

MOMENTUM

News For and About Employees of the Rescar Companies



Dedication to Excellence

Our network of mobile cleaning units is one of the important areas in which Rescar is the leader in providing services to the rail transportation industry. Like our Mobile Repair operations, these cleaning units and the highly trained people who operate them are there to service our customer's needs; at customers' plant storage yards, terminals, loading racks, etc., so that time is not wasted while a car is sent to a shop for servicing.

These units are all designed and built by Rescar's Engineering and Development group, managed by Bob Mitchem, Vice President of Cleaning Services, which is located at our Channelview, TX plant. While each unit is specially designed for the specific service that it will be handling, they are all basically designed to be self contained, to be transportable and to handle cleaning processes on a recyclable basis so as to minimize the amount of cleaning waste.



Bob Mitchem

Rescar's largest mobile cleaning operation is at Location 488 at Houston, TX. They operate a

number of units and their primary base of operation is the Houston and Gulf Coast area, where they work for an imposing list of our customers both on a regularly scheduled and on an as needed



From left: Keith Hester, Ralph Cooke, Michael Pearson, Josh Eyler, Rodrigo Reyes, Michael Caudill

basis. However, in addition to working for their normal customers, this location is often asked to travel long distances and sometimes for extended periods of time when a customer has either a very urgent/critical need or a larger scope project. This, of course, is a compliment to the skill, training, and experience of the Houston mobile cleaning center's team of specialized operators and the versatility of the equipment they have available to them.

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Rescar Success Stories:

To nominate an employee, team or location for a Rescar Success Story, please submit a short description of why this employee or group of employees deserve this recognition to a member of the Recognition Committee. Nominations may be for overall professionalism, dedication to the job, one-time occurrence or personal triumphs.

Due to space constraints, not every nomination will be highlighted in this newsletter, however each nominee will receive a letter of our appreciation for a job well done.

Recognition Committee:

Joseph Schieszler, Sr.
Jeffrey Halstead
Barbara Thomas
Maureen Hunt
Kathleen Caliendo
Matt Johnson
Carole Yuskis

Momentum is a quarterly newsletter published by the Recognition Committee for Rescar Companies employees.

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Dedication cont. from pg. 1

Troy Meadows, Assistant Vice President of Cleaning, remarked, "This type of service requires that the cleaning operators be capable of working in accordance with numerous commodity procedures, under the strict guidelines of our customers' plant policies and safety procedures, and following Rescar's policies, procedures, safety and environmental requirements. Our people are often required to spend extended time away from their families and homes. This dedication is appreciated and recognized by Rescar and by our customers."



Troy Meadows

We particularly want to recognize D. Caudill and Cliff Davidson for their commitment to servicing our customers. In October, 2002 this crew traveled to Haverhill, OH for Sun Oil to clean 150 phenol cars so that our Nitro, WV mobile repair operation could then change out gaskets. After three months, the crew is still in Haverhill cleaning cars in spite of cold weather. The quality of the work, the cooperation between our crew and Sun's plant personnel and the retention of cars now available for loading has caused Sun Oil to ask our team to stay at Haverhill and start a project on another 150 cars.



Cliff Davidson and D. Caudill.

This type of dedication by our employees at Location 488 and Nitro Repair has helped us not only gain this significant volume of cleaning and repair business but has also impressed our customer,

Sun Oil, so that they want to expand their volume of business with other parts of Rescar as well. They are sending more work to our Channelview plant and have recently audited our Orange, TX and Gordon, GA facilities to get them approved to do work for Sun Oil. Also, we have been doing work for Sun Oil at Toledo, OH, Tulsa, OK, and most recently at Neville Island, PA, by providing mini-shop repairs, track maintenance, plant switching services and cleaning services.

During the 2002 year, Location 488 has also shown their expertise and dedication by sending cleaning units and crews to Parsons, KS to clean 300 cars and to Johnstown, PA to clean over 700 cars. All of this plus numerous smaller call out jobs and their normal work in the Gulf Coast, has been done without an accident or a customer complaint.

We want to congratulate Location 488's team and tell you how proud we are of each member of this team. You are a great example of how the Rescar team continues to grow our company, and how the Rescar team delivers service to our customers. You are a great example of why Rescar is #1 in our industry.

The Road to Quality Has No Finish Line!

Rescar is constantly setting new goals for our company and our employees. Our dedication to improving upon our successes is one of the reasons our customers keep coming back! One of the points that we feel is critical to our long-term growth and success in the rail industry is Quality!

In order to fulfill our commitment to being the best quality rail maintenance provider, Rescar has created a new department of Quality Assurance. The QA group already has an aggressive list of expectations and goals in line for the year 2003 and beyond. The key objectives for Quality Assurance are to optimize Rescar's processes and communicate these standards to all of our locations and their employees. All Rescar employees need to understand the requirements of their job and hold themselves accountable

in their job performance. If we can accomplish only this much, everyone will see the results in less rework, more favorable audits and the reduction or elimination of outside inspectors. The QA Department wants to reconfirm, and in some cases, reestablish our customers' confidence in our ability to do the job right.



Tom DeLafosse

Who is Our Team?

Tom DeLafosse – Tom DeLafosse will head this new group as Vice President, Quality Assurance. Tom was promoted from Director of Technical Services for AllTranstek to his new QA position in September, 2002. All write-up and compliance functions at our plants will report to Tom.

Randy Ward – Joining Tom is Randy Ward, who has been hired as the Manager of Inspection Services. Some of Randy's duties include assessing each shop's write-up department for proper staffing and training needs, and standardizing how Rescar inspects and writes up cars. Randy believes that reducing supplemental repairs is an achievable goal for Rescar. So the QA department will start measuring and tracking these repairs and looking for opportunities for improvement.

Billy Duncan – Billy will take over regulatory compliance training at all of Rescar's major shops and will perform the annual internal audits.

David Sale – David assumes this same role of managing compliance training at our mini/mobile operations.

Marty Riedlinger – Marty has come aboard Rescar as Procedure Analyst and Process Trainer. Marty will review all customer procedures/requirements to make sure they meet all regulatory requirements. He will also work closely with Wayne Martin to manage any changes in our customers' requirements and the charges associated with these services.

2003 QA Goals

The QA department has set several goals for itself and for Rescar in general for 2003. Four achievements that the group wants to see for this year are listed below:

1. Meet customer car maintenance expectations for inspection/repair shop functions. All customer procedures will be reviewed and approved before being issued to the shops. A central location for document control will be set up.
2. Visit and evaluate all of the 11 Class C repair facilities' write-up and compliance functions. Current write-up departments will be visited and evaluated to determine if they are the right size to meet the workload. Also, there will be additional training for the employees performing these duties.

*The golden rule of quality is
plan what you do,
do what you plan,
then document what you did!*

3. Reduce write-up supplementals for non-hidden defects. Track these at each shop to determine training needs.

4. Improve communication between locations. Conference calls will be held to share audit findings, review important issues and identify areas that require attention.

