



LANCASTER  
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30<sup>th</sup> years anniversary

*30 Years of Best Quality & Fastest Service*  
[www.LancasterFoods.com](http://www.LancasterFoods.com) 800-247-8125



## Letter from our president



John Gates

# LANCASTER

BEST QUALITY AND FASTEST SERVICE

To our valued customers and suppliers:

On behalf of our nearly 700 dedicated employees, I would like to thank you for allowing us to be your partner in produce for the past 30 years.

At Lancaster Foods, *Best Quality...Fastest Service* is not just a slogan, it's our way of life. We strive to deliver the highest quality produce wherever and whenever it's needed. Our employees live by this principle every day. Whether it's our Quality Assurance staff on the receiving docks, our fresh cut employees, our pickers or our drivers, everyone here at Lancaster Foods has the same goal:

### **Best Quality...Fastest Service**

When my brother, Dave, and I started the company in 1986, we had no idea that Lancaster Foods would become what it is today. We started with a vision of providing weekend service, which soon grew into the 24/7 operation that is Lancaster Foods today. In 1992 we became part of Guest Services, Inc., a leading hospitality management company in Fairfax, VA, and very quickly grew by leaps and bounds. By 2008, we had outgrown our aging 110,000 square foot facility in Jessup, MD and moved a few blocks away into our current state-of-the-art 220,000 square foot facility in the heart of the Maryland Produce Zone. With a prime location off I-95 in the Baltimore-Washington corridor, we are uniquely positioned to reach virtually any customer on the Eastern seaboard with next-day delivery, and in many cases – the very same day.

At Lancaster Foods it is our mission to provide the highest quality produce at the best prices on time, every time. Service to our customers is what drives our dedicated team of employees. In turn, we endeavor to create a good, safe workplace for our employees to eliminate workplace accidents and employee downtime. Simply put, it is our pursuit of excellence that drives us.

What differentiates us, beyond our vision, is the innovative services we offer. From locally grown and organic produce, to specialty and ethnic products, we offer everything under the sun. Our broad range of fresh-cut fruits and vegetables are processed in-house to the highest food safety standards in the industry. We work to create a wide selection of new high-tech, eco-friendly, retail-ready packaging solutions while providing product support in store with our retail merchandising team. We also offer a full line of private label items tailored to our customers' specifications. Should the need arise, our team of merchandisers stand ready to provide in-store support.

**Best Quality...Fastest Service.** It's not just a slogan. It's a commitment to a set of forward-thinking values that allows us to cultivate meaningful relationships to bring satisfaction to our customers.

Regards,

John Gates  
President and Co-Founder  
Lancaster Foods, LLC

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# LANCASTER

WE CONGRATULATE  
LANCASTER FOODS FOR  
PROVIDING 30 YEARS OF  
THE BEST QUALITY AND  
FASTEST SERVICE.

JOHN GATES  
PRESIDENT  
LANCASTER FOODS, LLC



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## Our Facility



In July 2008, Lancaster Foods moved into our current location in the heart of the Maryland Produce Zone in Jessup. Prior to occupancy, the building underwent a complete renovation and received a Silver LEED designation from the U.S. Green Building Council.

### Features of this state-of-the-art facility include:

- 22-acre site
- 220,000-sq.-ft. cold storage warehouse
- Flow-through warehouse design
- 28 shipping and 15 receiving doors
- 20,000-lb. central ammonia refrigeration system
- 43 high-speed interior doors
- 15,000-gallon diesel fuel refueling station
- 9 ripening rooms
- Capacity for over 7,500 pallets of storage
- 43 high-speed interior doors
- 28 shipping and 15 receiving doors



# **Congratulations to Lancaster Foods on Your 30th Anniversary!**



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## Fresh Cut/Value Added/Private Label



**T**he demand for fresh-cut and value-added products increases by 20% every year. With the growing consumer preference for convenience, healthy eating and organic options, fresh-cut is no longer a trend. It's a profit-driven reality that's here to stay.

At Lancaster Foods, we work col-

laboratively with our customers to create innovative, customized solutions that meet their unique needs. From the ordinary to the exotic, we process and deliver the highest quality product around the clock that guarantees maximum freshness.

