



September 2011

PIERCE DISTRIBUTION SERVICES COMPANY



Kevin Hogan Writes...

September has breezed past us and is nearly at its end. I just went on a 20 day swing that took me to four states; Illinois, Wisconsin, Tennessee and Iowa. Donna and I joined Brian Crawford and Andy Oltremari at the Green Bay Packer opener versus New Orleans. It was a great start to this football season. I was able to visit my son, Bob Hogan (Belvidere West), who is at University of Wisconsin, Madison.

Donna and I drove to Tennessee where we spent time with our new granddaughter, Hartley Rose Freeman (10 months old) and her parents (of course). I also spent a good bit of time at our new Ripley facility. I am always impressed with this facility due to the fact that Jay Hogan and his Team (Mark Strawn, Moe Jordan, Tony Strawn to name a few) are always trying new ways to improve our processes and services to Komatsu. I sat in on their weekly supervisors meeting (held to one hour) and realized how much you can cover in that hour (cutting out the small talk). The plant looked great and I was able to have some conversations with some of our key Komatsu contacts. I would have to apologize to Jay for being written up on my first day of the visit with having a Pierce/Komatsu pass but no car pass. There are many who received a chuckle out of this. I was happy to meet our new Ripley HR Manager, Mike Moore, who was quick to get

me a parking pass. It was nice to meet you and thanks for helping me out. It was good to meet all of our new Ripley associates as I walked through the plant a couple times each day. Jay and Mark were able to share some projects that they were working on with me.

Upon our return to Illinois, there were some meetings that I had scheduled that kept me from visiting Bolingbrook. I will be there on my next trip. I met our new Corporate Resource Manager, Connie Lumpkins. Connie and I had a chance to talk and she has some great credentials. We had found common projects that I know are on the top of her list. I believe with the addition of Connie to the Pierce Team we will be prepared to meet many of the new challenges that will be put on businesses through the upcoming years. Let's all welcome her as she comes to visit each of our operations.

I know that Andy Oltremari and Tim Charles are participating in the AEM Parts Marketing meeting in Milwaukee this week. It is our hope that they make some new contacts that could lead to some new business. I want to congratulate all who were involved in the expansion of our Procurement business with Greenlee.

In October, we have some big five year anniversaries that I would like to recognize:

Edward Aguirre (10/09), Andrea Scott (10/30) both from Bolingbrook, Larry Hickey (10/23) from Belvidere West, and Janice Taylor (10/30) from Ripley. We have Tracey Strawn from Ripley celebrating her 15th year anniversary on October 4th and Patricia Zacarias from Bolingbrook who is celebrating her 25th year anniversary on October 20th. Congratulations to all who are celebrating their service anniversaries in October. We certainly appreciate you and your dedication to the Pierce Team.

Let's continue to keep improving on our ability to service our customers in October and beyond.

Kevin Hogan

REMINDER



October is National Breast Cancer Awareness Month. Remind your loved ones.

Jack's Words Of Wisdom

"May your troubles be less, may your blessings be more, and may nothing but happiness come through your door."



From Our C.F.O. ...



Wellness & Prevention Newsletter September 2011

Each month Williams-Manny provides

The Wellness & Prevention Newsletter to you as a service for distribution to your employees. The newsletter includes information on health, wellness, nutrition and disease.

For those of you with EBCs, the September Wellness Newsletter has been uploaded to your EBC.

This month's topics including:

- Distracted Driving – Is texting worth risking your life – or someone else's?
- OUTER AISLE FRESH – Score Nutritionally
- EATING WELL RECIPE - Grilled Pepper Poppers
- GET MOVING – Far From a Fitness Fad
- FISCAL FITNESS – Managing Inherited Wealth
- THE WHOLE YOU – Physical Health: Keep Your Gray Matter Young
- THE WHOLE YOU – Emotional Health: Too Nice For Your Own Good?
- HEAD ONLINE FOR MORE RESOURCES: sep.hopehealth.com
- SEPTEMBER HEALTH OBSERVANCES – **Family Health & Fitness Day – September 24**

Enter:

WWW.williams-manny.com/WellnessNewsletter.html

To download this month's **Wellness & Prevention Newsletter**. The **Employee Resource Center** brings together a collection of carefully selected, comprehensive health, wellness and financial websites that encourages employees to be more proactive about their health and lifestyle decisions.