We know that these improvements will take time to accomplish, but we are excited about the possibilities for great success in the area of quality. The golden rule of quality is *plan what you do, do what you plan, then document what you did!*

Rescar's goal is to keep our highly trained and skilled workers looking for ways to raise our standards of excellence. When this occurs, then Rescar will be further along the road to quality, a road that has no finish line!

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Team Solution...Air Brake Buggy

When the Hudson, CO repair shop realized that their process of testing and repairing air brake systems was inefficient, they worked together to create a solution that saves time and money!



David Herzog and Moises Chaparro with the Air Brake Buggy

The shop's air brake test device, the daily test log and current RSP/MSRP were all mounted on a hand truck. The employees conducting the daily tests and repairs were constantly hunting down the tools and parts needed to complete their job.

Keith Robinson and the morning toolbox Quality Work Group put their past knowledge and experience

to work, designing and building an Air Brake Buggy. The Buggy has 3 air tires which makes it easy to move around, and it stores all the necessary tools, testing equipment and parts required for a single air brake test. The procedures and rule book and a list of Rescar's part numbers are also included on the Buggy. The Air Brake Buggy, which took only half of one work day to build, makes testing air brakes quicker and more convenient. In addition, employees performing standard maintenance for air brake systems can also utilize the Buggy.

The AAR was very impressed with the Buggy and how it keeps everything organized for the employees. By using the Buggy, it shows that Rescar is doing everything by the book.

Working as a team, the Hudson repair shop was able to find an answer to an inefficiency problem and save their shop valuable time and money. Rescar is proud of the QWG's teamwork and their solution.

Efficiency – Sharing Ideas

Efficiency is very important in our business. We need to be efficient in order to move our company forward while, at the same time, keeping the costs to our customers low. The Momentum staff encourages you to send in your ideas for making and maintaining a more efficient workplace.

Eliminate Redundant Forms and Reports

One great idea was submitted by Service Drive Plant (Location 110) and involves eliminating redundant forms and reports.

We all know that we handle many reports for a variety of needs, both internal and external. We know that most of this information is important and needed by someone to do their job. However, we always need to keep asking ourselves if we can streamline our processes. Can we furnish information more efficiently? Can we combine reporting processes so that we handle information fewer times? Can we eliminate redundant or obsolete reporting?

Well the Service Drive team found that they had a system for tracking turnaround times which was no longer being used by their customer. However, the reports were still being prepared and copies included in the car files. After reviewing their processes, Service Drive discovered

they could eliminate this report saving the time required to prepare it, saving the time to handle and copy this report and actually saved 4 to 5 pieces of paper from the files of every car they handled.

Working Smarter – Safer

Gordon Hintz, Manager at Location 455, submitted an idea on how he and his team improved the efficiency of their operation, making for better working conditions and improved safety. The location faced the problem of needing to weld while it was raining. As anyone who has had to weld in the rain knows, they do not form a perfect relationship. Gordon and his repairman, Philip Summers, came up with the idea of purchasing a tarp and some straps which enabled them to stretch the tarp over the end of the car. Thus they were able to continue working while staying dry out of the rain.



Gordon Hintz

A True Partnership

The staff at AllTranstek assisting BP Chemicals in managing their railcar maintenance has demonstrated a true team effort this year. AllTranstek has had a working relationship with BP Chemicals since 1994, but during the past two years, a much stronger partnership has developed between the two groups. Led by Larry Kozola, the AllTranstek team has expanded its role to include administering maintenance management for BP this year. The BP plants contact Larry and his group directly with shopping requests for cars requiring repairs. AllTranstek then takes the process from there...obtaining an estimate and evaluating the price for BP before any work begins.

Rescar is the preferred vendor for BP Chemicals, and AllTranstek shops the individual cars at Rescar locations. However, there are times when the Rescar location may be overloaded with work and AllTranstek has to shop the car with other vendors. A small network of alternate suppliers is in place to handle this work.

The responsibility of maintaining the cars is not the only area that AllTranstek handles for BP. The AllTranstek team works with the BP plants to set up schedules for regulatory tests, in addition to paying all invoices and taxes, mileage allowance auditing and updating UMLER. AllTranstek also maintains a lease and mechanical database including test and repair data.

Through this work, the AllTranstek team has gained invaluable knowledge of BP's fleet. This is critical in doing their job well, and in building the confidence that BP has placed with this group. Through the documentation of all processes involving BP's cars, Larry Kozola's group has made major improvements in the areas of quality assurance, information management, communication, and cost savings.

AllTranstek Team Members

AllTranstek has put together a team of experienced professionals in the rail industry to handle this important partner. Diane Carr handles the accounting issues for BP Chemicals. In processing BP's vendor invoices, Diane ensures they are accurate and up-to-date. She also handles any accounting questions and reports. Mike Sbragia traces cars to and from service centers. He works with the shops to ensure timely turnaround for repairs and release from the shop. He also assists with various BP programs. John Busch manages the

development and issuance of required reports. Terri Bretzing handles the coding of invoices to be sure that costs are assigned to the correct business unit. Each of these AllTranstek employees plays a vital role in supporting BP's business. This group meets every week with Bill Steinke's team at BP to review the workload and progress in the field and to plan for future work and programs. (See Mr. Steinke's letter of appreciation on pg. 15.)

AllTranstek's Technical Services Group

At BP Chemicals, reliability management is the core of its maintenance program. BP's management team provides the exacting discipline to optimize rail car uptime. As part of BP's program, AllTranstek provides the critical link between operability, maintainability, and reliability. AllTranstek assists BP with their written



From left: Terri Bretzing, John Busch, Diane Carr, Larry Kozola.
Not pictured: Mike Sbragia

maintenance and qualification program, work instructions, and rail car specifications, which provide BP the important links to reduce the variability of maintenance to its fleet operations.

BP uses AllTranstek's professional auditing services to assess contract facility performance. Through AllTranstek's continuous surveillance (i.e., auditing) of its maintenance activities, BP ensures that maintenance is compliant and adds to the reliability of BP's fleet operations. Considered the "best-in-class," AllTranstek's auditing services provide a report card on a tank car facility's commitment to quality.

This partnership is a testament to AllTranstek's commitment to servicing their customer, BP Chemicals and helping BP manage and grow its railcar business.

We're There When You Need Us

When our customers need us, Rescar is there. Countless times during the year, Rescar's locations send out their best employees to answer troubleshooting calls. Our quick response and quality work continue to make Rescar the leader in the rail maintenance industry. The three troubleshooting stories below are excellent examples of the dedication of our employees to providing Rescar customers with the best possible service.

Same Day Service

Paul Lott received a call from his customer, Sygenta, regarding a loaded car needing a repair. The car was leased to Dow Chemical who had requested that Sygenta use a competitor's mobile unit for the repair. Brenda McDonald of Sygenta left a message with that company, but had not heard from them after a week. Finally, Brenda asked her contact at Dow Chemical if she could call her supplier, which was Rescar. She was given the approval and Paul Lott was called.