We also have the capabilities to cut, pack and ship under your own private label. We work collabora-

tively with our customers to create innovative, customized solutions that meet their unique needs.

Our broad range of fresh-cut fruits and vegetables are processed in-house to the highest food safety standards in the industry. We also work to create a wide selection of new high-tech, eco-friendly, retail-ready packaging solutions while

providing product support in store with our retail merchandising team.

We never rest when it comes innovating new ways to stay ahead of the trends to drive impulse sales, consumer convenience, and higher sales for retailers. That's why we are the leader in the fresh-cut field. Partner with Lancaster Foods and watch your business grow.

# Fresh Picked. Packaged. And Prepared.

Your customers want the freshest vegetables in the market that yield the most convenience in the kitchen. Glory Foods® Fresh—Southern greens, beans, squash and more—are fresh-picked full of flavor and nutrients, washed, bagged, and ready to cook. Fresh food. Fast. Because Glory Foods® knows customers need time to gather together as families and share a home-cooked meal that nurtures the soul.

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## Organics

**A**s the demand for fresh organics from health-conscious consumers continues to rise, Lancaster Foods is ahead of the curve. We employ a dedicated Organics Buying and Service Team with over 55 years of experience, including staff members with impressive organics retail management expertise. You can count on our extensive knowledge to help you design and manage your own certified organics program, right in your stores.

Through our long-established relationships with the best certified organic growers and brands around the world, we offer an extensive line of imported and

locally grown organics. These relationships, along with our stringent standards for Quality Control and food safety, ensure you get the highest quality organics, whenever and wherever needed.

We also offer a complete line of packaged and fresh-cut organics to meet your customers' rising demands. We offer certified biodegradable and compostable trays embossed with the Earthcycle logo.

Lancaster Foods operates under the Maryland Department of Agriculture's Organic Certification Program and the USDA National Organic Program.

## Locally Grown

The Gates Brothers started Lancaster Foods in 1986 with an emphasis on locally grown produce. That has been a hallmark of the company ever since. Lancaster Foods continues to maintain a strong relationship with hundreds of growers in the mid-Atlantic region to bring you the freshest produce year round. In many cases, produce can be shipped to you straight from the farm, picked at the peak of ripeness. Whether conventional or organic, let Lancaster Foods source the finest locally grown produce for your farm-to-table merchandising.



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Guest Services salutes  
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*30 Years*



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For nearly a century, Guest Services, Inc. has earned the reputation as the premier hospitality management company and national and state park concessioner that has taken great care and pride in delivering best-in-class food, lodging, retail and recreation services across the United States.





Today, we stand at the forefront of the hospitality industry and consider it a privilege to serve more than 35 million guests annually at over 250 locations nationwide.

