

Carry on.

All Litco products are designed to *Carry* your products safely *on* through the most demanding supply chains.

Our Purpose

Demonstrate by our performance that a company founded and operated on biblical principles can be highly successful.

Our Mission

To be the low-cost manufacturer and supplier of innovative and cost-reducing transport packaging to meet our customers' changing needs and provide service that exceeds their expectations.

Our Operating Philosophy

To ensure success in accomplishing our mission and fulfilling our purpose, we have set our focus on the following principles and values which guide our actions, attention and relationships.

- ◆ We work for our customers, and their satisfaction is our first priority.
- ◆ We recognize that people are our most valuable resource.
- ◆ We do business with the fewest number of qualified suppliers necessary to support us in accomplishing our mission.
- ◆ As a Company and individually, we respect our environment and ensure that all our activities and products leave the world a better place.
- ◆ Our total success will make us a living example of our Corporate Motto:

“With God All Things Are Possible”

Our Customers

We work for our customers, and their satisfaction is our first priority; therefore, we

- A. develop partnerships with our customers built on mutual trust and respect that will enable us to anticipate, discover and meet their changing needs.
- B. constantly refine existing, as well as design and develop, new, innovative, cost-reducing products and services that provide customer satisfaction.
- C. always follow up with customers to ensure that they receive the high performance results they expect, that we are providing the most effective product to meet their current needs and that our service exceeds their expectations.
- D. encourage our customers to allow us to be part of their planning process. This will allow us to be prepared with the necessary adjustments to product design and capacity to ensure that they are receiving the most efficient and cost effective solutions.

Our Litco Team

We recognize that people are our most valuable resource; therefore, we

- A. select and retain the most competent, dedicated, enthusiastic and cooperative professionals we can find.
- B. continually train and develop them to add increasing value to our team.
- C. expect all members of our Litco team to conduct themselves to the highest level of professional, ethical and moral standards, so as not to lose credibility with our customers, suppliers and other members of our Litco team.
- D. pay competitive wages and benefits and provide performance compensation for superior results based on an accurate and fair system of measurement.
- E. continually involve, challenge, empower and encourage our people to develop a superior organization of professionals who are guided by our purpose and totally committed to our mission.
- F. keep on-the-job safety and an injury-free work place as a priority by providing safe equipment, training our people in safe work habits and maintaining a clean, professional environment.
- G. communicate clearly and completely throughout our organization to build a high-performance business team dedicated to customer satisfaction.
- H. constantly encourage everyone to work at developing business relationships that eliminate glass walls so that a spirit of cooperation, mutual confidence and trust prevails.
- I. provide an exciting, challenging and satisfying work environment in which we can grow professionally, personally and spiritually.
- J. provide the appropriate decision making authority and accountability at the most effective and efficient position to ensure the best results.
- K. keep our company focused on our mission, flat in structure and fluid in process by balancing organizational controls with entrepreneurship.

Our Suppliers

We do business with the fewest number of qualified suppliers necessary to support us in accomplishing our mission; therefore, we

- A. build partnerships and strategic alliances with a select number of quality suppliers and manufacturers to provide for the growing needs of our business.
- B. select and develop suppliers and manufacturers who have similar operating philosophies.
- C. insist that our suppliers be involved with us and our customers to develop standards for our products and raw materials that continually drive costs lower and eliminate all forms of waste.
- D. involve our suppliers, beginning with our planning, as we increase capacities and add new manufacturing facilities to better serve our customer's changing needs.
- E. expect our suppliers to be committed to Total Quality Management and demonstrate statistical evidence of quality.

Our Quality Litco Perfection

The only way we can ensure our ongoing success in our mission is to enlist everyone's efforts in eliminating all forms of waste in our company; therefore we

- A. strive toward perfection in all efforts and activities through a process of ongoing improvement.
- B. are dedicated to ensuring that the quality of all our products and services will meet the needs and expectations of our customers (internal and external) as well as industry standards.
- C. coordinate customer, sales and marketing feedback with manufacturing, engineering and supplier input to reduce our costs, improve our quality, develop new and innovative products and services and ensure total customer satisfaction.
- D. ensure that our operating facilities, equipment, properties and work environment are maintained to the highest operating standards and are kept neat, orderly and without clutter to reflect our quest for perfection.
- E. use all the tools of Total Quality to continually eliminate waste, reduce costs, improve quality and productivity.
- F. continually evaluate all activities of our business to ensure they are adding value, then change or eliminate those that do not.
- G. do things right the first time and every time, which will help reduce our cost by eliminating waste.

Our Environment

As a company and individually, we respect our environment and ensure that all our activities and products leave the world a better place; therefore, we

- A. efficiently use our natural resources in all our products and operations.
- B. utilize recycled materials in the production of our products whenever possible and practical.
- C. develop products using materials and methods that provide for re-use, repair and total recyclability.
- D. ensure through constant attention that our plants, processes, equipment and products are continually improving their impact on the environment.

Our Capital

In order to build a strong financial base and ensure our future, we must invest our capital wisely; therefore, we

- A. pursue profitable growth while ensuring healthy retained earnings.
- B. make capital investments that reduce our costs.
- C. only invest capital to expand our capacity when sales, manufacturing, management and adequate customer commitments are in place to ensure that we meet and exceed R.O.A. target.

Our Profits

The only true measure of our success in accomplishing our mission is a steady stream of increasing profits that are strategically managed in a responsible manner; therefore, we

- A. maintain a strong financial base with adequate capital reserves to move quickly and decisively when opportunities or adverse business conditions arise.
- B. continually reinvest a portion of our profits to refine existing and develop new innovative products and services.
- C. provide a return to our stockholders.
- D. share with qualified members of our business team.
- E. provide contributions to deserving Christian and charitable causes that are superior performers in achieving results and are operating efficiently
- F. pay our taxes.