

25 YEARS OF **FORCE**TK

FLEET SOLUTIONS



2024
YEARBOOK

Stepping into a New Era After 25 Years

What a transformational year it has been! A quarter century in business is a monumental achievement. Our growth, innovation and expansion – driven by each of you – deserves to be celebrated. Together we have met and overcome every barrier in our path to create a thriving organization.

Yet this isn't just a new milestone in the same story – it's the start of a completely new chapter, complete with new people, places and opportunity.

- During this hallmark year, we **welcomed Thermo King Central Carolinas** and their incredible people from TK of Roanoke, Triad TK and Mountaineer TK. Our team of 200 turned into almost 300 overnight, and our footprint grew to 13 locations across nine states.
- We also took the significant step to **unify our teams and locations under a single brand – Force TK**. As we have diversified throughout the years, we needed one brand to make it easier for our teams and customers to understand our expansive services and benefits.
- In 2025, you'll see more of the Force TK brand take shape. We're working on a new website and other initiatives that will **make it clear who we are, and what we stand for**.

I couldn't be prouder of each of you and what we have accomplished together.

Here's to the next 25 years!



Jeff Riley, President
Force TK

Driving the Force

Mission:

Take care of customers. Take care of each other.

Core Values

Commitment to People

We are committed to providing opportunities for long-term career paths including education, mentorship and growth in addition to competitive pay structures and benefits.

“ **All of our Managers were once new employees.** ”

Customer Success

We are obsessed with the customer experience. Beginning with the initial consultation throughout completion, our staff is dedicated to solving customer problems and maximizing their success as quickly as possible.

“ **We love helping our customers get back on the road.** ”

Brand Passion

We have an intense passion for the brands we support. We are dedicated in our continuous pursuit of product knowledge, quality and process improvements for all of our products.

“ **We are brand fanatics.** ”

Integrity

We believe the best approach is to be honest and fair. We want to be proud communicating what we believe will be the best solution. We always want to be proud of our interactions with customers, employees and vendors.

“ **We want to forge long-term relationships.** ”

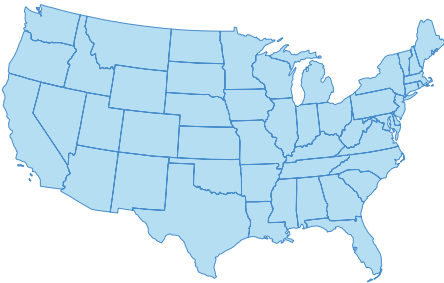
Accessibility

We have great connectivity between our management, employees and customers. No matter how much we grow, we want a close connection with our people.

“ **No matter how big we get, we still feel small.** ”

A Force in Motion

 **25** Years In Business



13 Locations **9** States

\$115 Million in Revenue 

 **300** Employees

“When you have the right people, anything is possible.

Jeff Riley, President
Force TK



The Evolution of Force TK

- 1999**
Founded by Bill Riley with 13 employees across three locations in Phoenix and Tucson, AZ and Albuquerque, NM.

2001
Expanded to Kingman, AZ.

2002
Introduced the Club Car® Golf Cart Maintenance line in Tolleson, AZ.

2003
Expanded to El Paso, TX.

2004
Expanded to Cheyenne, WY, and sold the first auxiliary power unit (APU) for fuel efficiency and driver comfort. Acquired Utility Crane & Equipment, becoming a Versalift Cranes dealer in western markets.

2005
Expanded east with Thermo King Chesapeake to serve Baltimore, MD, Washington, D.C., Delaware and the Eastern Shore markets.

2007
Jeff Riley joined as President.

2014
Became a TICO terminal truck dealer, providing high-quality terminal tractors to the distribution industry, and grew to be the second-largest dealer in the TICO network.
- 2016**
Named Thermo King Eastern Dealer of the Year in Delmar, DE.

2018
Named Thermo King Dealer of the Year. Acquired Arctic Vans and established it in Hagerstown, MD.

2019
Named Thermo King Western Region Dealer of the Year in Tolleson, AZ.

Awarded TICO’s Founder’s Circle Dealer.

2020
Adopted e-Emphasys, the premier equipment dealer software solution.

2022
Established AEV (Alternative Electric Vehicles) to support Club Car, Moke America, PHAT® Scooters and Tomberlin golf carts. Recognized as 2022 Western Region Dealer of the Year and Bus Dealer of the Year.

