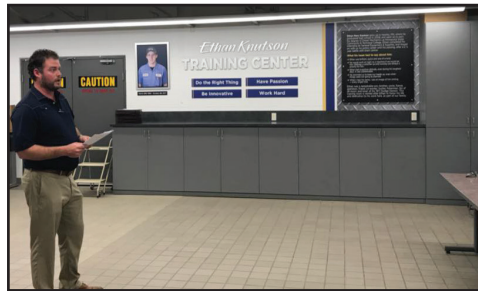


Partners in Performance

May 2018

Ethan Knutson Memorial

Thank you to everyone who came to the unveiling of Ethan's memorial in the 4300 training center and stayed after to take part in the auction. We had an amazing turn out and that day reminded us once again of how much we are all like family. We show up when it matters and are a unified team when things need to get done. — Steve Stafki



Hats Off to the Graduates

On May 11th, we proudly celebrated the graduates of the North Dakota State College of Science KOMATSU program! These men started their jobs the following Monday. You read that right! ALL of these graduates gained full employment at our various branches just 48 hours after leaving campus. Here's to a career that is charged with passion, hard work, continued learning and fun!



Our mission is to provide our customers the highest quality construction equipment available and to protect their investment in us by employing the best people, expertise and technology in the industry.

Here Fishy Fishy

We had our first two tournaments this year. We won Day 1 of the Reel Country fishing tournament. Day 2 didn't go as well even though we caught all our fish. They were not big ones.

On Day 1 we brought in 6 for 19.41 lbs. One of the five best bags ever brought in for this tournament.

We can't thank you enough for supporting us and letting me take the time to do these tournaments. — Don Wacker



Sales  Rental  Parts  Service

Our Core Values

DO THE RIGHT THING:

With all team members, business partners, our customers, vendors and communities.

HAVE PASSION:

Always, in everything we do.

BE INNOVATIVE:

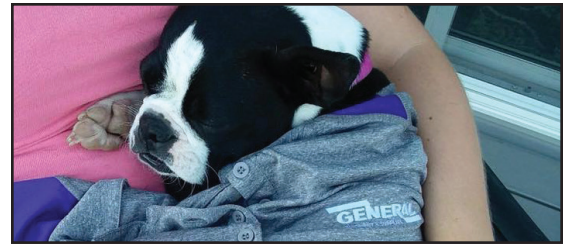
Bring ideas, challenge the status quo and think creatively.

WORK HARD:

Put in the time required to get our work done, on time and right.

Puppy Apparel

Thanks to Ashley Powlish for this cute photo. It's fun to see our furry friends sporting our gear too!



CORE VALUES CHAMPION

Brady Taylor (CSSR, Shakopee) y All Four Core Values

I want to say thank you to Chris and Brady for today's challenging efforts on getting Estevan Mine up and running so expediently. Estevan Mine called in a panic that they required two adapters for their new Nemisys bucket. This started the day off. We managed to get the adapters on Provincial Courier and they received them by 3:30pm that afternoon. Then the mine was in a panic to get some D10 dozer edges. We got them shipped out and the customer received them the next day. They then realized that they needed to install a lip and a lower wing shroud, and didn't have any pins. Between Brady and Chris finding them, and getting them shipped out via Capital Cab Regina, we got them to Weyburn where I met the driver and paid the fare. We had the pins to mine site by 3:30pm. Everyone at Estevan Mine was so grateful for General Aggregate's efforts on this as the 9020 dragline was down.

Estevan Mine had some internal inventory issues going on with tracking parts incoming and outgoing, which led to their urgent needs. I am proud of our team and how they pulled together to get a customer out of a catastrophic situation. Considering Chris was in Winnipeg and I was in Estevan, this all got thrown on Brady's shoulders. Thank you Brady for being so calm under fire and getting everything shipped. Problem solved. Thank you guys for everything. Job well done! —Tom Tedford



Teamwork Makes the Dream Work

Kudos to Micah Tysver, Ed Branquinho and Chuck Rieselman. These guys took an upset customer and got it turned around. to where they reached out and thanked us for what our guys did. How our team reacted and came together was impressive. Thanks guys! — Don Kern

Getting It Done

Shaun Montgomery was at a job at Duinink Brothers today and was right in the thick of things, working his butt off to get the machines up and running. So much that the customer Jeff Marcus from Duininks, said Shaun was a hard worker with a great personality and that he needed to be commended, because there is not much that impresses Jeff. I am proud to be on the same team as Shaun. He not only worked effectively through some frustrating times but maintained a positive attitude. Thank you, Shaun! — Chris Woodwick

High Scores

I wanted to thank you (Daniel Bruns) for taking the time to attend the Telescopic Level 2 course. You did an excellent job hitting the ground running on the course material and I hope you gained a good base of knowledge to take back to your dealer. I have included your final test score below and I would like to point out that your score was well above the average for the class. It was very nice to meet you and I hope to see you in for our Lattice Level 2 class sometime in the future.

— Jason Hauser of Link-Belt

Excellence in Service

Jeff Swanson called and was having problems with a thumb on his Kobelco this winter and called in for service. He wanted to share with me how appreciative he was with how responsive we were in getting someone on site to get it going. He said the techs (Jeremy George and Doug Erickson) showed up in a matter of hours and were great to work with and very professional.

He said he has never been treated as good. General Equipment handled this in a superior way from the start of the sale to the follow up, and service. He said he understands he is a small player in this market, but due to the treatment he has received from us he will only be using us for his equipment and service needs going forward.

