



NOVEMBER 2011

Kevin Hogan Writes...



In November, I'm glad that Dino McNabb (COO), John Mullin (Vice President) and Connie Lumpkins (Corporate HR Mgr.) had the opportunity to visit ICP in Portland OR. It was Dino and Connie's first visit to this facility. I was told that Jeff Knapp (ICP GM) was an enlightening and excellent host. Dino and John were also able to spend some time at the Navistar Portland PDC. Larry Hickey (Belvidere West GM) and Tim Charles (Business Mgr.) came out to Seattle to spend time with Paccar. It was Larry's first visit to Paccar. They told me that they had a very productive visit. I was able to join Larry and Tim for dinner the last night they spent in Seattle.

Well, November was the month for Thanksgiving. It is the time to be thankful for your job, friends, relatives, family and most of all, your health. Families get together and I know that there is a great deal of traveling during this time. We were lucky this year to have all the children travel to Seattle to spend Thanksgiving with us. It was the first time that some of our children got to meet their niece, (Hartley Rose Freeman), our grandchild. We also celebrated Hartley's first birthday with a "Birthday Brunch" prior to the Packer game on Thanksgiving morning. Good friends of ours surprised her with an unexpected birthday gift, a Green Bay Packer cheerleading outfit. Well, needless to say, it was a big hit and Hartley sported it around the rest of the day. It was good for all of our young adults to spend some time together even though they all live far apart and have very busy lives. Jack even had a visitor, Bree (Ben's dog). At the end, we all went our different directions; three to Memphis, Tennessee, one to Portland, Oregon, one to

Madison, Wisconsin, one to DeKalb, Illinois and we jumped a plane for Chicago (Rockford). I hope that everyone had a very nice and safe Thanksgiving. The Hogans did and we are thankful!

Kevin Hogan



Jack's Words of Wisdom...

Times are hard...

"I received a pre-declined credit card in the mail."

I accompanied some prospective customers to ICP in November. Jeff was kind enough to show them the ICP capabilities and introduce to them to some of his key personnel. I hope that they found our operation capable of handling any packaging or distribution needs that they may have in the future. Jeff and Randy Cantonwine (ICP Business Mgr.) joined us for dinner and we had a nice evening.



For those of you I have met already, thank you for making me a part of your Pierce family. If we have not yet met, I am Connie Lumpkins, YOUR Human Resources Manager. With 25 years of experience in Human Resources, I am excited to bring to Pierce my extensive training in Benefits and employment law. Since our job is where we spend the greatest part of our day, my wish is

that each day you find something enjoyable about your job. Just a little about me, my husband and I have been in the Rockford, Illinois area for just over 30 years. Prior to moving to Rockford, I spent the first 18 years of my life in Chicago. I raised my two children in Rockford and then they both decided to make the Air Force their career choice. My daughter commissioned almost five years ago and will deploy this coming March.

My son enlisted three years ago and just returned from a six month deployment. I will be visiting each of the facilities and look forward to getting to know all, not just the operations, but the most valuable asset which is you. Should you have any questions or concerns about your benefits or your work life, please feel free to give me a call or send me an email.

Connie Lumpkins

Portland ... Industrial Craters and Packers Writes...



Things have been busy at Industrial Craters and Packers. Our technicians have been on a 9 hour per day schedule (with at least one weekend day) for three months. Despite this demanding schedule, they continue to have an excellent safety record. Notable projects have included:

Randy Cantonwine



Crating two 93,000 lbs horizontal milling machines leaving BOEING COMPANY's Portland plant for France. The machines were dismantled and packed in seven crates per machine. The largest crate (per machine) weighs "only" 46,000 lbs. The two machines required a total of about 10,000 sq. ft. of crating plus foil vapor bagging.



ICP has been securing a number of cutter heads to flat racks for shipment to Dubai. The tools are made by ESCO and are used in offshore dredging. Weights of the cutters ranged to 65,000 lbs.

ICP Projects continued on page 3...

Portland ... Industrial Craters and Packers Continues...



YOLO COLOR, a local “green” paint manufacturer, came to ICP for tradeshow display crates. To highlight YOLO’s zero VOC (volatile organic compound) paint, ICP built four crates that open up into display rooms: kitchen, bathroom, etc. Work included hanging cabinets, installing lighting, and more. This was a fun departure from our standard business. (but we hope our industrial customers don’t start requesting crate interior decorating ...).