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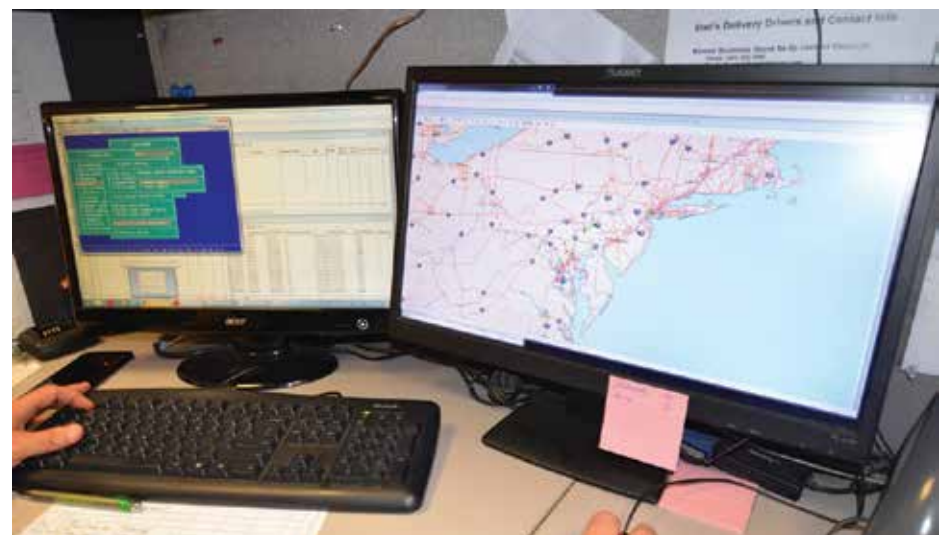
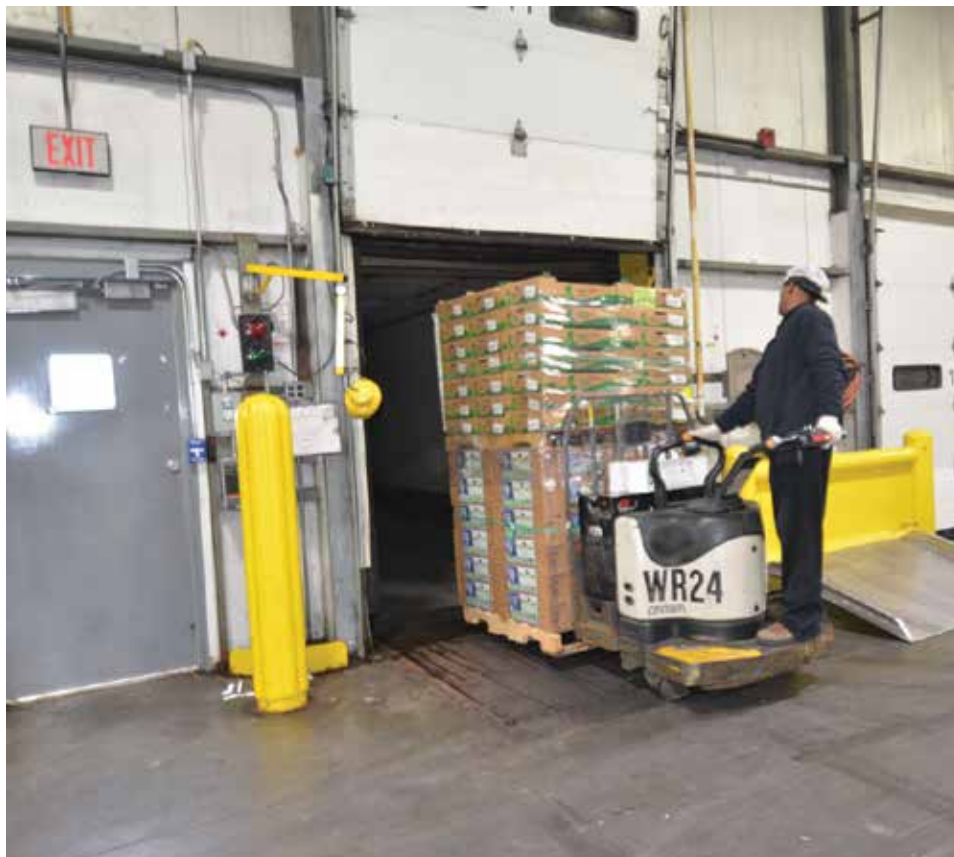
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## Transportation

- Lancaster Foods maintains an extensive fleet of vans, straight trucks and tractor-trailers to meet the delivery needs of virtually any size customer. With the latest in on-board telemetrics, we can track our vehicles anywhere in the country. Combined with thoroughly vetted LTL partners, Lancaster Foods' delivery footprint stretches from Maine to Florida and west to Ohio.
- With a prime location off I-95 in the heart of the Baltimore-Washington corridor, Lancaster Foods is uniquely positioned to reach virtually any customer on the Eastern seaboard with next-day delivery, and in many cases – the very same day. With an average of more than 8 years with Lancaster Foods – and many more than that over the road – our drivers have the experience and, more importantly the safety record, to deliver your product on time, every time.