Employee Resource Center Key Features . . .

- The **Health Resources** section features informational links on fitness and nutrition, senior health,

kids' health, prescription drugs, emergency resources, health calculators, mental health, disease risk assessments, and health information from the world's largest medical library, the National Library of Medicine.

- The **Financial Resources** section presents articles about budgeting and saving, college planning, kids and money, taxes, credit and debt, retirement planning, insurance, investing, leasing vs. buying a car, purchasing a home and getting a mortgage, and making a will.

- The **Other Resources** section offers tips about local volunteer opportunities, charitable giving, motor vehicle safety, vital records, and weather warnings.

- The **Employee Resource Center** is designed for all age groups, and content is appropriate for children and adults.

To log into the **Employee Resource Center**, Enter

www.benefitspassport.com

and log in using the following credentials:

Username: wellness Password: erc

Tony Chiodini

Vegas Notes...



Hi, my name is Randy Terrile. I'm the lead associate here at the Las Vegas Plant. I'm originally from Chicago. I moved to Las Vegas in 1999. I got tired of shoveling snow, ha ha. I really do miss my Cubbies, but do

get to see them on TV so it's not so bad. I started working for Komatsu about six years ago and just about a year ago Pierce took over the facility and offered me a position. It's been great. As the lead I have learned so much. Some of my hobbies are drawing and writing short stories. I hope one day I will be able to meet each and every one of you.

Randy Terrile

October Anniversaries

| Name | Date | Plant |
|---------------------|----------|-------|
| Patricia Zacarias | 10/20/86 | 3 |
| Tracey Strawn | 10/04/96 | 7 |
| Gilberto Guajardo | 10/23/00 | 3 |
| Maria Bermia | 10/23/00 | 3 |
| Cynthia McLynn | 10/24/00 | 8 |
| Antoinette Liccardi | 10/08/02 | 3 |
| Jason Howell | 10/07/03 | 7 |
| Silvina Aceves | 10/13/03 | 3 |
| Linda Ross | 10/03/05 | 2 |
| Edward Aguirre | 10/09/06 | 3 |
| Larry Hickey | 10/23/06 | 2 |
| Andrea Scott | 10/30/06 | 3 |
| Janice Taylor | 10/30/06 | 7 |
| Maida Uribe | 10/13/08 | 2 |
| Virgil Sansone | 10/20/08 | 2 |
| Elizabeth Deleon | 10/11/10 | ICP |

October Birthdays

| Name | Date | Plant |
|--------------------|------|-------|
| Preston Martin | 01 | 4 |
| Nestor C. Angulo | 01 | ICP |
| Thomas Wright III | 04 | 7 |
| Francisco Valdivia | 04 | 8 |
| Horn Choup | 04 | ICP |
| Omar Clemente | 04 | 7 |
| Jay Hogan | 05 | 7 |
| Maria Medrano | 06 | 2 |
| Sarin Sek | 06 | ICP |
| Angela Cannon | 07 | 7 |
| Dino McNabb | 11 | C |
| Capas Speight | 15 | 10 |
| Tereso Cervantes | 15 | 3 |
| Juana Huerta | 16 | 3 |
| Corey Walker | 17 | 7 |
| John Sundberg | 17 | ICP |
| Michelle Elwell | 18 | 3 |
| Mitzi Gibson | 19 | 7 |
| Juan Flores | 21 | 3 |
| Kristin Rice | 23 | 7 |
| Martin Contreras | 24 | 2 |
| Deborah Largent | 25 | 2 |
| Chris Cacciatore | 25 | C |

Belvidere West Writes...



Greetings from Belvidere West. As you read in last month's newsletter, Erin Sparrow relocated to Florida which opened the position of Procurement Administrator. Debbie Largent was

hired to fill the position. Debbie has many years of customer service and purchasing experience and has jumped into her new position. It is difficult replacing someone who has been in that position for the past four years but I know Debbie will do a great job. There is no let up in the procurement business as Tony Chiodini, Tim Charles and I met

with Greenlee this month to kick off Phase II of our project. This will basically double our business with Greenlee. We also opened the door in discussions of Phase III which is a huge expansion. No dates are set yet but this will result in expanding the footprint of Procurement and increase our work force.