2023
Honored as TICO Service Breakout Dealer of the Year.

2024
Rebranded as Force TK. Acquired Thermo King Central Carolinas, expanding to 13 locations across nine states with more than 300 employees.

New This Year

Welcome Thermo King Central Carolinas

Our footprint is expanding. We welcomed Thermo King Central Carolinas and its family of companies to our team:



ROANOKE

TRIAD

MOUNTAINEER

CENTRAL CAROLINAS

“Thermo King Central Carolinas is recognized as one of the premier Thermo King dealers in North America. This is a natural alignment for us, as we are all committed to the highest level of service. Together, we’ll be able to elevate our solutions even further and provide additional support for customers.

Jeff Riley, President
Force TK

A New Name for a New Era

We made the strategic decision to rebrand the company this year. As we have expanded across the country and diversified our solutions, we needed a name that united our teams and business lines. After 25 years, it was time for Thermo King West to evolve.

Enter Force TK

Force TK represents our larger footprint, stronger capabilities and talented team across 13 locations nationwide. What hasn’t changed? Our commitment to integrity, teamwork and getting the job done right.

By the Numbers

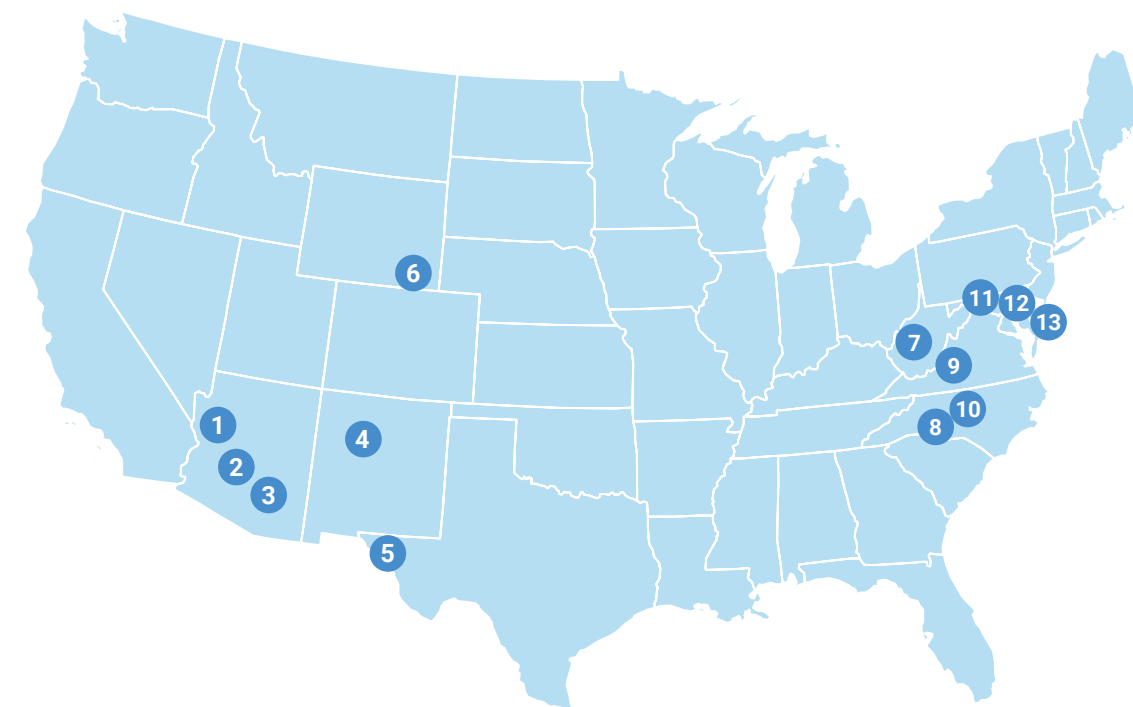
13
Locations

8
Blue Track
Select Locations

300
Employees

132
Certified
Technicians

Our Locations



1 **Kingman, AZ**
3120 South Gatlin Dr
Golden Valley, AZ 86413

2 **HQ | Tolleson, AZ**
8800 W Buckeye Rd
Tolleson, AZ 85353

3 **Tucson, AZ**
3360 East Elvira Rd
Tucson, AZ 85756

4 **Albuquerque, NM**
13510 Central Ave SW
Albuquerque, NM 87121

5 **El Paso, TX**
200 Darrington Rd
Horizon City, TX 79928

6 **Cheyenne, WY**
6634 Swan Ct
Cheyenne, WY 82007

7 **Charleston, WV**
2209 6th Ave
Charleston, WV 25387

8 **Charlotte, NC**
6633 Statesville Rd
Charlotte, NC 28269

9 **Roanoke, VA**
137 Simmons Dr
Cloverdale, VA 24077

10 **Greensboro, NC**
6612 W Market St
Greensboro, NC 27409

11 **Hagerstown, MD**
16105 Business Pkwy
Hagerstown, MD 21740











12 **Elkridge, MD**
6317 Macaw Court, Suite A
Elkridge, MD 21075

13 **Delmar, DE**
36550 Sussex Hwy
Delmar, DE 19940



Our Markets

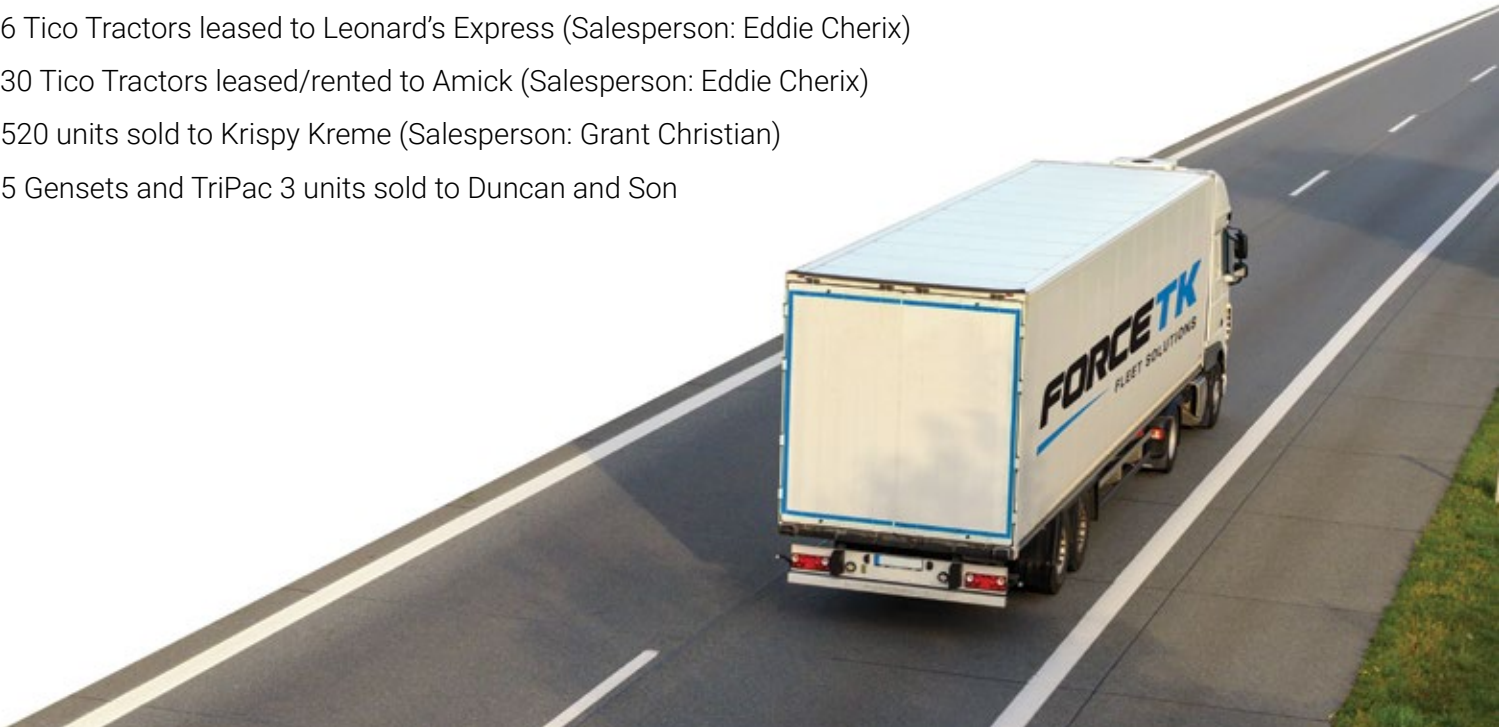
2024 was a transformative year. With a new name and a broader equipment lineup, we’ve expanded our capabilities and now deliver results across a diverse range of industries, including:

