

Kilfrost, Inc. News

Welcome to the 2014 Newsletter



We hope that you will find our newsletter both informative and helpful. First, we would like to introduce you to the Kilfrost team and provide our contact information:

Ordering information
(E) orders@kilfrost.com
(W) 877-854-5376

Kilfrost Sales team:
Nick Patel
(W) 954-282-5042
(E) Nick.Patel@kilfrost.com
David Schueler
(W) 954-282-5045
(E) David.Schueler@kilfrost.com
Sales group: (E) sales@kilfrost.com

Customer Support
Robert Fountain
(W) 954-282-5034
(E) Robert.Fountain@kilfrost.com

Kilfrost Operations Team:
Frank Galasso
(W) 954-282-5035
(E) Frank.Galasso@kilfrost.com
Tony Tadros
(W) 954-282-5038
(E) Tony.Tadros@kilfrost.com
Adriana Vazquez
(W) 954-282-5036
(E) Adriana.Vazquez@kilfrost.com
Bob Cone
(W) 954-282-5044
(E) Bob.Cone@kilfrost.com
Logistics Group: (E) Requests@kilfrost.com
Susan Baum - Quality Assurance Manager
(W) 954-282-5033
(E) Susan.Baum@kilfrost.com
Brian Anderson - Field Operations Manager
(W) 954-282-5037
(E) Brian.Anderson@kilfrost.com



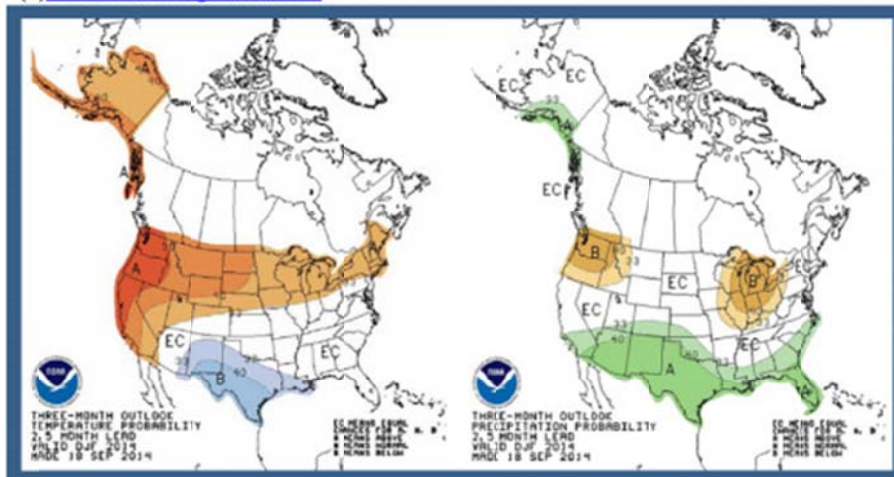
Winter Weather 2014-2015 Forecast

As we prepare for the upcoming season, we have looked at several forecast models. The forecast for the upcoming 2014-15 winter season is region dependent. Most models show forecasts similar to the map below (noaa.gov). We at Kilfrost are prepared for whatever winter throws us. Each month we will present the upcoming month's forecast.

From our Sales Team

We thank you for your support last year during one of the most challenging seasons on record. All the communication and information sharing that took place was greatly appreciated. We had some added challenges due to the reduction in hours-of-service related to the new carrier regulations. There are more constraints on delivery capacity on weekends, so we would like to focus on communications and forecasting to allow the majority of the deliveries to be made on weekdays, only providing weekend deliveries for critical situations. We utilize a forecasting tool that enables us to proactively reach out to our customers regarding product needs and ensure no interruption of service. Please see the items below and forward the associated information to your Sales Representative.

- New Station contact data. Also, please send out the Kilfrost Contact information to those who will need it.
- Would you like us to send pricing updates to HQ or to the individual stations?
- Please let us know of any special requests for the new season.



270 Gallon Tote

Kilfrost, Inc. News

Welcome to the November 2014 Newsletter



STATION PREPAREDNESS

The days are getting shorter and the nights are getting cooler and what does that mean? Deicing season is just around the corner. Most airlines and vendors have a ready date (usually in October) to have a core group of employees on each shift trained in their FAA approved deicing procedures. The following are some bullet points to assist you in getting ready for your deicing season:

- Deicing training is ongoing and records are updated for those employees who have completed the current training
- Deicing trucks have been inspected and serviced for the upcoming season
- Type IV preseason bulk storage tank, truck tank and nozzle samples have been completed or are in the works (if any questions, contact Kilfrost)
- Check your fluid inventories and order if necessary
- Inspect your stations PPE's (personal protective equipment) to ensure it is ready for the start of the season
- Check to make sure you have working refractometers
- Complete the station winter operations profile/report and make sure all updates have been recorded