We also had a visit from Kory Stark, Buyer, from Donaldson Company, Inc. earlier this month. This was Kory's first visit to the plant so we took the opportunity for a tour and discuss all of Pierce's capabilities. Kory's main purpose for visiting was to discuss the ongoing implementation of DCI's new packaging standard. It has been in place for two months but with all new corporate wide plans, we encounter bumps in the road. We were able to discuss

and solve many of the questions and concerns on both sides. We have a great working relationship with DCI which makes going through these issues very easy. The other item I want to mention this month is the 5S program that Pierce is implementing. I have assembled my Team which consists of Beth Futrell, Ken Holze, Lois Patmythes, Kyle White, Frankie Williams, Letty Medrano, Raul Sanchez, and Jorge Perez. We are meeting weekly to review ideas and get the program off the ground. The Team has representatives from different departments and a mix of men vs. women which I believe produces great results.

Larry Hickey

Please Meet...



My name is Deborah Largent. I joined Pierce Procurement in August, 2011. I am married to Greg Largent and we live in Rockford, Illinois. We currently have five children and 11 grandchildren. A grandson is due December 28th, making it six grandsons and six granddaughters.

Our hobbies include traveling the United States and Europe. My in-laws live in Germany and it is always a pleasure visiting them. We have a travel trailer on a private lake an hour from our home. We enjoy most weekends out there. My specialty is cooking delicious dishes over an open fire.

Deborah Largent

A Note From...



Greetings from Belvidere West. I waited all summer for fall to get here and now I wish summer would have never ended. Each year I somehow forget how miserable the cold can be. It's a little late but

for those of you who don't already know my wife gave birth to a beautiful baby girl. Kiley Kay Holze was born at 8:31 in the morning on May 2nd. She weighed 7 lbs 15 oz and was 20 & 1/2 inches long. Before she arrived we were a little worried about how our 4 year old son Kaden would react due to the fact that he had some not so nice things to say about his soon to be sister. The second he laid eyes on her everything changed. When an aunt came to visit at the hospital he got angry because she didn't ask if him if she could hold "our baby". As with any new addition the first few weeks at home were a bit rough and I wasn't sure it would ever get better. I am happy to say she is now sleeping most of the way through the night and is for the most part

a very content baby. Remember to enjoy the leaves while they are still on the trees, we'll be knee deep before you know it!

Ken Holze



Kiley Kay Holze

Columbia SC Writes...



Summer is coming to an end and the weather in South Carolina is finally starting to cool down. Luckily for us, the line volume in August did not cool down. August was the best month we have had so far this year. Outbound shipments had a 600 line increase over our previous high in June. Inbound shipments

were 150 lines higher than our previous high in July. We have seen a continued increase in both inbound and outbound shipment through out the summer. One interesting note - we have handled 49,438,952 lbs. through August. Outbound 29,924,653 lbs. for an average line weight of 510 lbs. Inbound was 23,924,653 lbs. for an average line weight of 1,033 lbs. We are going to have an exciting next few months. Metso is implementing a new WM (Warehouse Management) system. We will have the pleasure of re-labeling all of the locations and product. The upside is that this system will bring RF guns into the warehouse and should help with our daily

production. We will be system testing the first week of October and employee training the 2nd and 3rd weeks of October. They have set a "Go Live" date of October 24th. Hopefully, all of the testing and training go through with no issues and we can have a smooth transition.

We had an all hands meeting to discuss the implementation with our employees and explained what needs to happen in the next few weeks. Everyone is looking forward to working with the new system and seeing how much the RF guns will help our daily activities. I also thanked all of the employees for their hard work in August. I had gotten two tickets to the Carolina Panthers football game for Sept 25th and we raffled them off. The lucky winner was Wesley Adams (sorry, does not like his picture taken). Wes works on the parcel pack line. Last thing - GO PACK and GO BIG RED!

Gabe White

A Quick Note



Brandon Dunn, Yard Supervisor here at our Columbia facility, was in a motorcycle accident and broke his leg. He had surgery to have piece of cadaver bone inserted into the top of the bone along with a plate to hold it in place. Brandon is in good spirits and looking forward to getting back to work as soon as possible. Everyone wishes Brandon a speedy recovery.

Ripley Writes...