*Congratulations!*  
**TO LANCASTER FOODS  
ON YOUR 30<sup>TH</sup> ANNIVERSARY**



30 years of growing organic  
**GOODNESS**



## Executive Team



**JOHN GATES**  
*President,  
Co-Founder*



**DAVE GATES**  
*Director of  
Procurement,  
Co-Founder*



**KEVIN JONES**  
*Executive Vice  
President, Sales*



**KEN KRUHM**  
*Director,  
Merchandising*



**JEFFREY RITTER**  
*Sr. Director,  
Finance*



**WILL LUM**  
*Director of  
Quality Assurance*



**KEVIN KING**  
*Director of Value  
Added*



**SHAWN WILSON**  
*Warehouse  
Director*



**ALISHA LANG**  
*Director of Office  
Operations*



**PAMELA CUSHING**  
*Safety & Security  
Manager*



**TIM HOLLOWAY**  
*Transportation  
Director*



**TOM DAVENPORT**  
*I. T. Manager*



**WAYNE DUBASAK**  
*Facilities Manager*



**TASHA COLLINS**  
*Food Safety  
Manager*



**WILL STAPLES**  
*Director of Sales  
& Marketing*

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## Procurement Team

Lancaster Foods combines the sales and buying functions with its highly experienced procurement staff. This gives them direct knowledge of the product that is sold to customers and is a key factor in anticipating and meeting their needs. Acquiring these skills takes time and the staff averages 20 years of experience. Effective buying from deep market knowledge translates to value that drives volume for Lancaster Foods and its customers. As the company motto states, Lancaster Foods buyers are trained to procure the "Best Quality" in produce. Lancaster Foods accomplishes this goal by developing close relationships with the leading growers, packers and shippers in the country and abroad. Those relationships allow for the company to maintain inventory even in times when items are in short supply. Having the finest quality produce of the top labels, on-hand at all times throughout the year, is what the Lancaster Foods procurement team is all about.



ANGELA  
COSTANTINI



WAYNE DILEGGE



DAVE GATES



DAN KRUHM



JASON SIGG



DANA WEBSTER



SCOTT ZELNOSKY

## Sales and Customer Support

Lancaster Foods listens to its customers! The function of turning ideas and opportunities into products and services for our customers is the responsibility of the sales and customer support department. Our staff has a broad range of industry experience, knowledge and expertise to guide continued growth by meeting the needs and expectations of our customers. Each sales manager is assigned specific customers so that they can develop specialized knowledge of their requirements, procedures, and specifications. See how Lancaster Foods can help you grow your business.



TONY DEMARZO



KAYE HAGA



WARREN HOBBS



CHUCK IRONS



FERN RODRIGUEZ



WILL STAPLES



CHRISTINA TAPP

**To reach a member of the Sales and Procurement Team,  
please call 800-247-8125 or visit us at [www.LancasterFoods.com](http://www.LancasterFoods.com)**

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**LANCASTER FOODS**  
*on 30 great years!*



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## Food Safety

Nothing drives us more than our dedication to providing safe, wholesome healthy produce and fresh-cut products to our customers and their consumers. In every department from procurement to storage to distribution, Food Safety is our highest priority.

Our experienced Quality Assurance team is highly trained in food safety principles and follows the most stringent protocols to employ a systematic, layered inspection program in the constant monitoring, auditing and documentation of raw product as well as processed, finished product in our state-of-the-art facility.

We're proud to say that our HACCP, GMP and SQF certification ratings consistently lead the industry.



## LANCASTER FOODS QUALITY AND FOOD SAFETY POLICY

It is the policy of Lancaster Foods to produce and supply safe products that consistently meet and exceed our obligations under current food safety legislation. The quality system of Lancaster Foods focuses on the customer needs and expectations and enhancing customer satisfaction.

### We will strive to achieve this by:

- Supplying safe and quality products to our customers
- Practicing prevention rather than detection and correction
- Creating an environment of teamwork as well as involvement and system awareness for all members



## Quality Assurance

We continuously monitor local, regional, national and global markets to bring our customers the highest quality produce from the most respected growers and shippers in the industry.

From the farms that grow our fresh fruits and vegetables to our company-owned and operated fleet of trucks that deliver to your door, our highly experienced Quality Control inspectors place 100% emphasis on the stringent grade, condition and food safety standards set forth by the U.S. Department of Agriculture. Our

Quality Control team works hand in hand with on-site USDA inspectors to ensure that you receive only the freshest, most wholesome produce.