The loaded car had been sitting over a week waiting to be shipped, but it needed a valve replaced and leak tested before shipping. Paul got the call from Sygenta at 11:00 a.m. and immediately sent Sam Fayhard and Jeremy Bourgeois out on the call. Sam and Jeremy put a vacuum on the valve and conducted a bubble leak test on the car. They completed the job by 2:00 p.m. that same day. That's servicing a customer!



Sam Fayhard and Jeremy Bourgeois

Holidays are No Exception!

Troubleshooting calls don't take a holiday. On July 4th Location 397 received a desperate call from their customer, DuPont. There had been a derailment at their Fayette, NC plant. The customer was in danger of shutting down their chemical plant if they couldn't find someone to fix the track.

Rescar provides track work at this plant already, so Rex Greer grabbed his team, which included Richard Barfield, to take the two-hour drive to the plant and start working. Within six hours, the four men had fixed the track and helped save DuPont from a very costly shutdown. Their customer was extremely happy with the quick results, especially due to the holiday!



Richard Barfield

Quick Action Gets the Job Done!

Often it takes longer to get to the site than to do the actual repair. Location 405 received a troubleshooting call to fix an ARI car that was missing a seal pin. The car needing the repair was in Rochester, NH, approximately 170 miles from the Springfield, MA site. Rex Greer was Acting Manager at Location 405. He talked with the customer at 1:00 p.m. and was on the road at 1:30. He wanted to get to the location before the customer left at 4:30. Rex made it in time and repaired the car before closing.



Rex Greer

ARI informed Rescar that they were very impressed with our prompt response to the call. The quick action on the part of one Rescar employee reconfirmed ARI's decision to rely on Rescar to repair their cars. Each response to a troubleshooting call is critical to supporting an individual customer's business!

Safety...Job Requirement

Safety is a job requirement for every employee of Rescar. It doesn't matter where you work or the type of job you have...corporate office, mini-shops, mobile cleaning units, plant locations, customer sites... we want to make sure that each employee practices safe behavior.

Safety is commonly measured by a term called TRIR which refers to the number of OSHA recordable incidents per 200,000 man-hours worked (roughly the number of accidents per 100 employees). During the 2002 year this number for all of Rescar was 7.0.

Rescar's goal is to totally eliminate accidents and to have a TRIR of 0.0! If you think this is not realistic, just remember that every year about 80% of all of our locations operate without any (zero) recordable incidents. In 2002, 80 of our locations made this claim with pride and the knowledge that none of their people were hurt. We are confident that every location can achieve this goal, if every employee also makes it their own goal.

In addition to reducing the number of accidents, Rescar wants to reduce the severity of the accidents that do happen. That is why we are focusing so much of our attention on improving practices such as lifting, fall protection, confined space entry and switching procedures. These are some of the major areas where any accidents that do happen are more likely to be extremely serious.

While we feel that we did a good job in 2002 of improving our work safety environment, remember that we still had 76 accidents. That still means that someone in Rescar was involved in an accident every 5th day. None of these resulted in a fatality and the severity of accidents was reduced.

Methods to Ensure Safety

There are several methods in place at all locations to reinforce the practice of safe work habits. Some of the more important tools which Rescar uses to promote safety include the daily toolbox meetings, mandatory training, and intensive accident investigations. To ensure that workers are following the correct procedures, all location managers are required to complete safety training on a regular basis and to participate actively in their locations safety program.

"Safety is not defined as a 'lack of accidents', but how we perform our job on a daily basis."

Key Safety Points

Joe Schieszler, Jr. (CEO and Chairman of our corporate safety committee) feels that there are three major points to remember in order to promote a safe working environment.

1. All employees are responsible for safety...their own and their co-workers.
2. All equipment must be in safe condition and used properly.
3. Rescar has a zero-tolerance policy regarding non-safe behavior.

As Joe continuously reminds our management team, "Rescar is driving this train of safety mandates, not the government nor our customers – it is our program! We don't want to lose valuable employees' time and contribution because of accidents. We don't want any Rescar worker hurt, period. You are important and we want to make sure every Rescar employee is safe!"

Auditing Our Work...Building Customer Trust

While auditing the billing for Location 444, Frank Durant, Location Manager, discovered an error in the BRC program that caused couplers to be charged twice. The job code used would double the quantity of materials charged while showing the correct quantity on the BRC.

Frank alerted his team and they worked to correct the problem as quickly as possible. Frank and his crew put in extra hours researching the past six months of billing to locate any instances where the BRC job code caused overcharging. Two customers were discovered to have been affected by this programming "glitch" –

International Paper and Trinity Rail Management. Through their tireless efforts, this group found all the billing errors and contacted these customers to inform them about this problem, and to reassure them that they would be reimbursed for all erroneous charges and that the billing program had been fixed.

Thanks to the hard work of Frank and his team, Location 444's customers know that they can trust Rescar to provide honest, reliable service. Auditing our work is one way Rescar proves our dedication to providing the highest standard of service and support in the industry.

Keeping Up the Momentum...

In our previous issues we have been talking about how we are working together to make Rescar stronger, a better place to work, easier for our customers to do business with, more effective in our ability to deliver our services and more efficient in our processes. In our last issue we outlined seven areas in which Rescar wanted to make significant improvements. We know that this is an enormous challenge but as we have seen many times, as long as we work together we can accomplish almost anything.

In this issue we see the progress that our team is making in creating an accident free workplace environment, which has zero tolerance for acts/conditions that could lead to an accident. We realize that safety is one of the things that we – YOU and ME – are totally responsible for. We are responsible for our and our fellow employees' safety.

Congratulations to Location 410 (Wood River, IL) for the recognition by your customer, Ethyl Petroleum, and for your seven continuous years of ZERO accidents. This is truly a marvelous record and we are proud of you. Also, congratulations to all of the other 79 Rescar locations that were totally accident free in 2002. WOW!!!

We love to share stories like, "We're There When You Need Us" (page 6). It is this commitment by our people that makes Rescar special and that motivates our customers to want to do business with us. It also makes it easier to continue to grow our business and to add new locations (story page 13).

We are proud of the way we have continued to grow our business over 20+ years with two giants of the petrochemical industry--BP Chemicals and ExxonMobil. The stories of the evolution of these relationships and our ability to continue to bring added value to our customers over these many years are told on pages 5 & 14. Both stories seem to be great examples of making it easy to do business with us and how this helps us grow our business as we better serve our customer.

It is exciting to see the speed with which our team is reacting to our goal of improving the quality of how we do business. The article on page 3 outlines some of our specific goals for 2003 to improve our ability to meet our customers' requirements and to make our operations more effective.

I particularly suggest that everyone read and memorize the "Golden Rule" in this article. As much as any one statement can define our expectations, this would seem to apply to every department, group, team or individual in Rescar. It defines how we want to do business and to a great extent how performance will be evaluated.

Plan what you do, do what you plan, document what you did!

The articles on pages 10 & 11 give us an overview of our new Web Site and some of the information it provides. The "behind the scenes" story of our IS team under pressure provides an extremely candid view as to how this major project was accomplished – not always with perfection but always with determination. Also some insight is given as to how fast this talented group can react when we really need them.

