



### HOLIDAY NOTICE

Thermo-Kool's offices and factory will be closed on July 4th for the Memorial Day and Independence Day Holidays, respectively.

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## EMPLOYEES OF THE MONTH



**SHANE CONLIFF**  
USAGE FACILITATOR  
WALK-IN METAL DEPARTMENT

**Thermo-Kool** Usage Facilitator, Walk-In Metal Department – **Shane Conliff** was selected Employee of the Month for March 2024. Shane was nominated by **Thermo-Kool** Production Supervisor, **Eric Jefferson**, who commented, “Shane has gone above and beyond the call of duty for his department. He has worked at three, different stations over the last month and does not mind helping out when needed. What really stands out is that he never misses a day.” Shane has been with **Thermo-Kool** since August 1994.



**KAMALIS PLUMMER**  
UTILITY SPECIALIST  
FRAME DEPARTMENT

**Thermo-Kool** Utility Specialist, Frame Department – **Kamalis Plummer** was selected Employee of the Month for April 2024. Kamalis was nominated by **Thermo-Kool** Production Supervisor, **Eric Jefferson**, who commented, “Kamalis works hard to stay ahead of production in the frame department. He arrives early each day to help ensure his department is clean, orderly, and ready for the workday. He is a pleasure to work with and is willing to learn and help, no matter the task. Kamalis is always courteous and respectful and has a great work ethic.” Kamalis has been with **Thermo-Kool** since June 2007.

# ONE WORD

Every year, our team selects a word to live and work by. This word is displayed in everyone’s respective office as a reminder of our commitment and dedication to make the new year as successful as possible.



**Larry Gandy**  
Customer Service Consultant  
**Proactive**

“Working in a reactive position has its benefits and drawbacks. This year I will be looking for opportunities to be proactive with work situations and personal issues.”



**Tracy Hill**  
Purchasing Agent  
**Love**

“I hope I love everyone and everything I encounter and give my best at it, and give the glory to God.”



**Wade Adkins**  
Plant Superintendent  
**Patience**

“I plan to show patience in my leadership to create positive change and to demonstrate self-control. Patience will motivate others to enrich work relationships and to obtain work goals.”



**Jermaine Jones**  
Production Supervisor  
**Seek**

“This year I want to become a person of reason and understanding. Each day life changes. Having a plan every day will help my work and life goals become a reality.”



# ROOKIE REP CAMP RETURNS TO THERMO-KOOL



By: Lisa Hinton



May 1st marked this year's first rep training event and boy was it one for the books!

Let's start by introducing the awesome people who joined us: Doug Delucha, Ability Reps, Gloucester, Massachusetts, Matt Burns and Joe Von Toble, DRC Marketing, Columbus, Ohio, Bobby Moccia, Ana Suarez, and Lora Gennari, Desert Peak Marketing, Denver, Colorado, Hoyt Totty, Wendi Caudill, and Ron Munns, Forbes, Hever, & Wallace, Houston, Texas, Alex Quinn, Lee Richards, Alisa Jordan, Jennifer Walker, PMR, Inc., Southern United States, and Conor Squier and Barb Alger, Squier Associates, LLC., Rockville, Maryland.

The three-day training was spent going over the ins and outs of Thermo-Kool walk-ins and blast chillers and shock freezers. This included all processes and procedures from orders to installation, a comprehensive overview of warranty and service, a deeper look at refrigeration, a step-by-step guide to using and programming our monitoring system, and an in-depth look into the innovative solutions Thermo-Kool has implemented to create ultimate customer satisfaction.



When class wasn't in session, it was time to let the good times roll. In this case, literally. Thursday night found everyone the guest of Texas PitMaster's BBQ in our hometown of Laurel, Mississippi, before spending the rest of the evening at Southern Lanes bowling alley! The night saw many gutter balls, spares, and few strikes, but that didn't stop the good-natured trash-talking from writing checks very few could cash. In fact, one could argue no one went to the bank this day. But that's okay, it just made the competition for lowest score that much more competitive.



All-in-all, the event was a perfect mixture of information, fun, good food and good friends. Having met and spent time with each and every one of you, Thermo-Kool is confident in the partnerships we have created and delighted by the friendships we've found. The opportunities and challenges the future holds are boundless, and we look forward to facing and celebrating each with all of you.

Thank you to our incredible team for planning and executing such a successful event. We couldn't do it without you. And thank you to all the reps for joining us and making the start of May a great one.

