

Kicking the Year Off in Parts & Service

Jon Nelson, CSSR Manager held his annual CSSR meeting for the U.S. company January 3-4, in Fargo. The meeting was kicked off by Jon Shilling, President. He did a 2017 year-in-review and also covered the outlook of our company for 2018 and beyond. We revisited our core values and mission statement, and the success of our Final Drive contest to end the year strong.

We had the following sales reps in for product updates and sales tools to improve our complete product offerings: John Schmelka of ESCO, Aaron Rodger of Beltway, Marc Lefebvre of RMT, Mike Kunin and Ben Hogan of Komatsu, and Matt Armstrong of Major Wire. Other presenters were: Ann Pollert on Action Selling, Culture and Customer Service. Steve Stafki on Service topics, Sara Frith on Credit updates, Brett Wagner and Jeanne Larson, on Sales Quote Tool, Ross Michels on CRM and Erika Peterson on Marketing.

It was a great meeting and a lot of information was shared. We are looking forward to a great 2018 and continuing to build on our culture. — Jon Nelson



Two Decades of Success

We were recognized for our 20-year partnership with ESCO at the Executive Breakfast Meeting, during the AED Summit. Presenting the award is Cal Collins and Randy Jones, and accepting the award are Jon Shilling and I.

There is a lot that goes into managing pricing, inventory, shipping/receiving, selling and installation of ESCO products. The relationship has been successful for 20 years, because of the hard work and dedication of the CSSR's, Parts Managers and all Parts Personnel. —Steve Berdan



Steve Berdan, Cal Collins, CEO and Chairman of ESCO Corp, Randy Jones, General Manager of North American Sales, and Jon Shilling

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.

Power Generation

Kurtis and I attended Power Gen International. We learned a lot, met some good contacts and even had a little fun on Fremont Street. — Chris Coffin



Chris Coffin, Mike Morris from Cummins and Kurtis Lemar



Chris Coffin with George (left) and Mark (right) from Deep Sea PLC

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.



Coming In Hot When It's Cold

"Tell your service guys thank you for the prompt service. I understand the complexity during these cold winter days. And thank you for organizing everything!" — Email to Wayne Slinger from Rick Hansen, Maintenance Supervisor at American Crystal Sugar

Getting it Done in IT

I just wanted to pass along an atta boy on Jeremy Osborne. He's helped me on several occasions, and has really helped me the past couple days with computer issues. He's been extremely friendly, courteous, and works with urgency. I've really appreciated everything he's done! I've heard this same thing from others in Shakopee as well. I just wanted to pass this along to you as I know you guys probably don't get a lot of feedback once you've fixed someone's problem. Wanted to give credit where credit was due. Thanks for all you guys do to keep us running! — Derek P. Anderson

Sent Off With a Smile!

We wished Shipping & Receiving Clerk Vincent Yaskowich in Regina the very best in his retirement! Vincent's last day was January 31st and we know he is excited to enjoy the retired life. Some of his plans include being able to have time to work in his shop and hopefully go on an Alaskan cruise.



Vincent and Chris Rogers

The employees in Regina had a lunch to celebrate Vincent. He had a big smile on his face knowing it was his last day! We will definitely miss him in the Regina branch, but are happy to see him ride off into retirement.

— Marti Jensen

85 Years Strong

We were proud to present Weisz & Son's with a birthday gift to celebrate their 85 years in business. Bernie loved his rock!



Multi-Talented Technicians

In an effort get more photos of our equipment in the field, I had a contest in January for technicians. The winners are below. Thank you to everyone who participated. — Erika Peterson



1st Place: Derek P. Anderson, Shakopee



2nd Place: Jason Dunbar, Fargo



3rd Place: Grant Davis, Sioux Falls



Happy Anniversary!

Josh Wurgler Parts Manager, Fargo	17 years 1/22/01	Jeffrey Gilmore Field Service Technician, Sioux Falls	8 years 1/18/10	Christine Wessel Warranty Administrator, Shakopee	5 years 1/28/13
Jeffrey Weigel Aggregate Technician, Bismarck	14 years 1/14/04	Paul Sindt Inspector, Sioux Falls	8 years 1/18/10	Brian Heidrich Janitor, Fargo	4 years 1/27/14
Matt Johnson CSSR, Fargo	11 years 1/29/07	Ken Smithey Service Manager, Sioux Falls	8 years 1/18/10	Ed Branquinho Sales Representative, Iowa	3 years 1/2/15
Ross Michels Business Systems Manager, Fargo	10 years 1/30/08	Jeremy Lichtenberger Field Service Technician, Fargo	7 years 1/24/11	Meloni Giroux Executive Assistant, Fargo	3 years 1/14/15
Tom Tedford CSSR, Regina	8 years 1/11/10	Clinton Wall Parts Counterperson, Winnipeg	6 years 1/16/12	Anna Derkacht AR Specialist, Fargo	2 years 1/26/15
Frank Fryer Field Service Technician, Sioux Falls	8 years 1/18/10	Chad Ransom Customer Finance Manager, Fargo	5 years 1/28/13		

Welcome New Team Member



Tom Pingel
Komatsu Intern (Fargo)
Enjoys camping and hunting.



