC PROCEDURES MANUAL/TRAINING CENTER also gives each employee the ability to voice their confidential opinions, comments, and suggestions directly to upper management.

Appropriate passwords and permissions direct the employee to the requisite training forum according to their job function, eliminating confusion and creating a straightforward learning environment

With easy access from every computer, each employee is required to review and assimilate the policies and procedures relevant to his or her specific Employee Group. Appropriate passwords and permissions direct the employee to the requisite training forum according to their job function, eliminating confusion and creating a straightforward learning environment. All employees must certify the completion of their training via e-mail sign-off which is then logged in the Training Center Database.

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The comprehensive database includes regulatory standards from IARW, OSHA, USDA, U.S. Department of Labor, and EPA, as well as the MTC Procedures Manual. Written in-house, and following the criteria and guidelines of AIB's Standards for Food Distribution Centers, the content received a superior rating from AIB. Included are procedures for the pest control program, operational methods, personnel practices, and maintenance for food safety, among other procedures and policies followed in various company departments. The Training Center Database also contains links to employee sign off sheets for physical training covering the Warehouseman Training Course, Emergency Action Plans, and related OSHA and EPA procedures and policies.

Developed as an efficient tool that empowers each individual within the Corporation to take responsibility for his or her own education, and encourages personnel to communicate their ideas and suggestions with management, THE MTC TRAINING CENTER effectively addresses our commitment to hiring, maintaining, and supporting high-quality employees throughout our organization.

Henningsen Grows Transportation Services



Henningsen Transportation Services is on a roll with numerous customers across the country including a major consumer potato products manufacturer. This manufacturer is using HTS to distribute its products to all the national retailers including Wal-Mart, Sam's Club and Costco.

HTS is also in the process of putting together a national consolidation program utilizing its Oregon, Washington and Pennsylvania warehouses. This consolidation program will pool together multiple customer orders going to one location to save our customers money and avoid the usually expensive LTL shipping rates.

Jewell Giesbrecht is HTS' Logistics Coordinator, and she is busy working the phone securing national carriers and cutting costs out of the supply chain for our cold storage customers. And while it pays to be a Henningsen Cold Storage customer, it is not required for the Transportation Services division to save you money.



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