

# Impact Logistics



**David S. Hamilton**  
President & CEO

Since 1986, Impact Logistics has set the nationwide standard for excellence and integrity among professional freight handling services. Founded and based in Memphis, TN, Impact operates today in warehouses all across North America, with plans to continue developing both new and existing markets.

Since its inception, Impact has been highly committed to satisfying the three-fold commitment outlined in its vision statement:

*To be the premier provider of value-added Logistics services by being committed to the advancement and well-being of our associates; committed to the highest level of customer service for proprietary companies and third party logistics providers; and committed to achieving aggressive strategic growth.*

**Impact Logistics, Inc.**  
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**I**mpact specializes in the loading and unloading of containers, trailers, and railcars. We sort, segregate, and palletize inbound floored product and load outbound freight. Our business model is based on production incentive, both to our customers and to our associates. You pay only for work performed, not hours worked!

We are able to raise productivity for our customers by increasing throughput across the dock. We do this by generating faster turn times at the dock door, which reduces the amount of time required to unload product. Maximizing productivity, higher quality service, and increased profitability is the name of the game at Impact Logistics.

The objective of our freight handling service is to load and unload, sort, segregate, palletize, and shrink-wrap product to our customers' specifications.

Our core competency includes:

- Providing professional freight handlers to load and unload trailers, containers, and railcars;

- Ensuring a high degree of customer satisfaction as we strive to exceed set expectations in the areas of service and quality;

- Specializing in high sku, floor loaded, mixed product.

One of our key objectives is to increase customer productivity while improving the overall operation. One way of doing this is by offering valuable services that our customers often ask us to provide include:

- RF Receiving, Order Picking and Product Storage
- Receiver Reconciliations
- Re-palletizing and Down-stacking
- Customer Order Auditing
- Pallet Alignment
- Janitorial Services
- Labeling and Branding
- Yard Management and Trailer Spotting

Our success as a company is rooted in our strict adherence to these guiding principles:

- Practice honesty, integrity and fairness in everything we do. We are only as reliable as our word. To compromise that would be to forfeit the work that has

gone into making our name trustworthy. We will always endeavor to put forth our greatest effort in securing our name by practicing honesty, integrity and fairness, in any and all matters.

■ **Assure every customer receives value, quality, and satisfaction.** Each of our customers is our most important one. Recognizing them as individuals with specific needs, we will strive to exceed expectations by providing maximum service in every aspect of each operation.

■ **Create an environment in which our employees can succeed.** Each associate is recognized as a valuable part of our operation, and all are compensated based upon individual performance.

■ **Return to the community a share of the success we experience.** We are successful today because of the community's faith in our service and our name. We will therefore faithfully return support to our community through charitable contributions to various organizations and funds.

■ **Consistently promote these Christian principles through our behavior.**

Please visit our website at [www.loadingservice.com](http://www.loadingservice.com) or call 888-873-9311 to learn more about the value that we can bring to your operation.