Candace Walz
Receptionist (Fargo)
Busy volleyball mom, who is the secretary of Red River Infinity Volleyball, and enjoys riding motorcycle with her husband.



Theron Lutz
CSSR (Bismarck)
Enjoys fishing and hunting.



Dave Monsour
Apprentice Electrician
(Re-hire, Shakopee)
Enjoys fishing and hunting.



John English
Heavy Haul Driver
(Re-hire, Fargo)
Enjoys riding his Harley in the summer and snowmobiling in the winter.

On Your Honor

Congrats to the NDSCS Komatsu students that were named to the NDSCS President's Honor List for Fall 2017 semester! GES students Carson Wessel, Lane Olesen, Ethan Gangl, Kyle Zilmer and Tyler Sandvig all earned a grade point average of 3.5 or higher.

Employee Appreciation Party “Come As You Were”

It was my first year leading the company party as President, and I must say I was happy to get my first official speech out of the way and spend the rest of the night having fun with our awesome team! We really are like family and that is how I always want it to be. Thank you again to the planning committee for all of their hard work. Below are the anniversaries we celebrated and the drawing winners who took home a Traeger Grill, gift cards and more. — Jon Shilling



5 YEARS: Pictured with the Executive Team are Kevin Hoverson, Clinton Silkman, Dave Grandalen, Josh Gebhardt, Damon Johnson, Jeremy George, Chris Rogers and Dakota Putzke. Not pictured are Ryan Hokenson, Gary Lane, Clinton Wall, Gary Johnson and Nicholas Nelson.



10 YEARS: Pictured with the Executive Team are Shelli Elverud, Matt Johnson, Jeff Wallis, Ryan Knudson, Joe Wilhelm and Kevin Winterton. Not pictured are Dean Stalheim and Chris Woodwick.



20 YEARS: Pictured with the Executive Team is Jason Mahrer loving on Jon! Not pictured are Kyle Hanson and Jodie Reil.



Congrats to the drawing winners of the evening! Pictured with Kurtis Lemar, Sara Frith and Meloni Giroux, who were on the planning committee, and Jon Shilling, are the winners Kevin Winterton, Okax Rodriguez, Derek Anderson, Alex Lass, Kevin Galbraith, Greg Bodon and Alex Christensen.

Nebraska Concrete & Aggregate Association Event

The annual meeting for Nebraska Concrete and Aggregate Association (NCAA) was held in Lincoln, Nebraska on January 10th. Attending from GES were Micah Tysver, Gerry Fangman and Aaron Van Der Stoep. We had quite a few potential customers stop by to visit our booth, which allowed us to introduce ourselves and what we can offer. This particular event was focused specifically on concrete construction. However, several concrete manufacturers in attendance also have aggregate operations and/or aggregate resources, which made for productive discussion and potential opportunities. We are excited to continue to expand our company the right way, by seeking out areas where we can make the greatest impact and grow smart. — Micah Tysver





Journey to Health — Steve Stafki

When I turned 45 I realized that was the age my oldest brother had his first heart attack. I didn't want to become a statistic and wanted to see my kids grow up. I'd made a lot of bad choices when it came to my diet over the past 10 years and decided it was time to change. I was sick of the fat jokes and could only blame myself for how I looked and felt. Coupled with the fact that we as a company needed to change, I felt that if GES can change, I can change. So just like with Traction, I set Rocks for myself, made sure I was doing my "To Do's" and addressing any issues that came up.

Steve at 270 lbs, (highest weight) Steve (now) with his wife Karla I've lost 90 pounds through walking and making smart choices about what I eat. I've eaten more vegetables in the past year than I did for the previous 10 years I bet. I'm off the blood pressure medication I was on and my cholesterol is the lowest it has been since I started going to my doctor over 25 years ago.

Next I knew I had to quit chewing tobacco. That scared the crap out of me. It took quite a while to work up the courage, but on November 26, 2017 I had enough. I stopped chewing, went through three days of HELL, and made it to the other side. Through that tough time, I depended on my family to brighten my day and I made sure that my attitude didn't cause the people I love to have to pay for me trying to quit chewing. I consciously decided I was going to be happy each day and I made it through.

Today, I weigh what I weighed when I graduated from Army Basic Training back in 1992. It was a long road and I had some pretty amazing cheerleaders along the way. I am especially grateful to Meloni and Debbie for cheering me on!

Mostly I am just happy that I have given myself a better chance at growing old with my wonderful wife Karla and seeing my amazing kids grow up and experience life.