FYI Corner...



We are all too familiar with the high costs of helping our children get a college education, so if we run across information that could assist, we are more than glad to pass it along. Even though this just involves Illinois residents, you can still check your respective states; they could offer something similar. There is a tuition waiver available for children of Veterans living in Illinois. The waiver may be used for any University of Illinois campus. Up to six waivers

per Illinois county are awarded each year, one for each of the following conflicts: World War II, Korean Conflict, Vietnam Conflict, Southwest Asia Conflict, Operation Enduring Freedom and Operation Iraqi Freedom.

Applications will be available beginning December 1, 2011. Students need to apply before March 1, 2012.

To learn more about this tuition waiver, go to:

<https://secure.admin.illinois.edu/osfa/scholarship-database/detail.aspx?id=1522>

Our C.F.O. Writes . . .



**Wellness & Prevention
Newsletter
November 2011**

Each month Williams-Manny provides **The Wellness & Prevention Newsletter** to you as a service for distribution to our employees. The newsletter includes information on health, wellness, nutrition and disease.

December Anniversaries		
Name	Date	Plant
Pablo Ruiz	12/19/94	3
Jenny Ralston	12/18/00	8
Chris Cacciatore	12/31/07	C
Kate Montgomery	12/08/08	8
Joseph Magliari	12/07/09	3
Erica Williams	12/20/10	7

This month's topics including:

- Small Things Are Really What Matter
 - OUTER AISLE FRESH – Nuts About Nuts
 - EATING WELL RECIPE - Apple Salad With Pecans & Pomegranate
 - GET MOVING – Fiscally and Fashionably Fit
 - FISCAL FITNESS – Extended Warranties Worth the Expense?
 - THE WHOLE YOU – Physical Health: Quit by STARTing
 - THE WHOLE YOU – Emotional Health: Laugh For The Health Of It
 - HEAD ONLINE FOR MORE RESOURCES: nov.hopehealth.com
- NOVEMBER HEALTH OBSERVANCES – **American Diabetes Month**

Enter:

WWW.williams-manny.com/WellnessNewsletter.html

To download this month's Wellness and Prevention Newsletter.

The Employee Resource Center Website

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**, click on the link and log in using the following credentials:

Enter www.benefitspassport.com

and log in using the following credentials:

User name: wellness

Password: erc

Tony Chiodini

Belvidere West Writes...



Happy Thanksgiving from Belvidere West! Earlier this month I visited

Paccar in Renton WA with Tim Charles. This was my first trip to Washington so I was very excited. I have heard stories both ways about that area; one on how beautiful it is and the other that it rains all the time. Well, we hit it perfect as everyday was sunny warm and the mountains were clearly visible. (A big difference from the record rainfall they received at the end of November.) The impression that I came away with is that you need a GPS to get around. None of the roads go straight for any great distance. One of the purposes of the trip was so that I could meet our contacts to put faces with names and understand their responsibilities. We also reviewed any issues or opportunities to expand our working relationship. We first met with Chuck

Weidenbach, Senior Commodity Manager along with Cathleen Valentine and Elizabeth Evans from the Cab & Frame division. We have done a few special packaging jobs for Cab & Frame and discussed opportunities with glass and hood crating going forward. The hood crating opens an opportunity for Industrial Craters & Packers to Paccar as their location in Portland could work out best for Paccar and Pierce. We then met with Samantha Parlier and Francine Jackson from the Ride Control division. We had done a lot of work with Francine including TRP packaging and discussed two more projects going forward with her. Jeff Hughes is in the Truck Systems division. Although we currently are not working on any open projects, I feel we have a lot to offer Jeff going forward. Barbara Rilling works in the Materials Group so all of our orders come thru Barbara. Barbara has

visited Belvidere West in the past so it was good to see her again. Barbara is great to work with and works closely with Pierce Procurement's Debbie Largent on the day to day operations. We discussed her forecast and how we are using it to improve our order fill rates. We briefly spoke to Malia Walsh as she was working with all the PDC managers who were in Renton at the time of our visit. Malia works with the managers to determine improvements in the PDCs. Neil Levine is the Operations Quality Manager. I also met Neil when he visited the Rockford PDC. Neil makes recommendations for quality improvements which includes packaging. We have made several prototype packaging specs in the past for Neil and will continue to suggest improvements. This was a great trip for me because in this era of email, nothing beats face to face meetings where you can form true relationships. I look forward to expanding our relationship and to continue to add value to Paccar's products.

