

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.

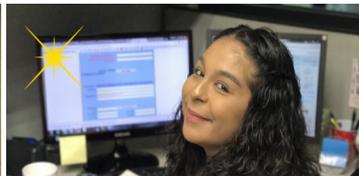
- Personal Development = You can receive job training for new opportunities here!
- Career Opportunities = Expanding to create new positions!
- Job Protection = You can plan to retire from here!
- Job Security = Happy customers ensure repeat business to provide job security!
- Safe = Having a company 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.