-  **Trucking**
-  **Universities**
-  **Refrigerated Transportation**
-  **Resorts**
-  **Trailer & Truck Body Repair**
-  **Local Transit Authorities**
-  **Utility & Telecom Providers**
-  **Rentals**
-  **Warehouse Distribution**
-  **Liftgates**

Sales & Projects That Defined 2024

Here’s a look at this year’s standout sales and projects:

- 312 units sold to United Natural Foods Incorporated (Salesperson: Britt Ezell)
- Secured Corecentric account (Salesperson: Bob Stearns)
- 30 TriPac 3 units sold to Perdue Farms (Salesperson: Donald Hall)
- 6 Tico Tractors leased to Leonard’s Express (Salesperson: Eddie Cherix)
- 30 Tico Tractors leased/rented to Amick (Salesperson: Eddie Cherix)
- 520 units sold to Krispy Kreme (Salesperson: Grant Christian)
- 5 Gensets and TriPac 3 units sold to Duncan and Son



Location Spotlights

In 2024, we opened the doors to two new state-of-the-art facilities that are reshaping how we serve our customers. These locations represent our dedication to doing more, doing it better and delivering it all with precision. Here’s how El Paso and Elkridge are driving us forward:

El Paso, Texas



“In our first six months of having the building opened we have doubled our revenue. The new building has allowed us to serve our customers in a very quick and efficient manner. This has also allowed us to hire four more employees to meet customers’ needs.

Travis Windahl, Regional Manager

Elkridge, Maryland



“The company’s continued investment in our people and facilities is a key part of our success. Our new building in Elkridge will allow for growth of the lift gate and truck body repair operations. It also provides a safer, more productive workspace for our TK unit installers. We are excited for the opportunities the expansion will open for us.

Greg Blades, Region Director



Employee Spotlights

Samuel Guerrero Ortega

Thermo King Technician Expert Installer - El Paso, TX

Samuel Guerrero Ortega brings superior craftsmanship and precision to every project. Starting as an installer, he has taken on roles in APU repairs, transportation and training new installers. His dedication to quality and customer satisfaction makes him a vital part of the team.

Throughout his career, Samuel has earned greater confidence, improved his communication skills and developed a sharp focus on understanding customer needs. Whether he's leading a team or working alongside them, he thrives on teamwork and completing projects with excellence.





In the years ahead, Samuel is focused on leading installations and mentoring future installers, instilling passion and precision in their work. Outside of work, he balances faith, family, sports and self-improvement, living by the belief that health, money and love are gifts to be nurtured.

A Career at Force TK

Orientation on day one establishes the foundation for success. New hires are introduced to our mission, values and the benefits of being part of the team. It's an opportunity to connect with coworkers and build a strong future within the organization.

Apprenticeship Program

The Force TK apprenticeship program is designed to get technicians in the field quickly, with more than 300 hours of hands-on training to build skills and confidence. It includes:

-  **Mentorship from seasoned professionals**
-  **A tool subsidy program to provide essential gear**
-  **Training resources from Thermo King, Versalift, Club Car and TICO**
-  **Wage increases tied to quarterly milestones**

Program graduates gain a deep understanding of Thermo King units, from electrical repairs to refrigeration diagnostics, and are ready to tackle challenges with confidence and skill.

Jeremy Womack

Thermo King Technician Certified - Greensboro, NC

Jeremy Womack sets the bar for speed and precision. As a professional technician, he's nailed Tripac installs in just 10 hours and secured his place in the callout rotation. From tough repairs to quick turnarounds, Jeremy gets the job done with unmatched efficiency and skill.

Jeremy started his journey in the industry unexpectedly. After graduating from NASCAR Technical Institute, he was matched with Force TK through a placement program. He rose from installer to professional technician and on-call roles.

Fixing a customer's unit or completing an installation efficiently — and seeing their satisfaction with the results — is Jeremy's favorite part of the job. Looking ahead, he aims to earn his master's certification and continue excelling in his work.

His advice to young professionals? "Go to a trade school and find a job where you can use those skills." Outside of work, Jeremy enjoys going to the gym, racing cars, playing basketball and exploring new places with his girlfriend.





Education

Education fuels everything we do. With access to advanced tools, hands-on support and expert-led resources, every technician has what they need to grow, improve and lead in their craft.