Every step of the way, we utilize advanced traceability scanning to carefully monitor and document every product through the entire supply chain. With Lancaster Foods, you can rest assured knowing that the wholesale and value added products you place on your shelves are of the highest quality in the industry.



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partners at



on your **3<sup>th</sup>** years  
anniversary

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## Our Key Suppliers



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30

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# A History of Lancaster Foods



Dave (l) and John Gates with their mother Nancy in 1987.



## SPRING 1986:

**BEFORE THERE WAS LANCASTER FOODS**, there were brothers John and Dave Gates, budding high school entrepreneurs who saw an opportunity in their hometown of Altoona, Pennsylvania to market fresh produce and flowers. Starting with just two retail locations in Altoona and Chambersburg and rapidly expanding to farmers' market tents at regional shopping malls, the Gates brothers quickly built a reputation for having the best produce in town. With their acquisition of Lancaster Seafood in 1986, the story of Lancaster Foods begins.

## FALL 1986:

**OPERATIONS MOVE TO FREDERICK, MARYLAND** into a 20,000 sq. ft. warehouse. After spending the early years working with local orchards and the produce wholesalers, John and Dave combined their experience, knowledge, and love for the industry with a groundbreaking idea – they would offer weekend delivery, something no one else was doing at the time. This type of forward thinking allowed Lancaster Foods to become a 24/7 operation and laid the foundation for a company built on providing unrivaled customer service.

## 1989:

**AS BUSINESS PICKS UP STEAM** and grows throughout the mid-Atlantic, Lancaster Foods moves in 1989 to the heart of the Maryland Produce Zone in Jessup, Maryland into a 45,000 sq. ft. warehouse. It is here is where Lancaster Foods soon caught the eye of Guest Services, Inc., a hospitality management company based in Fairfax, Virginia.

## 1992:

**GUEST SERVICES ACQUIRES LANCASTER FOODS** and with continued growth allows Lancaster Foods to move into a new 110,000 sq. ft. warehouse in Jessup, Maryland. While ownership may have changed hands, company leadership has not. John and Dave remain at the helm and it is their vision and guiding principle of "Best Quality. Fastest Service" that continues to shape the company into a leading buyer and shipper of fresh produce with national reach.



## 2008:

**LANCASTER FOODS MOVES INTO A 220,000 SQ. FT. STATE-OF-THE-ART DISTRIBUTION AND PROCESSING CENTER IN JESSUP, MD.** With a larger facility, Lancaster Foods introduces a full category fresh cut salad room and sliced apple program.



## 2011 - 2015:

### **LANCASTER FOODS DOUBLES PRODUCTION SPACE.**

By increasing the space devoted to the growing fresh cut category, Lancaster Foods begins offering processed greens, fresh cut fruit and veg, as well as organic fresh cut.

## Merchandisers Support

**L**ancaster Foods has a valuable merchandising team with a combined 80 years of experience within the industry.

This team ensures that our customers always have our support when launching new stores and new products. Our merchandisers work hand in hand with retail store managers on their planograms, and provide invaluable advice on how to keep inventory turning over and at its freshest for customers.

If you wish to request our merchandisers to consult for your store, please reach out to our Director of Merchandising Ken Kruhm at [ken@lancasterfoods.com](mailto:ken@lancasterfoods.com).



From left to right: Ken Kruhm, Nick Ertel, Gabrielle DiZio, Rick Goldberg. Not pictured: Anne Cassidy.



