

ATLANTIC FOOD CARRIER

Zero Base Operating Plan - Determine each customer's service requirements and then craft an operating plan that efficiently and cost effectively utilizes our resources to consistently exceed the customer's service expectations. William Mabry, Terminal Supervisor, provided the following information:

- 1) Hours and days of operation and when and how many daily switches are required;
 - Monday through Friday 7am to 4pm
 - They require one switch per day (on average), and prefer it be early morning or afternoon

- 2) How and when they are going to communicate empty/ loaded billing and spot / pull information to us for each requested switch;
 - They will communicate their switching needs at the end of each shift via email and phone.
 - Releases are provided via email and by phone.

- 3) How and when they want us to communicate with them regarding empty equipment availability and inbound shipments;
 - Email to William Mabry - as often as new information is acquired
wmabry@atlanticingredients.com

- 4) How they will notify us of shutdowns, disruptions, or when special switches are required;
 - Any special circumstances requiring immediate changes will be by phone call first, then email.

- 5) Who needs to be notified at their facility in the event we have a service interruption?
 - William Mabry, Terminal Supervisor
Cell: 704-996-9554
Email: wmabry@atlanticingredients.com

- 6) Determine interchange times and frequency with connecting carriers**
 - CSXT – Inbound Interchange between 9 am and 12 noon, Monday through Friday
Outbound Interchange between 9 am and 12 noon, Monday through Friday
 - NS – Inbound Interchange between 9 am and 1pm, Monday through Friday
Outbound Interchange between 9 am and 1pm, Monday through Friday

- 7) Any other critical information that helps us understand their service requirements.
 - Atlantic Food Carrier leases 5 car spots on Ranlo Sidetrack. When operations commence, they will have 2 car spots available for transloading. PNRW delivers inbound loads when they come in, and picks up mty's after release notification.

SUPERIOR BULK LOGISTICS

Zero Base Operating Plan - Determine each customer's service requirements and then craft an operating plan that efficiently and cost effectively utilizes our resources to consistently exceed the customers' service expectations. Brandon Fisher, Terminal Supervisor - Superior Carriers, provided the following information:

- 1) Hours and days of operation and when and how many daily switches are required;
 - Monday through Friday 8am to 4:30pm
 - Currently switching as needed.
 - Per their License Agreement, switching will be provided on demand as business picks up.

- 2) How and when they are going to communicate empty/ loaded billing and spot / pull information to us for each requested switch;
 - Email - Brandon Fisher:
BFisher@superior-carriers.com
 - Possible phone call
 - Releases are provided via email and by phone.

- 3) How and when they want us to communicate with them regarding empty equipment availability and inbound shipments;
 - Email - Brandon Fisher:
BFisher@superior-carriers.com
 - Possible phone call

- 4) How they will notify us of shutdowns, disruptions, or when special switches are required;
 - Email and possible phone call

- 5) Who needs to be notified at their facility in the event we have a service interruption?
 - Brandon Fisher - Cell 828-244-7515
 - Bob Fisher - Office 704-398-1459
Cell 704-651-4999

- 6) Determine interchange times and frequency with connecting carriers**
 - CSXT – Inbound Interchange between 9 am and 12 noon, Monday through Friday
Outbound Interchange between 9 am and 12 noon, Monday through Friday
 - NS – Inbound Interchange between 9 am and 1pm, Monday through Friday
Outbound Interchange between 9 am and 1pm, Monday through Friday

- 7) Any other critical information that helps us understand their service requirements.
 - Superior Bulk Logistics, doing business as Superior Carriers, is our exclusive transload provider at the Power Drive facility located approximately 5 miles from our CSXT Interchange. They have 8 car spots. We provide switching on demand, as well as nearby railcar storage - both at no cost to Superior or their customers per their License Agreement.

BUCKEYE FIRE EQUIPMENT

Zero Base Operating Plan - Determine each customer's service requirements and then craft an operating plan that efficiently and cost effectively utilizes our resources to consistently exceed the customer's service expectations. Bob Decker, Buckeye Fire Equipment, provided the following information:

- 1) Hours and days of operation and when and how many daily switches are required;
 - Monday through Friday 7am to 3pm
 - Cars are spotted at Superior Carriers Transload Facility. Superior Carriers communicates switching needs.

- 2) How and when they are going to communicate empty/ loaded billing and spot / pull information to us for each requested switch;
 - Buckeye orders product approximately 3 times per month. They email shipper provided inbound loaded release information.
 - Superior Carriers communicates via email and phone all instructions pertaining to Buckeye cars.
 - Email - Brandon Fisher:
BFisher@superior-carriers.com
 - Possible phone call

- 3) How and when they want us to communicate with them regarding empty equipment availability and inbound shipments;
 - Update tracking every 3 days on inbound shipment (Lading) by email.
 - Email - Bob Decker:
rdecker@act.us.com

- 4) How they will notify us of shutdowns, disruptions, or when special switches are required;
 - Email and phone call

- 5) Who needs to be notified at their facility in the event we have a service interruption?
 - Bob Decker - rdecker@act.us.com
 - Charles Ruff - cruff@buckeyef.com
 - Gerald Culp - gculp@buckeyef.com
 - Brandon Fisher - BFisher@superior-carriers.com
Office 800-637-3249
Cell 828-244-7515

- 6) Determine interchange times and frequency with connecting carriers**
 - CSXT – Inbound Interchange between 9 am and 12 noon, Monday through Friday
Outbound Interchange between 9 am and 12 noon, Monday through Friday
 - NS – Inbound Interchange between 9 am and 1pm, Monday through Friday
Outbound Interchange between 9 am and 1pm, Monday through Friday

7) Any other critical information that helps us understand their service requirements.

- Buckeye cars are spotted for transloading at Superior Carriers siding. Superior acts as their "agent" in regard to all handling while cars are at this location. PNRW delivers inbound loads when they come in, and picks up mty's after release notification. One rail car yields 5 truckloads of product.