In an upcoming issue we will discuss their next major project--Rescar's new billing and BRC program. This new program will replace our existing legacy system, will integrate with our other new financial and operating systems and it is expected to be in test mode soon at our Channelview plant.

We know that it is the people of the Rescar team that make us who we are. We know that Rescar's future, as well as that of each of us who are members of this team, is dependent upon our continuing to have the most qualified, most committed, most motivated and most determined people possible. As a result our #1 priority has to be--what can Rescar best do to strengthen, to encourage and to guide our people to reach their maximum potential?

To reach this most important of all our goals, we are committed to significantly increased investment in the following objectives:

1. Training---technical, management, leadership.
2. Evaluation---Know who is being successful!
Train those who need help.
3. Recognition---Promote, reward, challenge those who are being successful! Train those who need help.

We feel that, along with honesty and integrity, training is the most important thing that Rescar can provide to its people. Training helps us do our jobs better today and

cont. from pg. 8

training will help us achieve a bigger, more challenging and more rewarding job tomorrow.

Please read the article, "Training Sets Rescar Ahead", which gives another view of the importance of training and how it can be used for your personal growth. But always remember that Rescar needs you to learn, to grow and to be successful. Rescar needs you to train others by passing on your knowledge and experience. Rescar needs you to lead us tomorrow.

The people listed on pages 18 & 19 have been promoted within the past year. We congratulate them on their success and on their willingness to take on new responsibilities. Since I know most of these people, I can tell you that they took advantage of the training opportunities available to them so that they would be ready, and could qualify, when promotions or other positions became available. They are part of Rescar's present and future leadership team—we are proud of them.

You all know that I love to talk about our people and share all the great things that they do. You also probably know that while I will admit to being slightly prejudiced, I am convinced that they are the very best team in our industry. I think that our past success proves it over and over again. I get "Goose Bumps" just thinking about what we can do this next year.



Joe Schieszler, Sr.

Training Sets Rescar Ahead

Training. According to the American Heritage dictionary, training is the act of making or becoming proficient with specialized instruction and practice.

According to Rescar, training is the path to assurance of customer satisfaction the first time, every time. It is the lifeblood of our company. It is the key element that sets us ahead of our competition.

As an employee, training is a ladder to success. As employees, we all must complete the required training. Unfortunately, this is where it ends for some of us. On the other hand, many of our employees take advantage of all sorts of training opportunities, which have paid off over and over again. Senior management, plant management, regional management, location management, etc. all contain employees that have climbed the ladder through the use of training. This training includes R.E.B. courses, management skills courses, college classes up to and including business degrees, adult education classes, and much more.

Rescar is continuing to grow. Many new job opportunities will exist. Do you seek opportunity? If the answer is yes, then you need to ask yourself several other questions. How prepared am I? What training will help to move me toward this goal? How committed am I to reaching these goals? There is an old saying, "Some people wait for opportunity to come their way. Others go seek it out."

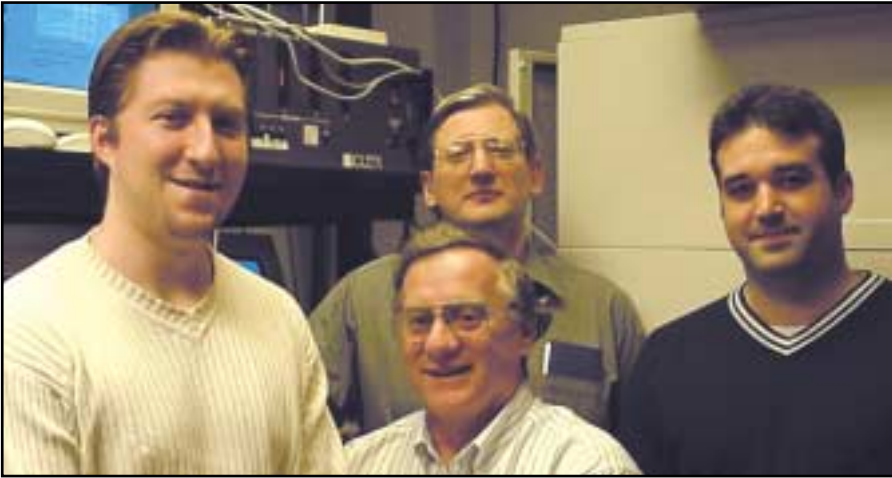
Anyone interested in starting or continuing up the ladder needs to speak up. Additional information can be obtained by contacting our Human Resources department. Also, you can talk with your location, regional, plant manager, or contact senior management.

Teamwork Saves the Day!

Rescar's new web site has been a great hit with our customers giving them an easy way to see the current status of cars in our major shops and an easy way to determine which shops can provide the service required for their cars.

Getting the web site up and running, however, was a bit of a challenge to say the least.

Our Web Site was developed by IntelliTrans, the same folks who are helping us redesign our car status and billing programs. Ray Chwasz from Rescar developed the Oracle Car Status database which is at the core of the web site.



Clockwise from left: Kurt Haberkamp, Ray Chwasz, John Guthary and Mike Steffes

IntelliTrans created the web application in their office on their hardware. Marv Hughes told them what he wanted and they designed the system to meet his requirements. Marv had committed to demonstrating the new web site to a very important customer; so everything had to be up and running at Rescar in time for his meeting.

Everything looked great and worked great on IntelliTrans hardware; now it was time to install it at Rescar and make sure that it was accessing real car status information. With just a few days to go before Marv's meeting, the software was delivered and installed.

The home page came up great; unfortunately, none of the other pages did. Rescar's John Guthary, Kurt Haberkamp and Mike Steffes worked hard and furiously with IntelliTrans to determine the source of the problem. After days of eliminating possibilities, they determined that the root cause of the problem was a difference in infrastructure between Rescar and IntelliTrans. Once everyone understood that, IntelliTrans modified the software to work at Rescar.

Now the web site looked great. Marv's meeting was in two days. Time to make the web site accessible to the outside world.

BIG PROBLEM, the minute the software was installed on our external web Server, it refused to access information from our Oracle Car Status database.

Now the team was really under the gun. They couldn't figure out why everything worked perfectly inside our network; but would not work on the external web server. They contacted every consultant they knew who had any experience with web sites and Oracle and no one could figure out what was going wrong.

After much testing, they discovered that our firewall was preventing our external web server from connecting to our Oracle database. With one day left to go, the only option was to install an internal web server. Unfortunately, no hardware was available to accomplish this; so American Digital, one of our consulting companies, came to the rescue. They lent the team a server which was configured and attached to our network just hours before Marv was scheduled to leave for his meeting. Finally, everything seemed to be in place for a successful launch of our new web site.

Little did Marv know that as he was demonstrating the new web site, back in Downers Grove, the team was in a panic because one of the hard drives in the borrowed server failed just hours before Marv's demo and the team could do nothing to fix it. They were afraid that if they turned the server off it wouldn't come back up but if they let the server continue to run, the other drive would fail. They made the decision to leave the server alone and hoped for the best.

Luckily for everyone involved, the server stayed up and Marv's demo was a success. Today Rescar has a very successful new web site running on dependable new hardware.