Thermo King's TK University (TKU) is the go-to platform for sharpening skills and earning certifications — available 24/7 to fit your schedule. Technicians can meet annual education requirements while mastering a Thermo King-focused curriculum.

Tech Knowledge Base: Be Ready for the Unexpected

Our Tech Knowledge Base is a living library of solutions. When unique challenges come up, the corporate trainer logs answers to ensure techs have instant access to the information they need.

Optional courses go even deeper, covering:

-  Sales best practices
-  Advanced product knowledge
-  And more

Corporate Trainer: Supporting Your Success Further

Since 2023, our corporate trainer has been part of Force TK's educational programs. Creating training materials and offering one-on-one guidance, they make sure every technician is ready to handle the toughest jobs with confidence.

Competing for Thermo King's Top Technician Title



Force TK is proud to participate in the 2nd Annual Thermo King Top Technician Competition, where the best technicians from the North American dealer network put their skills to the test. Precision, speed and problem-solving come into play as they tackle diagnostic tests, repair techniques and product knowledge assessments.



Meet Our Competitors

Representing Force TK in the 2024 competition are three of our top technicians.



Javan McGuire
Greensboro, NC



Landon Thomas
Greensboro, NC



Anthony Carillo
Tolleson, AZ

These outstanding technicians have proven their expertise and dedication, earning their place among the best in the industry. We are proud to support them as they rise to the challenge and represent Force TK on a national stage!

Thermo King Dealer Meeting Awards, 2024:

- Grant Christian was awarded 2024 Rookie Salesman of the Year Award
- Ben Cox was awarded 2024 Sales Manager of the Year

Employee Spotlight



Charlie Bradley
Mobile Technician - Charlotte, NC

Before the sun even breaks the horizon, Charlie Bradley is already at it — fielding calls and preparing for another demanding day.

As a service truck technician, Charlie plays a crucial role in keeping trucks and refrigeration units ready to handle the pressures of the road. His decades of experience and work ethic have made him a trusted partner to countless customers who know they can count on him to get the job done.

“I’m proud of always being there for my customers and providing for my family,” he says. Looking ahead, his goal is simple but meaningful: to continue delivering the exceptional service his customers expect.

His advice to younger generations? “Choose a career that will outlast you. People will always need to eat, and that means food will always need to be refrigerated and transported. There will always be a need for refrigeration mechanics.”

When he’s not working, Charlie and his wife, Tracy, are always on the move. From camping with their Bernedoodle, Cash, to riding their Harley-Davidsons or exploring with their Jeep club, they embrace life’s adventures.



Parts

The parts crew delivered when it counted this year, meeting every target and achieving record sales. From compressors built for extreme performance to belts designed to prevent downtime, they ensured customers’ units kept running strong and proved yet again that the right parts, installed with precision, make all the difference.

2024 Highlights

- 15% growth in bus parts sales
- \$2 million projected in Elkridge bus parts sales
- Expanded Tico reach, adding Penske, Walmart, UPS and KA Fleet One
- Record-breaking Charlotte sales in July and August
- Successful customer win-backs through strategic planning
- Broadened footprint via TKCC merger, enhancing service to growing customer base

“As a parts manager, we have to work well with the service department because, in most dealerships, service is parts’ biggest customer

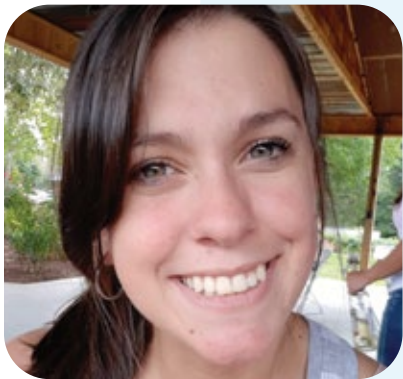
Cameron Hall, Parts Manager, Delmar, DE
Force TK

Rentals & Leasing

The rentals team delivered top-tier fleet solutions this year, ensuring businesses stayed on track. Whether for short-term needs or long-term leases, they provided the right fit for every job, demonstrating a commitment to quality and reliability throughout.



Employee Spotlight



Lyndsey Corley
Rental/GMP Administrator - Charlotte, NC

Lyndsey Corley plays a crucial role at Force TK as the Rental/GMP Administrator, where her focus on efficiency and customer satisfaction has made a significant impact. She’s particularly proud of her work managing GMP fleets, reducing overdue maintenance from 72% to 19% in just three months through better scheduling and collaboration with service departments.