Nice work guys! Awesome to get a call like that from a customer when their machine is down compared to the alternative.

—Tom Hamm



Happy Anniversary!

Kevin Paulson Transportation Manager, Fargo	28 years 5/21/1990	Joe Sahr Service Foreman, Fargo	10 years 5/19/2008	Robert Rakness Yard Coordinator, Minot	4 years 5/19/2014
Steve Stafki VP of Service, Fargo	23 years 5/30/1995	Michael Freier Field Service Technician, Sioux Falls	7 years 5/9/2011	Timothy Ricke Inspector/Yard Coordinator, Bismarck	4 years 5/27/2014
Jason Mahrer Technical Trainer, Fargo	21 years 5/12/1997	Ashley Powlish AP Lead, Fargo	7 years 5/23/2011	Shaun Montgomery Aggregate Apprentice II, Shakopee	3 years 5/4/2015
Ryan Kallstrom Technical Advisor, Fargo	20 years 5/11/1998	Dave Grandalen CSSR, Fargo	6 years 5/7/2012	Jacob Hodenfield Aggregate Welder, Fargo	2 years 5/23/2016
Don Kern VP of Aggregate Sales, Fargo	19 years 5/10/1999	Joshua Gebhardt Service Technician, Fargo	6 years 5/15/2012	Kyle Orians Parts Counterperson, Sioux Falls	2 years 5/23/2016
Judd Frith Shuttle Truck Coordinator, Fargo	18 years 5/15/2000	Clinton Silkman Service Technician, Bismarck	6 years 5/30/2012	Brandon Bleecker Service Technician, Fargo	2 years 5/31/2016
Chad Brunner Service Technician, Minot	14 years 5/17/2004	Debbie Neels Sales Assistant, Fargo	5 years 5/7/2013	Presly Sadek Service Technician, Fargo	2 years 5/31/2016
Corey Kuntz Service Foreman, Bismarck	12 years 5/10/2006	Thomas Volk Heavy Haul Driver, Fargo	5 years 5/13/2013	Tyler Sandvig Service Technician, Fargo	2 years 5/31/2016
Joshua Gessner Field Service Technician, Minot	12 years 5/15/2006	Kris Akervik Sales Representative, Shakopee	4 years 5/7/2014	Jessica Johnson Payroll Specialist, Fargo	1 year 5/8/2017
Ryan Knudson Service Manager, Fargo	11 years 5/14/2007	Jeff Christianson Service Technician, Fargo	4 years 5/14/2014	Carson Wessel Komatsu Program Intern, Shakopee	1 year 5/30/2017
Joe Wilhelm Resident Field Technician, Fargo	11 years 5/14/2007	Stephen Allmendinger Service Technician, Fargo	4 years 5/19/2014		

Welcome New Team Members



Andrew Filter
Aggregate Technician
(Rehire in Shakopee)
*Enjoys working on anything
with an engine.*



Jeremy Orr
Apprentice Electrician I
(Shakopee)
*Enjoys nature and considers
himself a funny guy.*



Leo Schmitz
Parts Manager
(Williston)
*Hard working and enjoys
time with his family.*



Jacob Simonton
KOMATSU Program Intern (Minot)
Likes hunting and camping.



Grayden "Sam" Cooper
KOMATSU Program Intern (Bismarck)
Likes to hunt, fish and sport shoot.

AED Certified

Congrats to the technicians who successfully completed the Association of Equipment Distributors Certified Technician test. AED is a North American organization made up of hundreds of equipment distributors throughout the USA and Canada. AED works tirelessly on behalf of equipment dealers to promote the industry, push for positive legislation, and to be a leader in equipment industry training.

Fargo branch recipients pictured, back row L to R:

- Tyler Sandvig
- Eric Cullen
- Ron Zemlicka-Hayes
- Stephen Allmendinger
- Dakota Putzke
- Jeremy Lichtenberger
- Nathan Hennix
- Kyle Zilmer

Front row L to R:

- Ryan Kallstrom
- Trevor Johnson
- Landon Caughey

Not pictured from Fargo:

- Ryan Knudson
- Joe Wilhelm
- Alex Lass
- Isaac Stone

Technicians not pictured from other branches:

- Chad Brunner of Minot, ND
- Dustin Anderson of Minot, ND
- Michael Geiger of Bismarck, ND
- Ethan Gangl of Sioux Falls, SD
- Ken Smithey of Sioux Falls, SD
- Grant Davis of Sioux Falls, SD



Hairy Situation

Eddie Murphy, Parts Counterperson in Fargo, has finally shed 15" of hair. He has been growing out his hair since last July and is giving it to Locks of Love. This is his first donation to help the organization, which donates wigs to patients with cancer. Our company will also be giving a monetary donation to send along with his hair. Way to go, Eddie!



Two Times the Toughness

Rick and Brook Ramirez welcomed twins Penelope & Noah (grand babies of Kyle Hanson in our Fargo Aggregate shop) into the world at 23 weeks. Each weighed barely over a pound and had to fight for their lives. They both endured invasive surgeries, battled to breathe and gain nutrients, and fought off infection. They spent a great deal of time in the NICU, but came out strong. We were excited when they got to come see us at GES. Thank you to all those that supported them during a tough time.



Service Photo Contest

Congrats to Jason Dunbar for getting 1st Place, and Landon Caughey for taking 2nd.