None of this would have been possible without some terrific teamwork involving IntelliTrans personnel, Ray Chwasz, John Guthary, Kurt Haberkamp and Mike Steffes from Rescar and the assistance and ideas from many of our consulting contacts.

"I was very impressed by how everyone kept their cool, contributed ideas, reconfigured systems repeatedly in every way imaginable and finally achieved our goal. It's great to work with such talented, dedicated people." said Carolyn DeCesari.

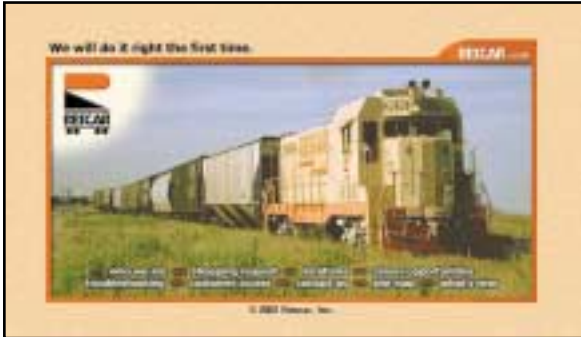
Rescar's new web site was developed to make it easier for customers to do business with Rescar. Marv Hughes listened to our customers and then, with the help of the IS Department, designed the site to meet and exceed expectations.

In addition to normal web site information describing the company and listing job openings, our web site has many exciting features for our customers.

Use a map of the United States to identify the location of every Rescar facility.

Click on a section of the map to enlarge that area. Rescar locations are indicated by a star. After a specific star is selected, general information is presented about the shop, with the shop's certifications and the service capabilities.

Find the Rescar shop or shops offering the services customers need. When using the selection portion of the map page, the web site can find the Rescar shops that meet a customer's criteria for specific services, delivering railroad, or location in a specific state.



Send a Shopping Request to Customer Service. If a customer decides he wants to shop a car at a particular Rescar location, he can fill out a shopping request form which will be automatically sent to Rescar's Customer Service Department, which will then follow up on the request.

Look up the current status of cars in all major Rescar Shops.

Customers are provided a confidential User ID and Password. They can then see which Rescar shops are working their cars and get up-to-date information about a specific car's status. This has proven to be a very popular feature. To obtain a User ID and Password, customers need to contact an account manager or Marv

Hughes, and fill out the appropriate form.

Learn what's new at Rescar. The "What's New" section of the web site allows Rescar to tell our customers about new locations, new certifications, new services, management changes and other exciting news we want to share.

Check out our new web site at www.rescar.com and encourage your customers to visit it regularly!!!!

Quality Work Gets the Job Done!

At the Orange, TX plant, the billing team has set a precedent for consistently high quality work for their customer. Even for this team, their latest accomplishment is truly impressive. From January 2002 through July 2002, the team of Tim Price, David Hayes, Jeff Zernial and Terry Ashworth submitted 8,370 lines of billing with only one error for all GE cars.

Tim Price is the inbound inspector, who is responsible for writing up the initial estimate when a railcar comes in. Tim inputs all the initial lines on the BRC's for the GE cars. When Tim is out on vacation or overloaded, David Hayes is the back-up inspector who takes over the initial estimate. Jeff Zernial inputs all "additional" lines on the final BRC. Supporting Tim, David and Jeff as back-up is Terry Ashworth.

The achievement of having only one error for this time period, in addition to being consistently accurate in the past, is a testament to their teamwork. This level of



From Left: David Hayes, Tim Price, Jeff Zernial, Terry Ashworth

quality work can only be accomplished if every member of this team is doing their job with the highest commitment to quality in supporting each other, their location, Rescar and our customers.

Congratulations to Tim, David, Jeff and Terry for this achievement. Keep up the good work!

Safety Record Achieved

Location 410 was recently recognized by their customer, Ethyl Petroleum, for a safety record milestone – seven years at their plant with zero recordable injuries. This is an impressive accomplishment for Rescar and the employees at Location 410. To perform the job that this crew does every day of the year, and not have a recordable injury for seven years straight takes a great deal of dedication to safety.

Martin Dotson has done a great job in leading his crew to this achievement. He has motivated his location to work as a team. His practice of holding daily meetings to discuss potential problems and pinch points has had the biggest impact on maintaining the safety record. Martin's concern for preventing injuries has spread throughout the location, and the crew members feel responsible for the safety of everyone on the team.

In addition to being a safe working environment, Location 410 has been exceeding Ethyl's service expectations.

This location has taken on the additional task of changing



Martin Dotson

To: Martin Dotson, Location 410 Manager

From: Dave Patrico, Ethyl Petroleum

Subject: Rescar Company Safety Award – Contractor Safety

Congratulations to Marty Dotson and his crew for achieving a Safety Record milestone of seven years at the Sauget Plant, with zero minor or recordable injuries. To achieve this milestone while performing the duties as a mobile tank car repair service contractor in support of our tank car fleet is impressive.

Marty's leadership and motivation to develop safe behavior and attitudes within the Rescar team while on the job has created the right safety culture behavior, thereby preventing job-related injuries and accidents.

out the bottom outlet valve caps on all of Ethyl's fleet of 296 cars. During outbound inspections, the crew keeps new caps on hand and installs them during this process. Ethyl was promised that the cars would be completed by the end of the year. Martin remarked that his employees were ahead of schedule and will definitely finish the project before the deadline. Another great accomplishment for this location.

Rescar is proud of Location 410's safety record and their commitment to providing the best service to Ethyl Petroleum.

Lifeline Becomes Safety Net

After a recent fall occurred at Location 210 in Channelview, plant management discontinued all work outside the nest without updated fall protection.

Everyone knew it was critical to their productivity to develop a new and effective safety net for these repairs. While management began evaluating alternative protection methods, Magdaleno Torres started working on his idea.

Before the end of the day, Magdaleno had a lifeline up and working – and his solution was just in time. Three cars were rolled into the repair shop that same day needing replacement of the entire top jacketing. Because of Magdaleno's quick thinking, the plant did not lose valuable time, and was back to work, meeting our customers' needs and schedules. The workers were able to use Magdaleno's lifeline and start their repairs immediately.

The lifeline has now been installed in all the other plant buildings, making the entire working environment of Location 210 safer.

By taking the initiative Magdaleno Torres saved his plant time and money, in addition to making the workplace safe for all employees.



Top Photo: Magdaleno Torres
Bottom: Lifeline in service

New Locations = New Growth

Rescar has promoted expansion for years. Each time we open a new location it is exciting and we love to share the news. Today's news though is a little extra special. The three locations we are announcing are out of this world. Well, OK, maybe just out of the country. In Canada, to be exact. This opens a whole new frontier for Rescar and its employees.

The three locations, in Calgary, Saskatoon and Moose Jaw, were formerly G.E. mini-mobiles that were acquired through the partnership between G.E. and Rescar. The crews from all three locations have joined the Rescar team. The location manager at Calgary (Rob Smith) is still the acting manager at Location 864, but he has accepted the role of regional manager for the Canadian shops. The other two managers, Victor Hargraves at Saskatoon (#860) and Bill Perry at Moose Jaw (#862) have accepted positions with Rescar also.