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**TO LANCASTER FOODS FOR**

**30**  
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**SERVING THE FOOD INDUSTRY**



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## Shipping – Day



## Shipping – Night



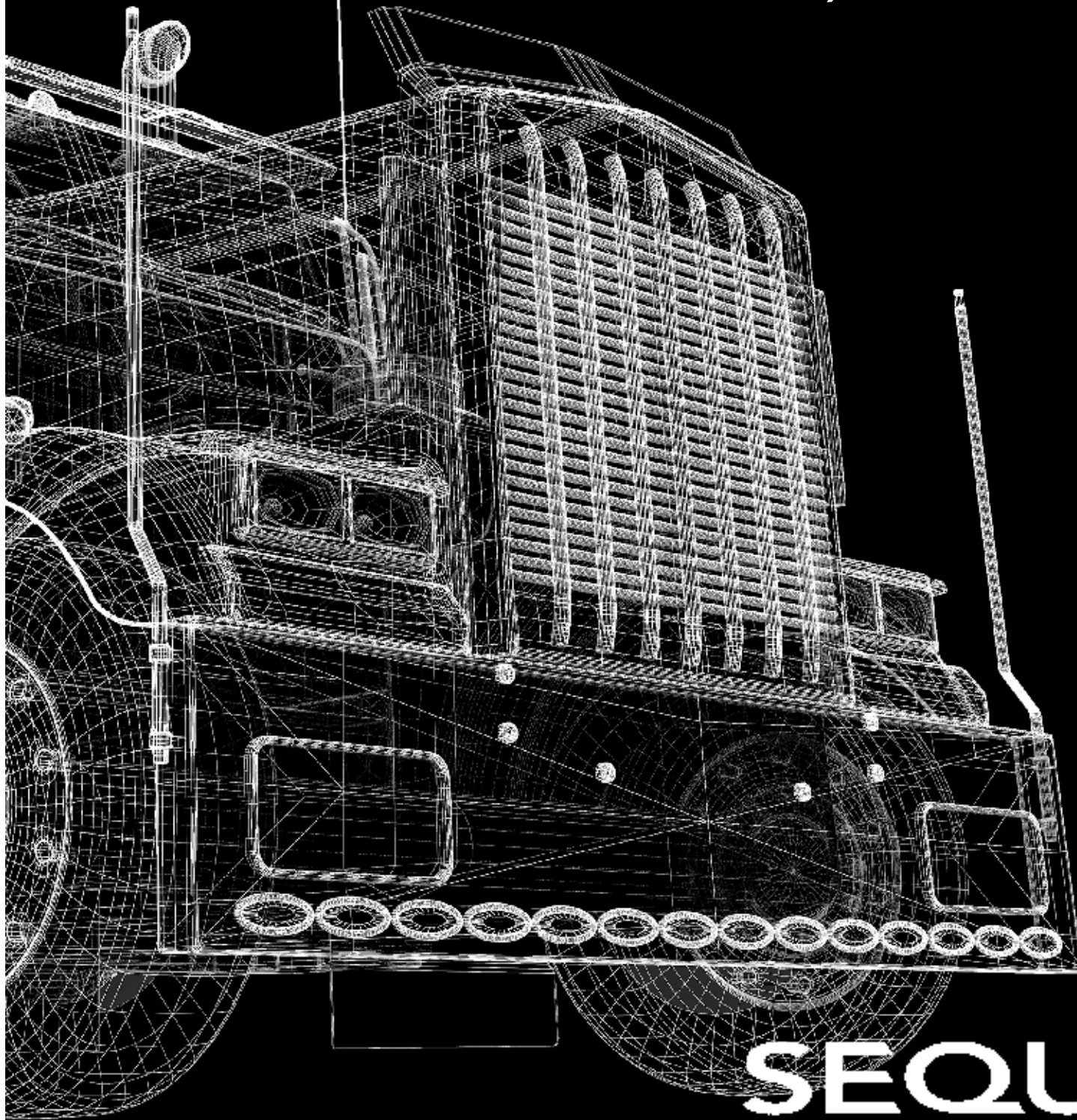
## Quality Assurance/Receiving – Day



## Quality Assurance/Receiving – Night



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Lancaster Foods, on 30 successful years!*



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## Food Safety



## Facilities



## Sanitation



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## **Production – Day**



## **Production – Night**



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## John Gates Q&A



**“As an independent wholesaler, our number one goal is — it says it right on our truck — ‘Best Quality, Fastest Service’ which is our tagline.**

### **Food World/Food Trade News:**

**Tell us a little bit about your background and how you ended up in the produce business.**

**John Gates:** Growing up, my uncles had produce markets throughout Central Pennsylvania. My retail experience originated there.

Throughout high school and college, I owned and operated my own fruit markets, seasonal Christmas tree and flower stands, and summer wholesale operations.