## CELEBRATING 45 YEARS AT THERMO-KOOL WITH LARRY GANDY

Throughout history, legends are born, and their deeds and tales are passed down from generation to generation, inspiring those who follow after to reach for greatness. Robin Hood, the heroic outlaw of medieval England who robbed the rich to feed the poor. Beowulf, an English hero who fought monsters and dragons to defend his people. Merlin, the acclaimed wizard whose guidance led to the creation of many other legends.

Questionable if any of the above-mentioned individuals are fact or fictional, but if you're looking to find a real, modern-day legend, look no further than the halls of Thermo-Kool.

April 24, 2024, marked the 45th anniversary of Larry Gandy, the myth, the rock star, and the legend of Customer Service. Larry started as a Customer Service Technician in 1979 before becoming a specialist in 2002 and ultimately supervisor in 2006. Throughout his long career at Thermo-Kool, Larry has repeatedly shown his wisdom of not only the technical side of our products but advanced understanding of the industry, our culture, and a loyalty and dedication to the company that we are grateful for each and every day.

In recent years, Larry has taken a step back as a Customer Service Consultant, where he continues to handle certain service functions while focusing on imparting senior advice to the talented TK service men and women following in his footsteps.

We are so incredibly grateful for the 45 years Larry has given to helping Thermo-Kool grow and become the successful industry leader it is today. Thank you for everything you do, Larry. We love ya!

...Here's to 45 more?





# IN THE NEWS

## “THE COOLEST THING MADE IN MISSISSIPPI”

It's a little-known fact that some of the greatest products are made in Mississippi. Beginning 2021, the Mississippi Manufacture Association (MMA) set out to bring awareness to the many companies that pepper this great state by creating The Mississippi Makers Challenge. Each year, manufacturers from across the state are nominated to compete in a 4-week long competition pitting each company against one another in a bracketed, voting event until only the final four remain.

This year, Thermo-Kool was not only honored to be nominated, but was lucky enough to make it to the final four, where two Thermo-Kool representatives were sent to the Capital in Jackson, Mississippi, for the award ceremony.

The morning started off with a meet and greet where we got to know our fellow finalists: Little Birdie, GoShelter, and Kevin Charles Furniture. We were able to spend the day with these talented people as well as meet our state senate representative, Robin Robinson, who was personable, vibrant, and honestly more excited for us to be there than we were (Thank you, Robin, we couldn't have asked for a better welcome or a more fun introduction than what you gave us).

And all too soon, the social hour and the recognition in the House and Senate chamber ended and it was time for the news conference where the winner would be announced. With introductions by John McKay, President of MMA, and James Kaigler, Senior Vice President of Hancock Whitney Bank, followed by a brief word from our Governor, Tate Reeves, it was announced that the winner was Kevin Charles Furniture.



It is important to stress that we are so proud of everyone who voted and promoted our presence in this competition. If not for our employees, customers, reps, and community, we would not have made it as far as we did. The outpouring of support we received will not be soon forgotten, and it is with that knowledge and desire to bring home the gold, that we will be reentering the challenge in 2025. We hope you will join us again for another ride.

Thank you, all.

## THE PROMOTION OF PAUL MOSS

Thermo-Kool recently announced the promotion of Paul Moss to Vice President and Comptroller. Moss began his journey at Thermo-Kool in 2015 as the Accounting Manager, a role that is responsible for accounting, credit, and payroll departments. In this role, he ensures that accuracy, punctuality, and confidentiality remain paramount in daily responsibilities. He holds his departments to a high standard while adhering to our company's policies and culture, especially with his leading by example.

In announcing Moss' promotion, Thermo-Kool President and CEO, Rand McLaughlin, said, "Paul has proven to be a reliable and trusted source regarding all aspects of finance that impact both the present and future operations of the company. I appreciate his honest and judicious input when it pertains to important and delicate business matters."



## CHICK-FIL-A VISITS THERMO-KOOL!

Wednesday, April 24th, Thermo-Kool was honored to welcome a couple of legends, Chris Kegley, Greg Bishop, and Dustin Doyal, from Chick-fil-A, along with our sales rep, Shannon Steward, with PMR, Inc.

The morning started out with a tour of our historic downtown office, where our guests got to see firsthand our processes and procedures from order to installation. After a quick lunch at one of our favorite, local restaurants, Hog Heaven, it was on to our factory office, where they were given a tour of our plant before concluding the day with a comprehensive overview of our warranty and service.

We appreciate the opportunity to welcome such an auspicious company like Chick-fil-A to our humble hometown, and we hope to see them again soon!



**Photo: Morgan Morris, Chris Kegley, Greg Bishop, Dustin Doyal, Rand McLaughlin, Larry Gandy, Shannon Steward, and David Whitehead**