Larry Hickey

December Birthdays

Name	Date	Plant
Tommie Givens	01	4
Blanca Salgado	05	3
Edward Aguirre	05	3
Kristi Taylor	06	7
William Wyatt	07	7
Janice Taylor	09	7
Dinna Vath	09	ICP
Ulises Cobos	10	ICP
Ronald Hansen	11	ICP
Frank Williams	12	7
Jenny Ralston	12	8
Melissa Millner	14	7
Michael Moore	15	7
Juana Medrano	17	2
Kevin Hogan	17	C
Deona Odom	18	4
Jose Ramirez	20	2
Donald Wilkes	20	7
Bertha Gonzales	21	2
Alicia Cabriaes	21	3
Walter Fisher	21	7
Alejandra Sanchez	23	7
Kevin Gerding	24	3
Jhon Gaviria	24	8
Adan Flores	28	3
Linda Kennel	29	ICP



Pictured above-Megan Smith and Beth Futrell Megan Smith from New Age provided a Thanksgiving lunch for Belvidere West for being her biggest customer in November.



Pictured left- Happy Thanksgiving lunch line at Plant 2 including Carol Monti who was able to visit and attend.

Ripley Writes...



Fires,
Tornadoes,
Earthquakes, and
Lightning
Oh My!

Thank goodness for great November weather here in Ripley as our plant

participated in a mock Evacuation Plan orchestrated by Komatsu America Corporation. The purpose of the evacuation plan was to prepare Komatsu employees, visitors to the plant, and subcontractors working in the plant on how to respond and what to do in the event of an emergency. On November 10th at around 10:00 A.M. the alarm sounded (or was supposed to sound) and all Pierce Associates, Metro and Staff on Site employees evacuated the building in an orderly fashion to our designated areas for roll call and accountability. This was a great opportunity for us to fine tune and make adjustments in our preparation for a real emergency. We were appreciative of the sun shining brightly and the temperature being in the upper 50's. In reality, this was a well thought out plan, especially for our area as we are located on the New Madrid Earthquake fault and have experienced devastation from tornadoes in the past few years. In preparation for evacuation, we have been given procedures to ensure a safe and efficient manner in which to evacuate the plant whether it is for fire, tornado or earthquake. Maps of the building and individual departments are posted throughout the facility. These maps clearly identify the designated EXITS and the routes to evacuate. Once employees are outside of the facility, employees are required to enter designated "areas" remaining in the areas until they are accounted for by their supervisor or departmental manager. Everyone understands after the evacuation that no one re-enter the building under any circumstances until the building has been officially cleared and re-entry has been authorized by the Facilities Safety Manager. Although we hope there is never a reason for an actual evacuation, we are prepared.

Mike Moore

PRACTICE MAKES PERFECT



Ripley employees are accounted for and await the "OK" from our Safety Coordinator to re-enter the facility after a mock evacuation in preparation for any emergency.



Congratulations to Diana Spann who was selected as Ripley's Associate of the Month. Diana began her duties as Lead in Dealer Return department in January 2011. Diana's supervisor, Judy Borgmann, is proud of this honor bestowed on her prized leader. Diana is headstrong and confident in all that she does. Judy states Diana is a joy to work with and a real go-getter. She faces new challenges every day and does it with a smile. Judy

was out of the plant for a week's vacation and with Diana's guidance and "can do" attitude, the department never skipped a beat - everything ran smoothly. I am so proud to have Diana join us as a Pierce team and family member. In Diana's away from work time, she states she enjoys reading and camping and when it comes to sports, she is a HUGE Packer fan - GO PACKERS! L to R - Supervisor Judy Borgmann, General Manager Jay Hogan and Diana Spann.



The Pierce family has lost a great friend. Ernestine Perryman suddenly left us on November 19th at the age of 84. She worked at Pierce for 15 years. She had been retired for two years. She was an awesome lady & a dedicated worker with many friends. She took her job seriously at Pierce and did more than her share. She cared about the company and the people she worked with throughout the years. She was a true friend to Tracey and me. She told me more than once that "when we met it just clicked; we were meant to be friends". I agreed and said "I'm glad our paths crossed". We were always there for each other. We were very close and she checked on us as much as we did her. Miss Ernie was the most positive and independent person that I have ever met. She was a joy to be around. I will never forget our rides to Nashville for her doctor visits. We had great conversations. She has done a lot of interesting things in her life. What a fine lady! Miss Ernie, we love you very much. The thoughts of you will be with us forever.

