



THE HERMANN CONNECTION

HERMANN SERVICES NEWSLETTER - QUARTER 1 | 2012

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"Our long standing relationship with Hermann Services, Inc. as FMC, Astaris, and now ICL Performance Products, has lasted for over 30 years. Hermann Services, Inc. has provided reliable warehousing and transportation service at an affordable price. Hermann personnel are very responsive to customer needs."

— Joseph Keber
ICL Performance Products LP



Join in Hermann's Quest to Fight MS!

This year we are continuing our effort to help create a world free of Multiple Sclerosis. Your participation is much appreciated! Invite your friends, family and business colleagues to join you.

In addition to the WalkMS event that we took part in on April 15th, below are a few more MS events that Hermann Services is scheduled to participate in. Registration fees will be covered by Hermann Services. Participants are asked to raise sponsorship pledges in support of their participation. And if you prefer to volunteer your help at an event, that would be wonderful!

Bike MS Coast the Coast – May 19-20, 2012 – For cyclists and all those seeking a personal challenge and a world free of MS, Bike MS is the premier fundraising cycling series in the nation. Ride from 25-170 miles. Hermann team members can choose whatever route length you prefer. Visit www.nationalmssociety.org/raceMap.aspx to learn more.

- 25 Miles - Saturday, May 19th - Starts at Monmouth University. Registration 9:00 AM.
- 50 Miles - Saturday, May 19th - One day tour of beach towns. Registration 8:00 AM.
- 85 Miles - Saturday, May 19th - One day ride of coasting to Tuckerton. Check-in at 7:00 AM.
- 85 Miles - Sunday, May 20th - One day ride of cruising from Tuckerton to Cape May - Check-in at 6:30 AM.
- 170 Miles - Saturday and Sunday, May 19th & 20th - Flat terrain down the Jersey Shore from top to bottom! - Check-in at 7:00 AM.

MuckRuckus MS

This year's events promise fun courses for participants to slosh, slip, and slide through. With the pride of overcoming the MuckRuckus challenge, you'll be rewarded with much more than a finish line. It's for the active and the outgoing, as well as amateur and recreational athletes. Anyone who loves to get dirty and is over the age of 14 on the day of the event is eligible.

• Philadelphia – June 9, 2012 at 11:00 AM.

Newtown Square, PA — Join The Hermann Mudsters at Ellis Preserve in beautiful Delaware County Pennsylvania, just 15 miles outside of Philadelphia, off Rt. 252 and West Chester Pike. (Need length of course info) Minimum pledge requirement \$100.

• New Jersey – August 18, 2012

Essex County's South Mountain Reservation West Orange, NJ — Join The Hermann Mudsters for this new and exciting obstacle course worthy of the hardest athletes and the most fun-loving teams. 5 mile course with a 5K option. Minimum pledge requirement \$100.

To learn more about the National Multiple Sclerosis Society, Visit www.nationalmssociety.org.

To hear more about Hermann's participation in charitable events, please contact:

Leena Vangeepuram
(800) 524-0067, Ext. 120
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Hermann Services Promotes Richard F. Hermann to President, Hermann Leasing



The board of directors at Hermann Services has named Richard F. "Rich" Hermann, son of the former President of the Leasing division, Richard J. Hermann, as President of

Hermann Leasing. "I am very proud to continue the long-lasting legacy of family-owned and operated, hands-on management of Hermann Services," said Richard F. Hermann. "As President of Leasing, I look forward to continued expansion of our leasing services and increased revenues for our company."

Richard J. Hermann remains on the Board of Directors of Hermann Services and continues to serve as Co-President of the company's Warehouse Division. "It is with much pride that I am turning the wheel over to Rich," said Richard J. Hermann. "Over the past fifteen years he has made a tremendous impact company-wide from computerizing our maintenance program to expanding our leasing operations along the I-95 corridor. I am confident that under his leadership, Hermann Leasing will continue to provide exceptional, personalized service to our diverse client base."

In his new role, Rich Hermann is focused on extending the footprint of its full service leasing operation, which includes a robust maintenance program. New satellite facilities have been established throughout the Northeast, Mid-Atlantic, and Southwest regions and the company is supported by a vast network of NationalLease and internal affiliates. As a Total Distribution Service provider, Hermann can also play a key role in the supply chain offering dedicated, truckload transportation, intermodal, warehousing, and logistics.

Based on the trend of mergers and acquisitions in the industry, Hermann Leasing is stepping into the void left by the disappearance of many smaller, more nimble, privately held truck-leasing providers. "The larger corporations now controlling much of the business are forcing customers to adapt to their business model rather than providing customized services based on actual needs," said Rich. "At Hermann Leasing, we evaluate a client's needs and then provide a tailored leasing and maintenance program to match them." Due to the high costs of ownership, many transportation providers now prefer to enter into a full service leasing contract. Hermann Leasing makes these contracts available for two-truck

operations up to large fleet enterprises. One thing that will not change under Rich's leadership is the company's open-door policy. "Our customers and employees alike have always felt comfortable reaching out to an owner of the company regarding a problem or service request," said Rich. "My door is always open and I will always take a call to help expedite a resolution where I can."