Lyndsey’s journey at Force TK started unexpectedly when she was recruited while working in the restaurant industry. Her first role as a customer service representative at the Charlotte branch gave her the opportunity to continue building customer relationships, a key element that made the transition from hospitality an easy decision.

Looking ahead, Lyndsey aims to expand the rental fleet, focusing on moving trailers over the road and adding vans to the lineup. Outside of work, she enjoys outdoor activities, especially near or on the water, and unwinding with her daughter through creative and artsy projects. Her advice to young professionals? “Always advocate for yourself and know your worth.”



Utility Crane and Equipment delivers the heavy-duty equipment utility crews depend on to get the job done right. Specializing in aerial devices, boom trucks, digger derricks and high-reach equipment, the team ensures every piece of gear meets the demands of the toughest jobs. In 2024, UCE tackled it all — custom fabrications, critical parts sourcing and tight deadlines — without missing a beat.



2024 Highlights

- In May, the team completed three complex Caltrans trucks, showcasing the fabrication and wiring crew’s dedication to meeting high standards.
- Midyear, UCE secured a 72-truck order for the Los Angeles Department of Water and Power (LADWP) and capped off 2024 with a massive 105-truck order for the same client.

Employee Spotlight



Miguel Uranda
Fabrication Foreman - Tolleson, AZ

Miguel “Mikey” Uranda has been a Fabrication Foreman at UCE since 2022, overseeing daily operations and ensuring every project meets the company’s exacting standards. He began his career with UCE in 2007 as a Fabrication Technician, specializing in subframes, body setups, aerial devices, cranes and other equipment.

Over the years, Mikey has built extensive expertise across product lines, including service body trucks, aerial bucket trucks, digger derricks, cranes and high-reach equipment. A true expert in layout, modification, installation and system inspections, his skills span fabrication, welding, hydraulics, wiring, chassis interfacing and programming.



Arctic Vans

The Arctic Vans team specializes in installing resilient insulation, refrigeration systems and custom accessories, transforming commercial vehicles into high-performing workhorses ready for any job. In 2024, they handled everything from temperature-controlled builds to complex shelving with unmatched skill. Every job was delivered with the grit and precision that defines our work.

2024 Highlights

- Developed a process to streamline start-to-finish van upfitting projects, despite industry-wide production constraints.
- Increased production and refined the crab body model, building on its success since its 2022 introduction.
- Expanded capabilities with upfitting services for dry boxes and cargo trailers, along with installing hydraulic lift gates, lifting legs and ramps.
- Created new opportunities to grow the Arctic Vans brand and enhance service offerings to respond to rising customer demand.
- Continued to strengthen Arctic Vans’ reputation as the premier custom commercial upfitter in the Mid-Atlantic region.

“**Moving into 2025, Arctic Vans will continue to excel in providing the finest quality insulation package for vans; offering our customers and industry partners one-stop solutions for all their commercial van needs, while developing long-term relationships that will benefit all of our customers, vendors and network of dealerships**

Brad Westurn, Branch Manager, Hagerstown, MD
Force TK

Employee Anniversaries

Our strength comes from our people. This year, we honor those whose dedication has laid the foundation of success and continues to drive us forward. Their grit and commitment power every achievement, proving daily that we’re a force to be reckoned with.



Joe Dube: 19 Years of Service Excellence

Joe Dube retired this year after nearly two decades with the company. During his tenure, he took on many roles — running payroll, selling units and finishing his career as HR Manager.

Joe’s dedication and team-focused approach left a lasting mark on those he worked with. As he enters retirement, we thank him for his contributions and wish him success in this next chapter.

20+ Years of Service

- Charlie Bradley | Charlotte
- James Clark | Charleston
- Curtis Deel | Cloverdale
- Ray Deel | Cloverdale
- Rick Fratelli | Charlotte
- Robert Gregory | Charlotte
- Gary Ham | Charlotte
- Stephanie Lanier | Charlotte
- Kenneth Ridgley | Tolleson
- Matt Rierson | Cloverdale
- Tom Steinke | Charlotte
- Rob Thomas | Charlotte
- Charles Trent | Cloverdale
- William Trent | Cloverdale
- AJ Westfall | Tolleson