Who me? That was the question our associate of the month expressed

when informed of his selection. The Ripley Plant is fond of associate Jason Kyle, and pleased to honor him. Jason was nominated by Janice Taylor, Line Lead in our Quality Department. Jason is our hardworking Break Down inspector with experience in Woodshop, Label Only and Dealer Return. All departments are pleased when Jason

comes their way to help out, repair a broken machine, complete check lists or catch up a line and get everyone back on schedule. Jason has just completed his first six months as a full-time Pierce Associate. He started with Pierce four years ago with Staff on Site Temporary Agency as a runner. He gives high praises to Tracy Schmitt and Janice Taylor for believing in him and allowing him to work in Quality Control. In Jason's spare time, he enjoys spending time with his girls and playing a little basketball. Jason has come a long way and we're proud to have him as a member of the Pierce family.

Mike Moore

Ripley's Associate Of the Month



Jason Kyle, pictured on the left is congratulated by Line Lead, Janice Taylor for being selected September's Associate of the Month.

Safety Writes...



I recently attended a Risk Management conference in Chicago and had the pleasure of hearing a great keynote speaker; Richard Hawk. I have attended a few conferences in the past few years and have enjoyed other speakers but Richard had such a fun, laid back, and realistic approach to relating emotions to everyday life and how it affects our performance in not only life but in our places of employment. His main point of "focus" was on Finding our Focus... To discover the behavior-changing techniques that have been proven to transform people, helping us make fewer mistakes that lead to fewer workplace incidents. After all, what are emotions? Emotion is energy that causes us to act. Finding ways to stimulate positive emotions will lead to not only

a better personal lifestyle but it will also lead to a better professional lifestyle. One of the leading misconceptions is that we are more proactive and productive by multi-tasking. Focus will always out perform multi-tasking any day of the week. So, you are very busy...push, push, push; there is so much to do, you believe that if you do everything at the same time you will accomplish more and be more productive. Not the solution. Slow down, work at a steady pace, focus on accomplishing one task at a time, and do your best to leave stress out of the equation. Losing focus, rushing, and stress can cause you to make mistakes that could possibly cause you or someone else to get hurt. A lot of people say that is easier said than done; but try and look at it this way. You would not want stress to tag along with a doctor who is going to perform surgery on you or a loved one. We all know there are many suggestions out there that help us "manage" the everyday stress that comes along with life. Here are a few tips he left with us in our conference. My personal favorite

is #6. Funny, I do this often, and where most people think I am off in the head, I found out I am just "de-stressing" myself. Try these out yourself and see what a difference it makes for you:

- 1) Get enough sleep. Did you know that a person who sleeps 7 hours only gets about 1.5 hours of true rest?
- 2) Stay well hydrated. Water in the late morning helps fight mid afternoon fatigue.
- 3) Eat colorful foods. They are full of nutrients that boost our immunity.
- 4) Exercise. It helps your body loosen up, clears your mind, and makes you feel better overall.
- 5) Do nothing once a day, everyday. Choose a time where you completely shut your mind down and just do nothing.
- 6) Watch and talk to yourself on purpose!

There they are, the 6 steps on the way to leading you to a stress free day! Hope you all enjoy.

Tracy Schmitt

Sales & Marketing Writes...



1. Ask yourself what it is you don't know yet. Keep in mind that you don't know what story is foremost in other people's minds. Each individual has his or

her own story about what is important and why. Insight into these different stories can make a great difference for how you and other people handle the conflict. Ask open-ended questions that help you to understand the background of the conflict better. Remember also to remain open to learning new things about yourself and how other people perceive you—maybe other parties feel that you have contributed more to the problems than you are aware of.

2. Make a distinction between the problem and the person. Look at the conflict issues as shared problems that you have to solve cooperatively. Keep from blaming and voicing negative opinions about others. State clearly what you feel and want, and

invite your counterpart to help in finding solutions. Opinions and emotions should be expressed in ways that facilitate the process of achieving satisfying outcomes.

3. Be clear, straightforward, and concrete in your communication.

State clearly what you have seen, heard and experienced that influenced your views in the matter at hand. Tell the other person what is important to you, why you find it important, what you feel, and what you hope for. Express your own emotions and frustrated needs in clear and concrete words. Ask for the counterpart's fears and needs in a way that conveys that you care about them.