All three locations have been registered as class F, G & L facilities. Tank Car training has already begun. A couple of employees at each location have taken classes in Direct Visual, Remote Visual, Dye Penetrant, and Bubble Leak. Testing safety valves, performing SSIII inspections and other related repairs are also under way. These shops plan to handle troubleshooting calls on tank cars in the near future.

Compliance Manager, Scott Moore has put forth a strong initiative to tackle training at all three locations. We could not have come so far, so fast without Scott's commitment of time and hard work. According to Scott, "The Canadian shops are in a very good position to light up the scoreboard thanks to the effort of many people within Rescar. They have handled many issues that have occurred on a daily basis. A special thanks to each person who has helped with billing, payroll, currency/exchange rates, banking issues, etc." Rescar is growing and expanding at a fast pace, but we have not forgotten how to roll up our sleeves and work as a team to get the tough job accomplished.

"Yes, We Can"

Newly promoted Regional Manager, Rob Smith has come through for Rescar. In every single thing that Rob has been asked to do, Rob has responded with an enthusiastic "yes, we can" attitude. Rob remarked how things looked through the eyes of the Canadian employees. "The last one-and-a-half months have been a time of great excitement for us in Canada. Since the transition on Sept. 9th, we have seen that Rescar is committed to servicing the customers by supplying highly trained, qualified personnel. The potential for Rescar and our

employees to succeed in Canada is tremendous. Our customers, both existing and new, are very excited to learn that Rescar can and will do whatever it takes to help them with their railcar related needs."

Rob continued, "I feel that Rescar will be the largest provider of railcar repair services in Canada. Maybe not today, but very soon. The ability to return to repairing tank cars has excited both the employees and customers. From myself and the entire management and staff in Canada, we would like to say 'Thank you' for the opportunity for us to become part of the Rescar family. We will not disappoint."

After a testimony like that from the man who is going to make sure it happens, what else can we say, except "Welcome to the team".

More Locations...More Work

Four other locations joined the Rescar family through the partnership with G.E. Mansfield, LA and Monroe, LA are box car clean-out and repair facilities. The Mansfield location is managed by Tim Poole while Monroe is managed by Ben Breedwell. Both Tim and Ben are doing a fine job for Rescar and we look forward to expanding their duties as the area grows in 2003.

Charleston, IL is a fast track location managed by Dwight Franck. It has been combined with our mobile work at Equistar. This mobile work was previously handled by our Joliet facility. Not only did Joliet give this mobile work to Charleston, they also loaned them their manager. Bill Bowling has graciously taken on the task of training the new crew in the fine art of tankcar repairs. While Bill is on assignment at Charleston, Jeff Hood has stepped up and done a fantastic job of directing the Joliet facility. Good job and a special thanks to all involved.

New Mobile Hub Location

The remaining GE location at Middletown, IA is being combined with the mobile operations previously operating out of our Cedar Rapids plant. Jeff Schieszler (Regional Manager-Inplant Services) has been working closely with Dean Petroff (Plant Manager-Cedar Rapids) to combine all of the existing mobile operations in Iowa into one large mobile operation which will cover not only Iowa but also parts of Illinois, Wisconsin and Missouri. It will be exciting to watch this location grow and see if it can meet the challenge to become one of our largest mobile locations.

Hopefully we will have plenty of new locations to continue writing about in the future.

Growing With Our Customers

During a 20+ year working relationship, both Rescar and ExxonMobil have achieved several industry firsts with the support of the other company. During the past 20 years, both companies have grown and changed considerably, yet both are still benefiting from this partnership.

In order to service ExxonMobil better, Rescar has pioneered new industry concepts with them. An early example was the creation of a network of mini-shops. With the introduction of the mini-shops at their Gulf Coast locations, ExxonMobil saved time and money by reducing the time a car was out of commission, as Rescar employees could do minor repairs on-site. This eliminated the need for our customer to transport railcars to a shop for small repair jobs.

In 1992, Rescar introduced the concept of a dedicated facility for ExxonMobil's car repair and maintenance work. They relied on Rescar to service their entire fleet of cars since this facility was conceived. A car needing repairs is sent directly to the team of experts at Service Drive. Again, this concept saves ExxonMobil both time

and money – avoiding the time needed to constantly re-evaluate where to shop the car and gaining the efficiency of a repair team already familiar with their fleet maintenance requirements.

Rescar continues to innovate in order to meet ExxonMobil's changing needs. With ExxonMobil's fleet growing due to their merger, and Rescar's expanding national network, we have applied the dedicated shop concept to our entire network of locations nationwide. With this change, Rescar now has 100+ locations including Service Drive, to save our customers valuable time and money. With the availability of the entire Rescar network, a car needing repairs will now be shipped to a nearby Rescar location in the region, reducing the down time for that car.

Throughout the years, Rescar has proven our dedication to providing the best service possible to our customer and partner, ExxonMobil, as both companies grow and evolve. Rescar will continue to pioneer new industry concepts in order to meet the changing needs of our customers. We can't wait to see what the future holds for our partnership.

Rescar College Scholarship



Rescar is pleased to introduce the Augustus J. Schieszler Sr. ("Mr. Gus") Scholarship Fund. We are proud of our employees' loyalty and dedication to their job. We feel one way of recognizing this commitment is by helping our next generation continue their quest for excellence.

The Fund will award 12 scholarships for the 2003-2004 college year. The scholarships are available for either 2-year or 4-year colleges.

Eligibility

The scholarships are available to the spouses (current) and children (high school seniors or older) of full-time Rescar employees and children of retired, disabled or deceased employees of Rescar. Full-time employees must have at least two years of service by January 1, 2003 and also must be employed by Rescar when the winners are selected later this spring. Retired, disabled or deceased employees must have completed the two-year requirement before their Rescar service ended.

Scholarship Awards

Ten Scholarships will be awarded for \$2000 for one year and will not be renewable. The last two scholarship awards will be for \$5000 and are renewable for up to four years, dependent upon the individual student's academic status.

The scholarships are awarded based primarily on academic achievement and need. Academic information can be obtained through your high school and submitted with application.

Application

Employees will soon be able to download an application from the Rescar web site (mid to late April).

We are excited about the opportunity these scholarships offer our Rescar family. Education is the best tool and gift that we can give our children for the future.

Customer Appreciation...

To: Scott Moore

Scott,
We appreciate the prompt and skilled assistance with the repairs to the ACFX leased cars that recently required gasket change-out due to incompatibility with the product we were running in these cars. Your Rescar team in the Augusta shop worked some long hours and stayed on the job until we had the problem resolved. It's good to know that we can get the assistance we need on such short notice. Once again, we appreciate a job well done.
Thanks.

Marshall Brewer
Rail Services Coordinator
ASCI/Austin Industries

To: MGMT District
From: Art Thompson
Re: Channelview Customer Service

In making my scheduled follow-up calls to customers I talked with Mary Nave of Old World. Mary was, as she always is, very open about what she thinks of Rescar and asked that I pass along that she is very pleased with the service she has received from Channelview and pointed out that even though she thought she knew what good service was in the past at Channelview, it is very apparent that they have stepped up to the next level.