15 Years of Service

- Paula Clogg | Delmar
 - Cameron Hall | Delmar
 - Drew Lentz | Elkridge
 - Jeffrey Pakula | Golden Valley
 - Anne Rose | Tolleson
- ### 10 Years of Service
- James Baker | Delmar
 - Roy Dunlap | Cheyenne
 - Darrell Kimberlin | Cloverdale
 - Scott Richardson | UCE — Tolleson

5 Years of Service

- Coby Abbott | Delmar
- Ernest Clark | Delmar
- Corey Dillard | Charleston
- Samuel Guerrero Ortega | Horizon City
- Terrance Harris | Elkridge
- Kirk Huntington | Delmar
- Brandon Larimore | Delmar
- Anthony McDonald | Albuquerque
- Marisela Ramirez | Horizon City
- Chuck Schumacher | Elkridge
- Brandon Smeltz | UCE — Tolleson
- Zachary Thompson | Greensboro
- Angel Quihuis | Tolleson
- Travis Windahl | Tolleson

Thank You

Your loyalty and craftsmanship define what we stand for. Through hard work and determination, you’ve proven that success comes from pulling together as one team. Thank you for being the backbone of everything we achieve.

Employee Benefits

Taking care of our team goes beyond the workplace. Living by our mission — Take care of customers. Take care of each other. — we’re committed to offering benefits that support your personal and professional journey. Here’s how we’ve got you covered:

- 

Weekly Payroll
- 

Flexible Schedules
- 

Vacation and Sick Pay
- 

401k Retirement Plan (employer match up to 6%)
- 

Individual and Family Medical Benefits
- 

Access to Telehealth Resources
- 

Dental and Vision
- 

Employer Paid Life (& AD&D) Insurance
- 

Additional Voluntary Life (& AD&D Insurance)
- 

Employer Paid Short-Term and Long-Term Disability
- 

Supplemental Accident, Critical Illness and Hospital Indemnity Plan
- 

Legal and ID Protection Coverage
- 

Financial Wellness Coaching
- 

Employee Assistance Program
- 


Pet Care Plan
- 


Mentorship and Training Programs
- 


Tool Subsidies

What’s New in 2025

We’re always raising the bar to ensure our benefits meet the needs of our team. That’s why we’re proud to introduce new options designed to provide even more support:

- 

Pet Discount Care Plan
- 

Financial Planning Assistance
- 

Expanded Supplemental Benefit Options

Employee Engagement

Getting the job done is what we do, but playing just as hard is how we build strength as a team. From pickleball matches to our annual Christmas party, this year was all about coming together as one team and celebrating the teamwork that defines how we work and win as one.

Cornhole Tournament



A casual toss quickly turned into a physics lesson on trajectories.

Pickleball



Every serve brought high-energy competition with bragging rights on the line.

Employee Engagement

On-site Food Trucks



Bold flavors for a well-earned break from the grind, served right on site.

Annual Christmas Party



No better way to cap things off than our annual holiday gathering.



The Next Chapter

Closing out 2024, we're not only reflecting on what we've accomplished — we're setting our sights on what's next.

- Continuously strengthen our brand. We are the industry leader because of our unmatched scale, the expertise of our people and our reputation for excellence.
- Roll out a new, best-in-class website mid-year 2025 to enhance customer engagement and position us for continued success.
- Maintain a relentless focus on consistency, efficiency and cutting-edge technology to deliver solutions that keep America moving.
- Prepare for growth in 2025. After a challenging 2024, the transportation industry is poised to rebound, and we are ready to lead the way.
- Host an open house in May for Elkridge. We will welcome customers and partners to our new state-of-the-art facility in Elkridge.
- Expand our infrastructure. Two new cranes will be installed – one in Greensboro and another in Charlotte – to enhance our service capabilities.
- Increase participation in the Thermo King Top Technician Competition. We're looking to send more technicians to compete and showcase their expertise on a national stage.

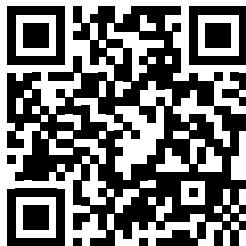
With new opportunities on the horizon, we're ready to push boundaries, strengthen our impact and shape the future of specialized transportation — proving that our best chapters are still ahead.



Join the **Force**

Be part of the team that moves America forward.

Explore careers at
ForceTK.com/careers



***FORCE*TK**
FLEET SOLUTIONS

Proudly Serving Across the U.S.

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