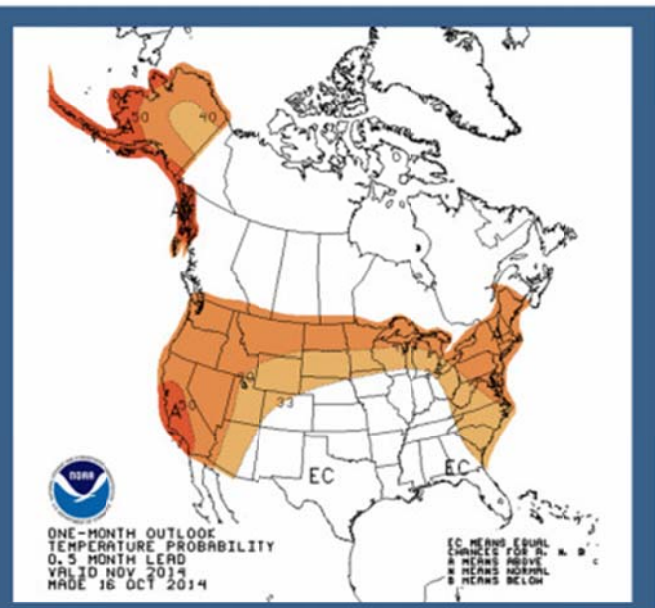
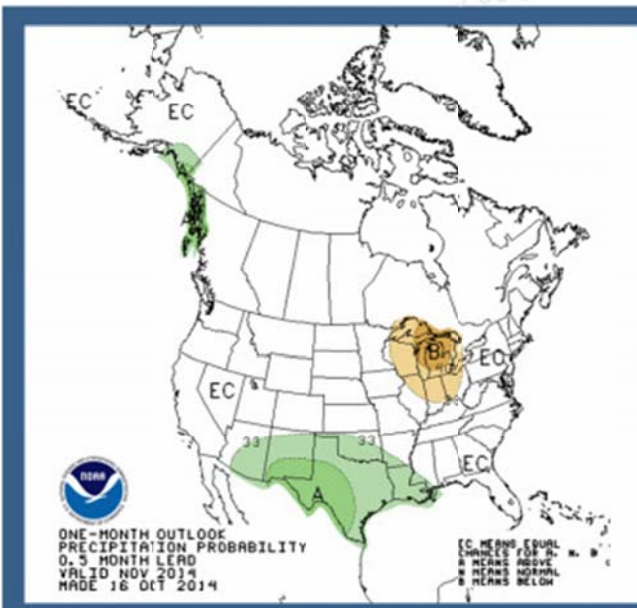
A self-audit is a good practice to ensure that you are in compliance with your company's and the FAA's policies.

Always follow your company's procedures and if you have any questions, do not hesitate to contact Kilfrost.

As the song says, "Let it Snow, Let it Snow, Let it Snow". Have a safe deicing season.

LTL Information

Just a reminder on ordering totes and drums in November, check your stock before the Thanksgiving holidays as LTL shippers do not ship during the Thanksgiving holidays so transit times are longer. Also LTL delivers on Monday through Friday 9am to 5pm



Kilfrost, Inc. News

Welcome to the December 2014 Newsletter



Happy Holidays from the team at Kilfrost! By now all have felt winter's chill and are preparing for the long winter ahead. We at Kilfrost are ready to support and service all your de-icing needs. We have been actively loading and placing forward staged equipment at our network of carriers to facilitate and ensure timely deliveries.