Congratulations to the Channelview team.
WAY TO GO!

To: Larry Kozola, AllTranstek

Due in large part to the efforts of Mr. Kozola and his AllTranstek team, BP Chemicals has been able to take a more proactive approach to railcar fleet management than it was ever able to do before. Larry handles BP issues as if they were his own, he provides a high level of personal attention to our account, and he gets the job done every time. With this level of assurance as to his handling of the details, I and my BP team are afforded the time necessary to investigate strategic issues so that BP is able to take advantage of long-term opportunities as they present themselves to us. In the recent past there simply was not enough time nor manpower to capitalize on future-based concerns. BP very much appreciates Larry Kozola's efforts on our behalf, those of his team and his employer, AllTranstek.

Thanks Larry.

--Bill Steinke
Supervisor, Rail Operations & Equipment

To: Tom DeLafosse, Vice President, Quality Assurance

Marathon Ashland Petroleum is very pleased to have Rescar operating a class C shop and full scale cleaning facility on site at the Catlettsburg Refinery. Rescar was awarded the bid for this operation and began start up activities on July 1, 1995. Cleaning operations were completed and in operation April 1, 1996.

MAP Rail Fleet Operations Manager Larry McKenzie had been planning and making arrangements to have this type of facility on site since the mid eighties. Larry says that shop has met his expectations and Marathon Ashland Petroleum continues to help with improvements, most recently donating a fourteen by seventy foot office trailer along with obtaining funding for a new two car railcar "garage" completed early in 2002.

Rescar was able to requalify seventy tank cars and test fifty-five cars due safety valve tests in 2002 along with inspection and needed repair work on all inbound cars. Marathon Ashland Petroleum has benefited greatly by having on site cleaning to enable quick turn time when needs arise to swap cars in different product service or returning cars with leases expired. We have first hand view of quality of repairs Rescar makes because most cars go to our loading racks upon release from shop. With the visibility today on non accidental releases of product from railcars we feel fortunate to have this crew on our site.

With all this said about shops duties and requirements, Marathon Ashland Petroleum particularly appreciates Rescar's flexibility. We have constantly made requests of all their employees to complete tasks that fall outside normal day to day job requirements. They have helped us cut down considerably on lost loading opportunities, be it respotting a car on loading rack with a hand car mover or draining condensation from cars to allow loading hot material without having to shop cars for cleaning. We recently had to move to new offices due to construction of a new asphalt truck loading rack where our old office was and asked Rescar to help move all the furniture. They cheerfully assisted us without complaint. We have become accustomed to and maybe a little spoiled by Rescar's Catlettsburg crew's willingness to perform any task that they may be called on to do.

Rick Buckner
Marathon Ashland Petroleum

Spotlight on Rescar People



Sandi Boger

Sandi Boger is an administrative assistant at the Washington, IN plant. Sandi's commitment to helping other Rescar employees is admirable. Giving up her personal time over a weekend, Sandi flew to Elk Mills, MD to help train their new administrative assistant, Linda Sampson. Sandi provided critical administrative training on the computer system, invoicing, payables, Oracle and the Rescar process. After returning to her job the next week, Sandi continued to help Linda via the telephone, while keeping up her own workload. Sandi represents Rescar's best in helping others throughout the organization.



Randy Huey

Randy Huey started at Rescar in 1989 and was recently promoted to Paint Crew Leader for the DuBois plant. During his years at Rescar, Randy has always been willing to do whatever was needed to get a job done. Randy has done interior and exterior blast, interior and exterior paint, stenciling, final inspection and touch-up. He can even perform and direct shop maintenance in the paint shop, when needed. Randy is always looking for ways to improve his abilities. He is currently working to become a tank certified welder so that minor welding repairs can be performed on tank cars in the paint shop without the need to move the cars back to repair. Randy is a valuable asset to Rescar and the DuBois plant.



Andy McClure

Andy McClure was asked to serve as Interim Manager for Location 374 while their manager was out on leave. Andy put his organizational and leadership capabilities to work right away preparing for the location's first AAR audit. After only three weeks in his position, Andy was able to make a valuable contribution to the location...no exceptions were found on the audit. Congratulations Andy! The ability to step up and help out another location shows why Andy McClure is a true Rescar team player.



Mark Totten

Mark Totten is constantly working to grow Location 590 in Texas City, TX. By adding a fifth person to his location, Mark has achieved his growth goals for 2002. With an additional person on board, Mark is able to service his customer, Sterling Chemical even better. Sterling needed someone to perform an added tank valve preventative maintenance program and Mark realized that the Location could handle this extra work if their crew was larger, so he made it happen. Mark is an excellent example of how Rescar finds solutions to help our customers do their business more efficiently.



Dale Yarborough

Dale Yarborough is on the move again. Dale recently was selected for the Rescar Troubleshooting team. After recently moving to Houston and working in the mini-shop, Dale felt he was ready for the next challenge. Melvin Shrewsbury realized that Dale could put his six years of experience to work for Melvin's team and both agreed that this new position for Dale would be a good fit. The Troubleshooting team is happy to have Dale aboard.

Rich Mahlon

During his 15 years of service to Rescar, Rich Mahlon has been contributing to the success of the company and the DuBois facility. After starting as a cleaning apprentice in 1986, Rich has worked his way through the ranks. In May, 1992 Rich was promoted to the position of Quality Assurance Administrator/Outbound Inspector for the DuBois plant. Rich has been instrumental in implementing the Appendix T requirements for the quality assurance program at DuBois. He is also responsible for updating all revisions to control manuals and the maintenance of the NDT personnel records. He maintains the calibration records for all measuring and test equipment and ensures that the equipment is kept up-to-date. Rich also takes an active role in training employees handling record-keeping and paperwork. The DuBois facility continues to benefit from Rich Mahlon's commitment to this job!



Jeff Hayes

Location 400 has a new tool building due in large part to the effort of Jeff Hayes. Realizing that the Location's existing tool shed was ready to fall down, Jeff took the initiative to start the building process for the new one, Jeff poured the concrete, laid the brick and put the roof up. We truly appreciate his dedication and extra commitment. Jeff's determination and hard work are true examples of a Rescar star!



George Taylor

George Taylor is Location 270's Maintenance Supervisor. After three years with Rescar, George has proven that he can be counted on to get the job done! He is on call 24-7 and is frequently called back to the shop for an equipment problem during the second shift or over the weekend. The employees know that they can count on him. George is critical to the operation of his shop. Location 270 relies on his expertise, knowledge, teamwork and dedication to his job and Rescar.



Gary Hewitt

Gary Hewitt likes challenges. In his 29th year at Rescar, Gary could just relax and keep doing the job he has, but he likes the process of learning. So when Troy Meadows asked Gary if he would like to switch from the repair side to cleaning, Gary decided this was a good way to learn a new segment of the railcar business. After three years as Assistant Manager for Troubleshooting, Gary is now the National Sales Manager of Cleaning. Gary likes to work with people and this new job will give him the opportunity to travel and meet a variety of Rescar employees. The new position lets Gary "spread his wings." As with his other positions, Rescar expects Gary to soar with his new responsibilities.