Rich first joined the family company in 1988 working part-time in the maintenance shops and warehouses during summers off from school. In 1996 he joined the organization full-time and steadily assumed more responsibilities. He has since held several management positions including Account Executive, Vice President of Operations, and Vice President. He holds a Bachelor of Science in Business Management from The Richard Stockton College of New Jersey.

For more information about Hermann Leasing, please contact:

Rich Hermann, President
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Hermann Southwest Transportation Adds Qualcomm Fleet Management Systems

Hermann Services announced that it has installed Qualcomm Fleet Management Systems in twenty-five over-the-road and dedicated trucks based in its Houston, Texas terminal. The company plans to roll the systems out to its entire Southwest fleet to improve overall fleet safety, fuel efficiency, and performance.

With the Qualcomm best-in-class fleet management set of tools Hermann is streamlining operations through the electronic automation of truck driver logs including arrival and departure shipping data. The systems also help manage and remediate performance related to CSA scoring methodology for reduced inspections and interventions.

"With Qualcomm our drivers can focus on their highest priority which is transporting loads safely and efficiently," said Jeff Hermann of Hermann Services. "It will give our fleet managers and dispatchers immediate access to driver availability and safety-audit reports, which will increase the efficiency of our operations. And it will help our company remain fully compliant with the latest electronic on-board recording regulations of the FMCSA."

Hermann's Qualcomm-enabled trucks are now able to message dispatch in real-time with shipping information, mechanical problems, and other issues for dispatch to proactively and swiftly

rectify any situation. Drivers can also automatically maintain hours of service logs and vehicle inspection reports using voice recognition communications. The system's on-board navigation includes custom routing for 53' trailers, twins, and Hazmat classes. Other driver safety features include points of interest for truck services, stops, rest areas, and weight stations.

For more information about Hermann Southwest Transportation, please contact:

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Chuck Capra Named Executive Vice President of Hermann Warehouse



At Hermann Warehouse Chuck Capra has done it all. Joining the company in 1982, he started his career in warehouse logistics in general labor picking orders and loading trucks. Over the

past three decades he has continually risen up the ranks to account management and supervisory positions and for the last 10 years was Warehouse Manager. Now thirty years after his first day on the job, he has been named Executive Vice President, Hermann Warehouse.

In his new position, Chuck will be taking on the increased responsibilities of procuring new customers, servicing existing customers, and developing competitive rates. He will also manage the Hermann Warehouse workforce at Hermann Services' New Jersey and Delaware warehouse facilities. Chuck will also oversee an investment in the division's infrastructure that will include

increases in racking, density, and overall capacity of warehouse space. He reports directly to Richard J. and Dennis W. Hermann, Co-Presidents of the Warehouse Division.

"During my career at Hermann Services, I have had my hand in every major warehouse account we have served," Chuck says. "What I am most proud of is playing a role in providing our customers with tailored solutions that exactly match their requirements and achieving very high levels of customer satisfaction as a result."

Perhaps Chuck was born to a lifetime career in warehousing. His father Charles Capra served as Vice President of Operations with Hermann Services until his retirement in 2002. His brothers John and Jim also hold management positions with Hermann Warehouse as well.

"When we say that Hermann Services is family owned and operated, I like to think that encompasses my family too," says Chuck. "When I put the key in the lock

to open up the doors for the day, I treat it like it's my own house. I take a lot of personal pride in working with Hermann Services."

Supported by Hermann Transportation, Leasing, Packaging and Logistics, Hermann Warehouse excels in storage and total distribution of food and flavors, commodities, paper products, retail merchandise, and chemical and HAZMAT materials. The Hermann Warehouse workforce has enjoyed a very long tenure with the company and receives ongoing training in safety and materials handling.

"Our team is second to none," adds Chuck. "We know how to get the job done!"

For more information about Hermann Warehouse, please contact:

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Hermann Services Launches Updated Website

Visit www.HermannTDS.com and you will see a new look and feel to our website. We've invested a lot of effort to attract people to our website and now we want them to have a very positive user experience once there.

Besides the newly-refined sleek design, visitors will find the site easier to navigate to get information that they are seeking. A new Media Portal displays news articles with photo galleries and movies that can be organized by service category. Readers can also share articles via social media links.

Prospective customers will find a Contact form to request quotes that get

expedited to their service areas of interest. Current customers can submit a Customer Satisfaction form with anonymous suggestions, criticism, and of course, praise, so that we know what we're doing right and what may need improvement.

An Employment section features career opportunities where job seekers can submit online applications. Current employees can login to check their email and quickly link to our supporting human resources intranet.

All in all, our new website features improved suspension, a smoother ride, and better handling. Take it for a drive!



To provide feedback or suggestions regarding the Hermann Services website, contact:

Leena Vangeepuram
(800) 524-0067, Ext. 120
email: lvangeepuram@hermannTDS.com

Hermann Services Newsletter

Hermann Services Supports MS Charities!



Spread the word to all of your friends, family, and business colleagues to join us in our quest!



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