



Newsletter

REDDY ICE NEWSLETTER

MARCH/ 2020



Lead Driver from Nashville, TN, Juan Holbert refilling Walmart's freezer with a smile.

We Appreciate You!

To all of our team members working on the front line to serve our customers and communities, we appreciate you! Reddy Ice is the company that it is because of the great people we have working here. We want to give a special kudos to all employees who dedicate themselves to their work no matter what the odds are!

Distributor Conference



Milana Martinez, Erica Salas and Neelu Sethi

Reddy Ice's distributor operations team hosts a distributor conference once a year to inform all of our distributor partners. During the conference, our leadership team updates the conference attendees on the business' current state of affairs and departmental improvements. This informative event allows our distributors to have face-to-face interaction with the Reddy Ice team. Take a look at our team enjoying themselves at the conference!



Neelu Sethi and Gay Dyal



The Reddy Ice Team at the 20s-themed party.

CARE Training

Reddy Ice Care training is a defensive driving safety program that all individuals driving a Reddy Ice vehicle must attend each year. In the day-long training, drivers experience a tailor made curriculum that focuses on safe practices for driving and delivering ice. We appreciate all that Reddy Ice drivers do to ensure we achieve our **Mission2Zero!**



Field Equipment Service Technicians: Brandon Riojas, Chris Creighton, Said Abdullah, Braulio Parra and Miguel Ledesma from Central Valley, California.



Chris Rathbone, Mitch Penticoff, Nick Manchego, Saul Casillas, Chris Hancey, and Mason Miller at the Salt Lake City, Utah Care Training Class.



Brandon Riojas, Chris Creighton, Said Abdullah, Braulio Parra and Miguel Ledesma from Central Valley, California going through CARE Training.



Rob Ientz, Matt Back, Ewon Burton, Korey Kogan, Joey Tasher, and Raymond Kwek from Colorado Springs, CO.



Charles Weade, Jeff Coffey, Justin Elk, Robert Forte, John Kaendera, Paul Moore, Bryce little, Lamar James.

Reddy Ice Way

This February we announced the latest DC, Plant & Market of the Year. Not only did we announce these winners but also the new criteria that must be met in order to win the 2020 DC, Plant & Market of the Year and Quarter. In order to maximize the overall efficiency of how we do business, the continuous improvement team has implemented ORE and OEE objectives. These are two of the main initiatives that we are driving within operations this year.

What is O.E.E.?

OEE stands for Overall Equipment Effectiveness. O.E.E. is an integrated metric most useful to understand the entire effectiveness of a piece of equipment. It gives a good indicator of where to focus continuous improvement activity in order to get more efficient. It is expressed as a percentage. O.E.E. calculation = Availability x Performance x Quality. The first measurement measures machine Availability. Example: Availability (A): 480min total minutes available in an 8 hr. shift. We then take all our scheduled downtime and subtract it from our 480 available minutes. Example: We plan on a safety meeting (10min) minus lunch breaks (30 min) minus change over time (10 min) minus any planned maintenance (10min) = 420min (7hrs). Performance is our second measurement of the O.E.E. calculation. We measure Theoretical capacity vs Daily performance. Theoretical bags per min is calculated as the best the process can run. Example: 42 theoretical bags per minutes x 60 min x 7hrs = 17,640 total bags in a 7hr shift. We then divide the total bags that were actually ran in a 7hr shift. In our example will use 16,700 as the bags we actually ran. Quality (Q) it the third measurement in O.E.E. We then calculate the total defect bags run in a shift and subtract it from the total bags ran in a 7hr shift (16,700 minus the total defective bags 200). Example: 16,700 total bags ran minus 200 defective bags = 16,500 bags. We then take all three measurements and multiple them together. Example: O.E.E. Calculation: Available Time (420/480) = 87% Theoretical Bags per min (16,700/17,640) = 95% Quality (16,500/16,700) = 99%. (A) 87% x (P) 95% x (Q) 99% = O.E.E. of 81%. This enables us to reduce machine downtime to ensure that, **every production hour counts!**

What is O.R.E.?