4. Maintain contact with your counterpart. Breaking off contact with the counterpart in a conflict often leads to a rapid conflict escalation. Do what you can to keep the communication going. Work to improve your relationship even if there are conflict issues that seem impossible to resolve. Offer to do something small that meets one of your counterpart's wishes and sug-

gest small things your counterpart can do to meet your own needs and wishes. Even if marginal, such acts can strengthen the hope that it will be possible to change the nature of the relationship in a positive direction.

5. Make it easy for your counterpart to be constructive. Avoid triggering the defensiveness of your counterpart by blaming, accusing, or criticizing. Extend appreciation and respect for the counterpart when you can do so sincerely. Show your counterpart that you care about the issues and needs that are important to him or her. Take responsibility for your own contributions to the conflict.

6. Develop your ability to look at the conflict from the outside. Review the conflict history in its entirety. Notice what kinds of actions influenced the tensions of the conflict in positive and negative directions. Take care to develop your awareness of how you can influence the further course of events in the conflict in a constructive direction. Take on problems as early as possible, before they have a chance to develop into major conflict issues.

Tim Charles

Belvidere East Writes...



Virgil Sansone, Corporate Quality Director has been spending "quality time" at Plant 8 this month with a focus

on the 5-WHY Problem Solving Analysis. This analysis works in tandem with the Corrective Action Process within the plant operations. When errors are made we have to consider the problem and ask why they are happening. Analysis of the problem gets us to the root cause and roots can run deep. For example, if there are several short ships being made within the shipping department while selecting customer orders, the first conclusion may be the person picking inventory is not double checking his/her work. It certainly sounds like this is the reason why so many errors occurred, but is that the real reason for too many short ships?

What if the process or method is actually the culprit behind excessive errors? What if some confusion stems from a confusing process? Sometimes you can't always blame the person—what if the work instructions are poor? And if the process isn't finely tuned, then your training isn't in tune either. Double checking work should be a natural habit at the workplace which helps us minimize the "human factor". Human error is when people are sincerely doing the best they can do but sometimes this is just not enough. Human negligence, however, is when some people just don't care. This is certainly different than human error. Being negligent really points to just having a bad attitude towards something. The 5-WHY helps us figure these questions out and get down to the bottom of why the issue is occurring in the first place, which in turn points to continuous improvement and this is the goal for any successful operation. We are looking forward to this formal quality process that is being implemented in Plant 8 operations. We have a culture within the plant that is fixed on continuous improvement but we are confident this proc-

ess will strengthen it while providing a structured process, better tracking via logs, and a new slant on how to resolve problems. Other change that has occurred in the past two months is in our woodshop led by Jack Hunt, Bob Beghtel and Arnie Koerner and I can't forget Ed Prignano who helps out in the woodshop quite frequently. The woodshop has shown improvements in department productivity, efficiency, turn times and parts storage. They had an idea to set up several pick bays for glass, while Brandon Spitsen (shipping supervisor) began setting daily goals and Jack, Bob, Arnie and Ed have sweat just a bit more to make this happen. Once the goals were in place, the woodshop crew began to run with them producing marvelous results. With that being said, we would like to congratulate them on receiving the associate of the month honor. Jack, Bob, Arnie and Ed have worked very hard the past couple of months and have really impressed everyone with the changes they have made in the department and we congratulate them and their diligent efforts!

Joshua Moorehead



We have had a busy month so far this month. Happy Birthday to Cindy Mena and Happy Anniversary to Larry Sindelar! Congratulations to Antonio

Horton - he recently was blessed with a new baby girl. I was also blessed to welcome into the world my 4th granddaughter on September 6th. She is just as beautiful as my other three granddaughters! Congratulations to Cyndie Mclynn and Jeremy Linder on their recent marriages.

My good friend Erin Sparrow, who worked at Plant 2, recently left her job to pursue new adventures in Florida. Erin began her career here at Plant 8 before moving on to other positions within the company. We became good friends over the years and I will miss her. Her moving gives me a reason to visit Florida though!

We had a cook-out and potluck last week. Everyone contributed and the brats and hamburgers were amazing. Josh did a great job cooking – Thank you Josh! Congratulations to the entire Woodshop department for receiving the "Associates" of the month. Keep up the GREAT work! Very soon I will be making my annual trip to Edwards Apple Orchard to buy Apple Cider donuts for all the associates. Mmmm...can't wait for that!