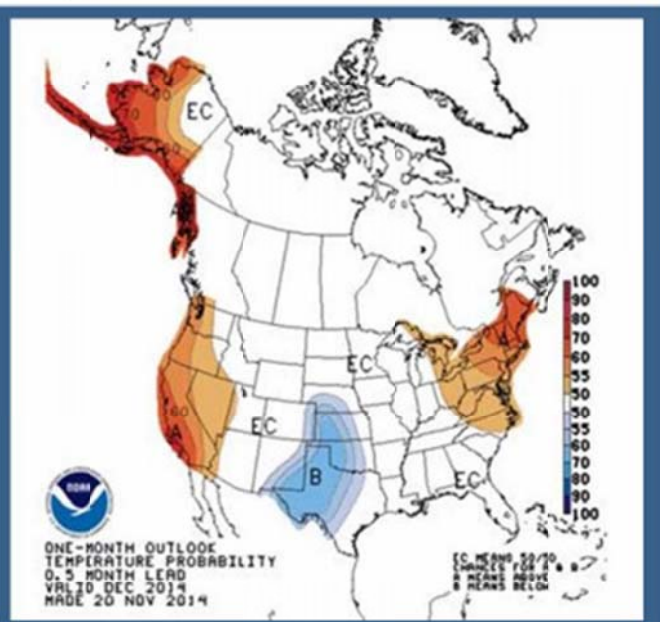
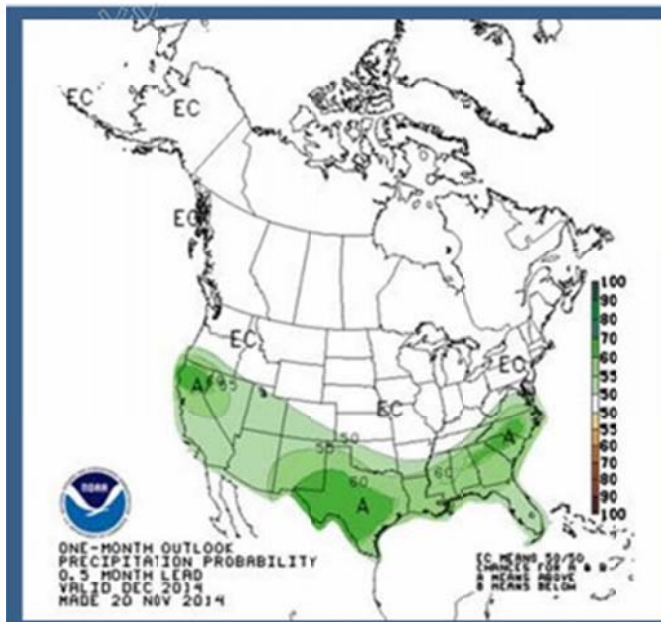
We have a change coming in the Operations department. As of December 31, 2014 Tony Tadros, our Logistics Manager, will spend his last day with us and will be starting a well-deserved retirement! We will miss him, but we wish him the best as he enjoys his retirement. Tony's replacement is Felix Largaespada, who joined Kilfrost a few months ago. Felix can be reached at 954-282-5047 and emailed at Felix.Largaespada@kilfrost.com



Sales & Marketing December Newsletter

Notes

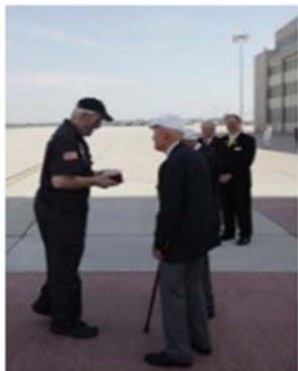
The winter de-icing season is well under way across the country thanks to an early season start that reminded us of last year's winter. We are suggesting a concept with our bulk customers to ensure continuity of supply throughout the season called "top down." Instead of waiting until your bulk storage tank is almost empty before re-ordering (bottom/up philosophy); think of your tank in the opposite fashion (top/down). Once your bulk tank has enough head room, go ahead and place a replenishment order. This concept keeps your fluid supply and operational readiness at a maximum during the height of the winter. As the season begins to wind down, replenishment orders can be reviewed to allow your bulk storage tanks to be drawn down to minimize inventory over the summer season. We look forward to working with you and providing the service and support that you expect from Kilfrost.



Kilfrost, Inc. News



Summer 2015 Newsletter



Brian Anderson, our Field Operations Manager, became involved with the Doolittle Tokyo Raiders in 2002. He is a WWII history buff which led him to attend a number of Raider reunions where he and his wife Cyndee helped with many administrative and operational tasks. In recognition of that, Brian was appointed their sergeant at arms.

He said that he felt the Raiders were very deserving of national recognition for what they had done and that he wanted to do something to keep that piece of history alive. In 2011, Brian and his wife Cyndee began their campaign to gain that recognition for the 80 brave men who volunteered for a mission that changed the course of the war.

They dedicated many hours of their personal time to visiting over 500 members of congress to support the bill to grant the Doolittle Tokyo Raiders the Congressional Gold Medal. Congress awards their Gold Medals as the highest expression of national appreciation for distinguished achievements and contributions.

President Obama signed the bill on May 23, 2014 in the Oval Office and Brian was present along with members of the Doolittle Tokyo Raiders. The Congressional Gold Medal was awarded for the "outstanding heroism, valor, skill and service" they demonstrated during WWII. Brian presented the medal to the surviving Raiders on April 18, 2015 at The National Air Force Museum in Dayton, Ohio (see photos above).



Are these your hoses? By following these three simple rules you will be ready for Old Man Winter when he arrives:

1. If you use cam-locks, you should disconnect your hoses from the tank and cap all openings. This will keep your hoses clean and ready to use.
2. Put the hoses away out of the summer sun and heat, the ultraviolet light can break down the hoses and reduce their longevity.
3. By storing off of the ground, you will not be driving over them which can damage and cause expensive repairs or replacement.

We've Moved Our Lab

As we get closer to the '15-'16 winter season, we would like to notify all North American users of Kilfrost aircraft deicing/anti-icing fluids, that the Kilfrost laboratory has been moved.

For collecting and shipping pre- and mid-season samples as required, please follow best practices to fill approved sample containers and route to the Kilfrost Lab for testing. The address and contact information for the new lab is as follows:

Kilfrost, Inc.
12198A W Hwy 62
Farmington, AR 72730
Office: 954-282-5033
Attention: Don Borntreger



TRAINING PRESENTATIONS