I put myself through Penn State and earned my BS in Accounting. I was working as a CPA and my brother, Dave, was also working for a public accounting firm. After a couple of years, we decided that we wanted to get back into the food business, specifically the produce business.

### **Food World/Food Trade News:**

**Now, tell us a little bit about Lancaster Food’s growth over the past 30 years.**

**Gates:** Our first facility was a one-dock warehouse in Frederick, MD. In 1989 we moved to a larger facility on Route 1 near Jessup, MD, approximately 40,000 square feet. We saw tremendous growth there as a result of being closer to our customer base, which at the time was the Baltimore-Washington market.

We grew revenue every year and in 1992 saw the opportunity to sell to Guest Services, Inc., one of the largest private hospitality management companies in the U.S. I remained as the president.

Shortly after the sale, we moved into our third facility that was 110,000 square feet and closer to the Jessup market.

We remained there until 2008 when we moved into our current facility, which is approximately 230,000 square feet. This new space allowed us to jump into the value added business.

We designed a flow-through facility where receiving is in the back and shipping is in the front. It has allowed us to be extremely efficient and take advantage of more distribution opportunities.

Encompassed within our business is basically our manufacturing plant where we do our fresh cut. At this point in time, we have some room for growth, but we are probably going to need to add on to this facility very soon and we have that capability.

### **Food World/Food Trade News:**

**Which factors have been integral to Lancaster’s success over the past 30 years?**

**Gates:** When we started Lancaster Foods, our first customers were the military commissaries. We quickly grew into the retail segment. In addition, because the Baltimore/Jessup market wasn’t even open on the weekends, we found a niche servicing retailers when they needed it the most — weekend delivery.

Recognizing consumer trends and demands, we saw that there were more and more packaged goods in the produce department. We were quick to jump on that trend which has just exploded.

At this point in time it is a large and growing percent of our business.

I am insistent that we are following the trends where the best quality is at that time, as we are in a perishable business. I also keep a watchful eye on the trends and what is going on in the marketplace. So, I stay very close to our larger retailers.

There are new products coming out all the time. In the fresh cut area, in particular, you continuously see new items emerge. We want to make sure that we are offering the relevant product mix. I am obsessed about getting that right.

As we grew, we became compartmentalized. For example, logistics are critical and crucial to what we do. We have a logistics director, a fresh cut director and, of course, a strong procurement team and sales team. Additionally, we have a finance team and a food safety team. All of these people are very important to our business and they all report directly to me.

As an independent wholesaler, our number one goal is — it says it right on our truck — ‘Best Quality, Fastest Service’ — which is our tagline. I do get involved in every facet of the business, but I am especially passionate about quality. My idea of quality may be different from others’.

I am concerned about where the product is coming from. We adamantly make sure that we find the very best place to source the product. For example, at any given time, melons may be grown in three different areas. We want to get Lancaster’s product to source from the area that has the very best quality. At the end of the day, we have the most success with the best quality. People remember the quality and the service long after the price is in the history books, as we all know.

So the long and short of it is, I spend time with each one of those departments I mentioned. And as stated before, quality, or the consistency of quality, is the foundation of what I want the company to stand for.

The quality however, is no good if you can’t get it to the right place. Fortunately, our location here in the Mid-Atlantic allows us to reach customers in northern and central Florida as well as customers in Maine.

**Q&A continues on page 34**

# CONGRATULATIONS, LANCASTER ON 30 GREAT YEARS!



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## John Gates Q&A



**I do get involved in every facet of the business, but I am especially passionate about quality.”**

### Q&A continued on from page 32

Because Lancaster has the right quality and the right quantity, if someone was looking for truck-load volume, we could deliver it – next day. We truly offer retailers a unique solution for logistics.

#### **Food World/Food Trade News:**

**What has changed the most at Lancaster Foods? Beyond just the internal growth, can you talk about changes in your go-to-market strategy and how the entire evolution and dynamic explosion of the produce business has impacted your business?**

**Gates:** It definitely has to do with the value-added category. Again, we are in a good position. Many of the items that we produce could be done at the shipping point, but they can't back it up with the service.

Our customers can order anything... cauliflower, broccoli florets, whatever... and receive it the next day. If stores have to order four days out, they are either going to be short and lose sales, or they are going to be heavy with outdated product that will increase inventory shrinkage.