Jenny Ralston

ASSOCIATES OF THE MONTH



Arnold Koerner, Ed Prignano, Bob Beghtel, Jack Hunt, with Supervisor Brandon Spitsen in the middle.



Happy Birthday to Cynthia Mena and congratulations to Larry Sindelar, three year service anniversary.

Belvidere East Continues...



Hello again from the Shipping Department at Plant 8!

We are doing an outstanding job of turning our customer orders!! I would like to thank the entire Shipping Department for all of your hard work this summer helping in other departments and helping in every way we needed the help. I would like to congratulate this month's associates of the month - the entire woodshop, Bob Beghtel, Jack Hunt, Arnie Horton, and Ed Prignano. We have come a long way in just a couple of months, putting in a new system in the woodshop to meet our customer's needs. Way to go guys. Thank you and everyone else who helped us get the work done!!!

Brandon Spitson

JUST FOR FUN...

What kind of summer vacation memories do your teens have?

Are they summers in the Great North, where you wear swimsuits during the day, sweatshirts at night, and mosquito repellent all day long, or do you take your kids down to the steamy Deep South where Grandma is, where you eat fresh corn on the cob and watermelon and the state sport is fanning yourself. Perhaps your family goes to California to surf and lie in the sun.

When I was 12, our family took a trip to a mosquito infested fishing resort. It was run by a slovenly, wild eyed woman who would get us minnows in the wee hours of the morning in her nightgown with a cigarette dangling from her lip. We never went back.

After that, the vacations got better every single year. For a few years we went to a resort in Bemidji, MN. I know it was hard to keep three teenagers entertained for a week without television, but family games did help quite a bit, and our parents would patiently



Hello. My name is Kurtis Haskett. I work at Pierce, Plant 8, as an Inventory Specialist. I look for lost parts and do double checks on cycle counts. Looking

for lost parts is a fun job, especially considering there are over 65,000 part numbers. I have been working here at Pierce since April of this year. I enjoy my children, fishing, and camping. In my spare time I am either at the lake or building a computer. I enjoy working at Pierce and look forward to a long relationship here.

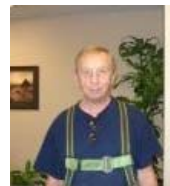
Kurtis Haskett

play endless games of Yahtzee or Pente with us.

In the early morning while lying in bed, you would hear quiet voices, boat motors starting up, screen doors slamming lightly from the different cabins, and smelled fresh brewed coffee. What a great way to wake up.

My mom worked hard at helping us to appreciate the beauty of nature, as well. We would leave to go on vacation at oh-dark-thirty in the morning, and the very instant we crossed the border into Wisconsin, mom would shriek, "Look at the pretty scenery. Get up! How can you sleep? Look at the pretty scenery." (In all fairness, I must admit I do the exact same thing to MY children).

Several years ago when my kids were younger, I began taking them up to a friend's cabin in upper Wisconsin. For a glorious week in the summer, we are residents of Wisconsin, fishing, swimming, and generally having a blast. When I began dating my husband Joe, he began to join us on these excursions and it added to the fun.



Hi, my name is Larry Sindelar, Second shift shipping Supervisor.

I wanted to tell you a little bit about my department. I have a great Team of 11 employees. Our job is

to make sure that all orders are pulled and shipped out to our customers on time.

I would also like to thank all of the people on first shift for all their help in picking and packing orders for our customers.

If it wasn't for all the great employees we have at Pierce, we would not be able to run this company as well as we do.

Thank you everybody for all the good work.

Larry Sindelar

We watched the kids make their own memories...the trip to downtown Eagle River (tourist trap, anyone?) and the endless cans of Mountain Dew that normally they are denied. Don't forget the fishing, the mosquitoes, the bonfires, the sunburns, the 386 games of checkers and watching Forest Gump until you know every word by heart.

We try to make it fun for them and play lots of board games with enthusiasm. We get into the water to splash around with them despite the water temp being approximately 4 degrees above freezing. When we get out of the water, our lips are so cold that it looks like we've been eating blue Slurpees.

Then it's inside for a snack and perhaps a catnap...but don't sleep too long.

You might miss some of the pretty scenery.

Chris Cacciatore