O.R.E. stands for Overall Route Effectiveness. O.R.E. is an integrated metric used to understand the entire effectiveness of a given delivery route. This allows us to see where we need to focus continuous improvement activity in order to get more efficient at delivering ice. O.R.E. considers three metrics to understand if we did well within a given route. The first measurement takes into account our time performance. It is Planned route time ÷ Total time worked. Example: A driver worked an 11 hr. day. The route was planned to take 10.5 hours total. Time Performance would be calculated as $10.5 \div 11 = 95\%$. The second measurement of ORE is Unit Performance. We track Units sold ÷ Planned units. Example: The units planned on the manifest showed 1500 total units to be sold. The driver delivered and sold 1350 units. Unit performance would be calculated as $1350 \div 1500 = 90\%$. The third measurement is Service-as-Scheduled-Sequence: This tells us how we performed our routes in sequence. Example: Completed in sequence is defined as the number of times the driver went to the next consecutive planned stop (e.g. going from stop 1 to stop 2). In the example below, there were 10 planned stops. There were seven instances where the driver went to the next planned stop. SASS would be calculated as $7 \div 10 = 70\%$. We take all three measurements to calculate total ORE. Time performance x Unit Performance x SASS. Example: If Time performance is 95% and Unit Performance is 90% and SASS is 95%, then our ORE on the route would be $95\% \times 90\% \times 95\% = 82\%$. This enables us to look at our routes to make sure that when we deliver ice, **we make every route count!**

The overall theme of The Reddy Ice Way is to focus on **making everything we do count!** By doing so, we can always ensure that we are providing world-class customer service to ALL of our customers.



Reddy Ice Way Lean ORE training with the Phoenix Market, led by Mark De La Piedra and Russ. Hase.

National Nutrition Month

TIPS FOR FAST & SIMPLE MEALS

Homemade foods are healthier than overly processed or restaurant meals. Take-out foods and prepared foods are generally much higher in fat, salt, sugar and calories than home-cooked foods.

If the thought of making dinner exhausts you, below are some tips to ease the burden of getting food on the table during your busy week. Know that not only is it perfectly okay to serve simple meals, it's smart! Simple, easy to prepare meals can be just as tasty and healthy as meals that take hours to prepare.

ON-THE-GO MEALS Just wrap-it! Tacos to-go, pita stuffed with salad and tuna, veggies wrapped in a whole-wheat tortilla with shredded cheese and hummus.

COOK ONCE- EAT TWICE Make extra of meals everyone enjoys, or even double them! Fill your oven every time you turn it on. Freeze extra in individual portions to have for lunch later in the week.

MAKE YOUR OWN SNACKS To avoid consuming junk food, stock up on good, portable snacks, including fruit, veggies and hummus, low-fat Greek yogurt, dried fruit and nuts or low-fat cheese and whole-wheat crackers. You are more likely to choose healthier options if they are easy and available.

COMMIT TO MEAL PLANNING Planning ahead is important for healthy eating, even more so when your schedule has you on the road. Prepare by cutting up vegetables, grilled chicken or cooking a batch of brown rice ahead of time. When you prepare ahead of time dinner can be pulled together in a few minutes.



For more great health tips visit:

www.healthline.com/nutrition.

APRIL IS #NATIONAL STRESS AWARENESS MONTH

TAKE CARE OF YOUR ENTIRE WELL BEING!

This COVID-19 outbreak can get a bit overwhelming. We want you to stay healthy. That includes your mental wellbeing.

ALL EMPLOYEES have access to the Resources for Living

Here is how it works... With phone counseling, you can receive immediate, personalized help.

- Speak with a counselor anytime, anywhere.
- Professional help without having to travel to an office appointment.
- Connect with a clinician who will work with you to help resolve problems and reach goals.
- Easy 24/7 access to clinicians.
- Personalized attention to your needs.
- Multi-lingual accommodation.

Confidential services are available 24 hours a day, 7 days a week. Call 800-955-6422 or visit resourcesforliving.com. Username: reddy ice Password: eap

Additionally, Regular Fulltime employees enrolled in a Reddy Ice Medical plan can contact a Wellview Health Advisor to set your healthy living goals and get started on a personalized plan.

You can request an appointment for a counseling session with a Mental Health Specialist, a Registered Dietitian, Personal Trainer or other Wellness Advisor categories. Visit <https://wellviewhealth.com/schedulewithwellview/>. You may also reach out to them directly at (877) 293-9355 or concierge@wellviewhealth.com.

COMING SOON- OFFICIAL LAUNCH IN APRIL!



When you hear the word GYM most people think of two things: COST and EXERCISE! With the New GYMPASS benefit, you will have a new outlook.

Think "ACTIVITY" – Exercise has become a naughty word with a negative reaction. Wellness and fitness is more about movement and activity. It is not how many miles you ran/walked or how many burpees you can't do. Gympass can give you access to many different activities.

Think "INVESTMENT" – Let's face it, gym memberships are a non-essential when it comes to your finances and demand on your time. Gympass provides access to many different gyms and activities near you at a rate nearly 50% or lower than the cost of a single membership. It is more about an investment in your health and wellness with a potential to pay off in reduced health care expenses.