Providing our customers that service, with consistent quality, has definitely made an impact. It spawned our growth. There is very little room for mediocrity in any business, but especially in our business. The retail fresh fruits and vegetables business is part art and part science. I believe that we have the formula to be Best in Class. I feel pretty good about our position in the marketplace. I learn from my customers.

#### **Food World/Food Trade News:**

**What are the biggest challenges you face today?**

**Gates:** Labor. We need people to work in a cold environment – in refrigerated space – and the work is seven days a week. It's definitely one of our biggest challenges, especially in this tight labor market. We try to automate where we can, particularly in warehouse work. To combat the labor challenge we try to be a place where people want to work. We treat them right. Considering the challenge, we feel we do attract and retain good people. We're proud of our labor force.

Equally challenging is the transportation situation. The one consistent complaint throughout the industry is that you can't get good drivers. You can't get consistency. And we are constantly hit with increased regulations in which we have to comply.

The government isn't there to make it easy for us right now. Increased regulations hit all aspects of our business, not just transportation. We all know about FSMA (the Food Safety Modernization Act) coming out... that too is a constant challenge.

#### **Food World/Food Trade News:**

**Your company is growing. Over the past five years, how much has Lancaster grown? What do you project for five years from now and how will that impact what you have to do with this facility?**

**Gates:** We have experienced steady growth every year. It has been phenomenal. We have the ability to add on to this facility. We need to do that. We

will be doing that within the next two to three years.

There is new business coming into the area and there are a lot of good retailers within our market. We intend to continue to partner with them, as well as our grower shipper partners, where we will be doing forward distribution, additional processing and logistic services for everybody. We talked about it – transportation is tough. Whoever solves those problems and figures out the right formula is going to be successful. We intend to be in that group.

As far as growth, there is plenty of opportunity in produce. There are new ideas frequently coming on board such as vegetable pasta and cauliflower rice. These are just two examples which show that the produce department is far from stagnant. It is not like we are selling cigarettes. We are the good guys. We are selling things that are good for you.

#### **Food World/Food Trade News:**

**You started out as a retailer and you know that world. If you had a “wish list” for your retail customers that would improve efficiency, what items might be on it?**

**Gates:** We are in a perishable business where windows of opportunity come and go. The more nimble you are the better. Some companies have figured that out and can move and say, 'We have a great opportunity here, we can work it through the system, not just as a commodity, but we can process it.' But most retailers, especially the larger ones, sometimes are challenged to move quickly.

When that happens, we lose profit dollars, the customer loses profit dollars, and the consumer loses value. In a department like produce, time is of the essence, the efficiency of the entire system is paramount.

*Food World/Food Trade News:  
Thank you.*

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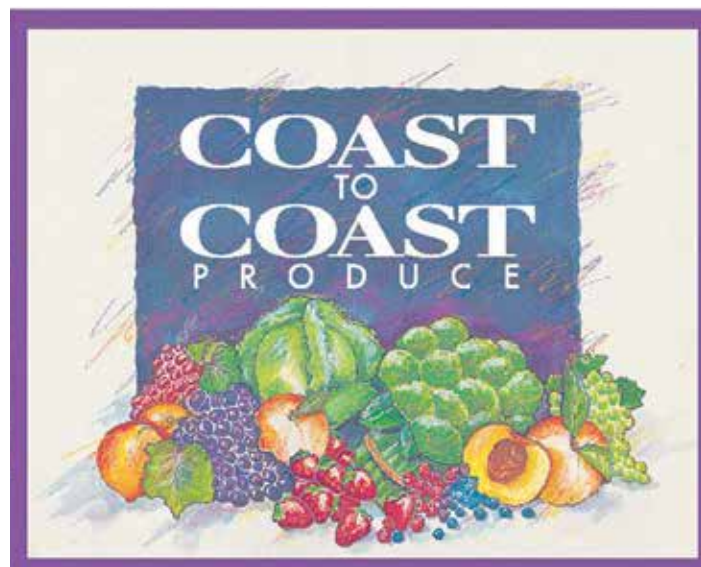


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