

My Personal Leadership Philosophy – Michael Taetsch

Rand Logistics' mission is "To be a premier provider of logistics services and solutions in North America." We are a service organization within this company. It is our responsibility to ensure that our Mariners are able to balance their work and home lives within our rotation system and to provide them stress-free travel to and from the vessel. Every day we will achieve our Company's Values of:

- Positive Customer Service
- Health, Safety, Environment
- Integrity
- Teamwork

Family is the most important thing. I will do my best to ensure that your work and home life is as balanced as possible. Let me know if you are becoming overloaded.

I will not ask you to do any task that I would not be willing to do. Each of us must come to work every day ready to put in 100% effort to serve the mariner. To do this we must be organized, efficient with our time, and watchful of Company Funds. Take pride in doing your best.

I am always available to assist you. 24 hrs a day. If you are unsure of what to do, ASK. When I was sailing I always told my Mates, "Never wake me in time to witness a collision." You are all professionals and I trust and value your judgement. However, if something does not seem right to you, come to me for assistance.

I value your experience and opinions and will seek out your input. You are the ones on the front lines, and many of the solutions will come up from you.

I will treat you with respect, and I insist that you treat me, your fellow employees, and customers with the same. Speak to everyone the same, whether they are a deck hand or the CEO.

I will be open and honest with you. I expect you to be the same with me. I will share with you all of the information that I am able. Honesty and accountability fall under this. Come to me and admit mistakes, and I will help you correct them.

There is no Good News or Bad News, just news. Give me the respect of hearing it from you and not from another department.

Our job is to serve the Mariner, he / she is our customer. We will strive for 100% customer satisfaction within the Travel Rules set by Senior Management.

I will keep things light using my sense of humor. This does not mean that I am taking your issue lightly.

I will take responsibility for my mistakes and ensure that you get credit for your success. I expect each of you to do that same.

Non-negotiables

I expect you to be open and honest with me. I will not tolerate liars. Hiding mistakes or making intentional omissions is the same as lying.

There is no excuse for being off the grid. We are the lifeline to the deployed Mariner. Answer your phone, email or text as soon as practical.

Losing track of an employee. Rosters MUST be kept up to date.

Lack of Effort and Repeated Mistakes. I do not expect perfection, but each of us must learn from our mistakes.

I expect you to be proud to work at Rand and to be an essential part of the Company's success. Treat the Mariner with respect at all times and remember that WE ARE the Face and Voice of the Company to them. With the right attitude, work ethic, and values, you will do well here. Enjoy your job, and the Company will be better for your contributions.