Mark Strawn

Belvidere East Writes...



Happy Veterans Day and Happy Thanksgiving!

Thank you to all the Veterans who have served or are serving our country. Personally, I have several family members who have served in the

past and also some who are serving today. My brother's daughter (my niece) is serving in the United States Air Force. Her husband is also in the Air Force. They are stationed in Tacoma, Washington right now. They have decided to make the Air Force their career, and I am very proud of both of them!
Thanksgiving...a holiday to give thanks! What did you give thanks for this year? Every year I seem to give thanks for the same thing, my family, friends, and

health. My family is the most important thing to me in my life. More so this year, than any other year, I realize just how important they are to me! My friends are there for me when I need them, from getting together just to have fun, or letting me vent if needed. Last, of course, is my health. I am very thankful that I have good health.

This month we do not celebrate any anniversaries, but we do have four birthdays for the month: Jeremiah Arnold, Eric Zigler, Ashley Kettner, and Larry Sindelar. Happy Birthday to all!

Our November Associate of the Month is Renee Hagan. On November 8th we received an e-mail from Travis Goeden, Technical Part Advisor for "Manitou Group". His e-mail expressed that he was very happy with the great customer service that he received from Renee. He stated that Renee is always pleasant and professional and they greatly appreciate her and all that she does.

What a compliment to receive an e-mail such as this! I would like to personally thank Renee for the help she gives me each and every morning. The first thing I do when I get in is to do a query for orders that are still open and haven't shipped. I send a list to Renee and she hunts them down and gives me a reason for why each one did not ship the day before. These are recorded and are part of our every day metrics. Great Job Renee and thank you!!

Jenny Ralston

November Birthdays



Happy Birthday
Left to Right
Jeremiah Arnold
Larry Sindelar
Ashley Kettner
Eric Zigler



I would like to wish everyone a Happy Thanksgiving. I can't wait for turkey and football and then to get up early and go shopping. I would like to congratulate this month's Associate of the Month, Renee Hagan. Renee is our 1st shift lead person. She also processes all the truck shipments, and backs up the International department. Renee has been here as long as I can remember, and I don't know what I

would do without her. Congratulations, Renee! You earned this honor; thank you for all your help!

Brandon Spitson

Employee of the Month



PLEASE MEET... Hi, my name is Sandra Hernandez. I have been an employee with Staff on Site and working at Pierce Distribution Services Company since January of this year. My main position is a packer, but I am also a back-up for Delivery Notes and Domestic Shipments (trucks). I really enjoy learning different things, and enjoy working here. I have two beautiful children. Their names are Frank and Sandra. I enjoy going out to the movies and out to eat in my spare time. I love Italian food and seafood. I love to cook. I also enjoy going out to clubs at night to dance. I try to practice the advice "to stay positive and you will have a better outlook on life".

Time to take the summer gear out of the trunk and replace it with winter gear...

As winter is approaching, it is time to get prepared for unexpected weather related emergencies. In the event you were stranded in your car would you be prepared or not? Take a minute and put together a simple "survival kit" now and put it in your trunk. Take an old backpack, duffle bag or small suitcase and pack as if you were planning for a short winter "in your car" get-away. Based on your geographical area, what would you need for this mini-trip? Consider packing the following: hooded sweatshirt, heavy socks, blanket, boots, gloves, chocolate or granola bars, bottles of water, juice or Gatorade, warmers, matches or some other heat source, extra plastic bags (they are a great insulator for your feet if you

have to walk in the snow), book to read or crossword puzzles. Most importantly, let someone know what route you will be taking.

Did you forget the I.C.E.?

I.C.E = In Case of Emergency

Most of the new phones have now added an area in the contacts list where you can add your Emergency Contact. If your phone does not have that, add a contact called ICE and the name & number of your emergency contact. Be sure to put contact person's cell phone, home and work numbers. If you think you need a back up for emergencies, use ICE2. Stay alert and stay safe.