David Waldo

David Waldo, lead man in the cleaning department for Channelview, has been assuming extra responsibilities for the location. David answered the call to take on different tasks to alleviate the stress caused by a large volume of cars. Without hesitation or difficulty, David has stepped up to handle these additional duties. David's job requirements include assisting in managing the GP rack, high pressure rack, sandblast and grit blast. He also oversees waste disposal and leads the toolbox meetings each morning, in addition to leading the status and switching meetings at different times throughout the week. David's hard work and contribution to many areas of the cleaning department has resulted in the location's excellent reports in the past.



Promotions – 2002

We would like to congratulate the Rescar employees listed below and on the next page on their promotions. These men and women were promoted because of their excellent work and dedication to their job performance during this past year. Each one should be proud of their accomplishment.

Loc #	Employee	Previous Job Title	Promoted To
260	Luis Carolos Almeida	Cleaning Apprentice	Repairman
215	Dennis M. Arenas	Cleaning Tank Mechanic A	Cleaning Leadman
305	Daniel A. Balboa	Car Repairman	Minishop Manager
477	Charles L. Beam	Minishop Crewleader	Minishop Manager
240	Brandon J. Billock	Cleaning Apprentice	Switchman B
160	Randal K. Bishop	Repair Crewleader	QA Administrator
954	Tammy Blalock	Billing Clerk	Billing/Office Manager
482	Jeremy J. Bourgeois	Minishop Repairman	Minishop Leadman
382	Jamie L. Braley	Quality Assurance Admin.	Minishop Manager
160	Michael W. Brawley	Repair Apprentice	Repair Crewleader
700	Rocky L. Campbell	Cleaning Blaster B	Switchman A
260	Felipe V. Castro	Inspector	QA Administrator/Inspection
488	Ralph E. Cooke	Cleaning Operator A	Minishop Leadman
949	Jack A. Crook	Mini-Shop Manager	Facility Compliance Mgr
915	Thomas E. DeLafosse	Director, Alltranstek	VP, Quality Assurance
550	Ronald D. Duke	Minishop Repairman	Minishop Carman
400	Gary R. Elkins	Minishop Carman	Minishop Crewleader
940	Betty Anne Ernst	Receptionist - Corporate	Training & Office Svs. Coordinator
488	Josh M. Eyler	Cleaning Apprentice	Cleaning Operator B
140	Genarro F. Federico	General Foreman	Plant Manager
140	Jesus M. Flores	Repair Apprentice	Car Repairman
397	Rexford B. Greer	Minishop Asst Mgr	Minishop Manager
949	Jeffery W. Halstead	Director, In-Plant Svs.	Vice President
150	Jack V. Hanson	Welder	Repair Crewleader
265	David J. Herzog	Apprentice	Carman A
250	James R. Hess	Paint Stenciler B	Paint Stenciler A
455	Gordon L. Hintz	Repairman	Minishop Manager
545	Jody B. Hoffman	Minishop Repairman	Minishop Leadman
379	Jesus J. Jasso	Minishop Apprentice	Cleaning Tank Mechanic B
750	Matthew R. Johnson	Senior Consultant	Manager, Client Services
935	Jason J. Kehm	Minishop Apprentice	Sales Representative
240	Barry W. Kinney	Repair Apprentice	Repairman
210	James A. Kizzie	Switchman A	Switching Crewleader
240	Donald L. Kline	Repair Apprentice	Switchman A
150	Michael Lacy	Repair Apprentice	Repairman
670	Homero Lopez	Welder	Minishop Leadman
670	Otoniel Lopez	Minishop Leadman	Q.A. Administrator/Inspection
270	Stacy R. Lyle	Carman A	Inspector
140	Jose M. Marquez	Repair Apprentice	Car Repairman
403	Jeffery C. Mathis	Minishop Asst Mgr	Minishop Manager
290	Brian L. McAllister	General Foreman	Mgr, Production/Administration
444	John Gregory Miles	Minishop Repairman	Minishop Carman
949	Scottie L. Moore	Mini-Shop Manager	Facility Compliance Mgr
290	Robert N. Nickle	Repairman	Repair Leadman
110	L. Jill Norris	Admin. Assistant	Purchasing Agent
377	Stephen D. Overcash	Minishop Repairman	Minishop Crewleader

Congratulations!

Loc #	Employee	Previous Job Title	Promoted To
475	Robert Lee Phillips	Minishop Repairman	Minishop Carman
260	Jose I. Reyes	Cleaning Crewleader	Inspector
110	Casey Ann Rhodenbaugh	A/P Data Processor	Admin. Assistant
420	Bobby Robertson, Jr.	Minishop Manager	Area Manager
275	Rohn G. Sanders	Cleaning Apprentice	Cleaning Leadman
140	Jorge Santamaria	Repair Apprentice	Car Repairman
945	Jeffrey Schieszler	Plant Manager	Regional Manager
700	Steven J. Schrantz	Minishop Crewleader	Minishop Leadman
271	Roger K. Seckinger	Paint Crewleader	Paint Supervisor
110	Julia M. Sellers	Billing Clerk	Administrative Assistant
250	Chad D. Shilala	Painter B	Painter A
265	Donald E. Shriver	Cleaning Crewleader	Cleaning Foreman
584	Daniel L. Sims	Minishop Repairman	Minishop Asst Manager
490	Jeremy M. Speelman	Minishop Apprentice	Minishop Manager
250	Deryk R. Spicher	Paint Apprentice	Painter B
577	Ryan L. Styron	Minishop Asst Mgr	Minishop Manager
455	Phillip W. Summers	Welder A	Minishop Repairman
597	Mark W. Swann	Minishop Asst Mgr	Minishop Manager
215	David Waldo	Cleaning Leadman	Cleaning Crewleader
210	Fredrick M. Washington	Repair Carman	Inspector
340	Keith W. West	Minishop Repairman	Minishop Leadman
377	Brian James Wilkus	Minishop Apprentice	Management Trainee
270	Chadwick L. Wilson	Inspector	QA Administrator
915	Austin D. Yarborough	Minishop Asst Mgr	Troubleshooting Cust Service Rep
215	Hector Zaragoza	Cleaning Operator B	Cleaning Operator A
940	Heidi Zaragoza	HRIS Coordinator	HR Administrator

Honorable Mentions

Below is a list of Rescar employees or locations who were nominated for a Success Story by their peers. We wish to recognize each one for this accomplishment.

Dwight Franck	Location 150
Howard Moses	Location 410
Margaret Garcia	Location 460
Donna Stinson	Location 450
	Location 610

Rescar Quality Mission Statement:

We will perform all services with defect-free workmanship for all of Rescar's customers, both internal and external.

We will understand the requirements of our jobs and conform to those requirements at all times.

We will do it right the first time.

From: Recognition Committee

**Via
InterOffice
Mail**

**To: Rescar Employees
Work Location**