Learning from Laura

Steve Berdan and Jon Shilling, had the opportunity to hear Laura Ingraham speak, and meet her afterwards. She was the keynote at the AED Summit. Laura is an American TV and radio talk show host, bestselling author and political commentator.



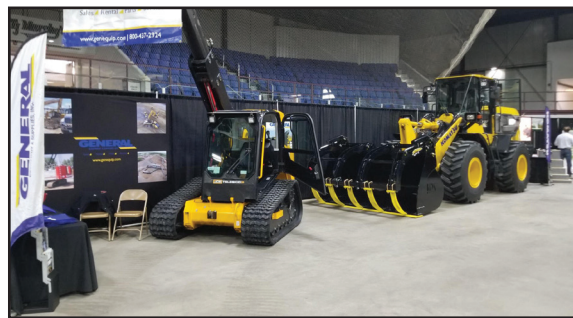
Cares for Kids

We supported the Sanford Health Cares for Kids Radiothon, and were honored to present a check for \$2,500. Every dollar makes a difference! Thank you to Erika Peterson, Don Shilling and Kayla Moen for representing our team.



Happy Hoopers

We were proud to sponsor this Barnesville team who won 2nd place in a recent tourney!



All About Agriculture

We had a booth at the KMOT Ag Expo in Minot, ND, and had a great time showcasing our products and team.

Mining Update in Canada

Recently two new ESCO Profill buckets were delivered to Saskatchewan, which was a great way to close out 2017. The first one arrived at Boundary Mine in Estevan in December. This is a 93 cubic yard bucket and is the first one in the province equipped with the new Nemisys Lip System. This new lip is a more sleek design and is the first time ESCO ever designed a specific lip for a dragline bucket. Previous lips were all take-offs from dipper and face shovel designs. The shrouding design on the new buckets offer superior wear protection compared to past versions. The Nemisys Lips do utilize different parts. Lip, wing and lip shrouds are all new. The good news is that the mine can continue to use the same tooth as the older buckets. The Estevan bucket is a reverse spade design with six tooth positions. Average life expectancy for a set of teeth is approximately 130 hours.

Tom Tedford interviewed mine managers, foremen, operators, oilers and welders since the installation took place. The bucket is working to perfection. Everybody that I have spoken with has given positive reviews.

Poplar River Mine at Coronach Saskatchewan received their new 90 Yard ESCO Profill bucket on December 29th. They installed it on their 2570 dragline on January 8th. This bucket is also equipped with the new Nemisys lip system. It is a straight lip design versus the reverse spade design at Estevan. This bucket will not be quite as aggressive, but that is what the mine requested as their coal seams are not as thick and dragline buckets do not know the difference between overburden and coal. This 90 yard bucket uses all the same parts as the Estevan bucket giving commonality for both General Aggregate and the mines. I have had discussions with mine management, foremen, operators, oilers and welders since the bucket went into production. The only hiccup was that there were two hinge pins missing upon arrival and they couldn't install the upper wing shrouds. We had some pins in Regina and via hotshot we had them in their hands very quickly. All the other comments and opinions were positive.

We now have three ESCO Profill buckets at Poplar River Mine. They have two 2570 Draglines at their location. We have four ESCO Profill buckets at Estevan. All of these buckets have been purchased since General Aggregate opened in 2010. This just proves that General Aggregate and ESCO have developed a very strong partnership with Westmoreland Coal. Each of these buckets cost approximately \$1,000,000.00 CDN. General Aggregate supports these buckets in many ways. We run and control consignment warehouses at both locations as well as having back up inventory located at our Emerald Park facility. Our total inventory commitment would be in the two million dollar range. In eight years, we have never put them down due to parts availability. That's quite an accomplishment considering some of the lead times that are forced upon us. I see this as a tribute to the total commitment and dedication of everyone at General Aggregate. In addition we also work very closely with their planning departments to ensure that we have parts available for their rebuilding schedules as well as their day to day operations. We also support seven older ESCO equipped buckets and one ESCO converted CQMS bucket. At Poplar River Mine we also support all of their rigging requirements from the spreader bar down. This includes drag chains (we just got a PO for a new set), hoist chains, pins, bushings, sockets and a whole host of other parts.

We currently have six draglines operating in Saskatchewan. Five of the six utilize 90 to 100 yard size buckets. The other one is located at the Benfait Mine (managed by Estevan Mine). It is a 1570 dragline and is the smallest of the operating fleet. It uses a 70 yard Profill bucket that was new in 2014. They also have an ESCO equipped Marion bucket and a CQMS bucket for this machine. The CQMS bucket just came off and is due to be decommissioned and not rebuilt. Currently all six draglines are running ESCO equipped buckets and will continue to do so for a majority of 2018.

Tom has worked closely with John Schmelka our ESCO Factory Representative on the sales and maintenance of these buckets. They both have very strong customer, supplier and manufacturer relationships. Thank You to everyone in Regina Parts for their hard work and dedication. — [Steve Berdan](#)

