



April 2019

Pierce Distribution Services Company

Kevin Hogan Writes...

In the March Newsletter, I mentioned Andy Oltremari and Dino McNabb were working together on a special project that would lead to a new facility. They were successful and we will be opening a new location in Memphis Tennessee soon. The company is based out of South Carolina and needed to consolidate two distribution facilities and Memphis was their choice. We will be managing their distribution center which includes some packaging. This is great news and it is a job well done. If any Pierce associate would like to relocate to Memphis to work at this operation, please let your HR person know about this. We need to finalize the location, secure equipment and hire the staff. Dino as well as Jason will be busy getting this facility operational. I am sure they will call on others for help as necessary.

Jason visited with me and provided services on the Port Orchard, Washington office. Later he drove to meet Dino in Portland, Oregon for a visit to

ICP. I met with them on Thursday for some meetings. I also attended the safety luncheon at ICP on Friday. It was very nice. Thanks to Kim Quartaro, Jon Munchus, Brett Downey and Randy Cantonwine for making me feel welcome each and every time I visit.

I would like to wish everyone celebrating a birthday in May a Happy Birthday. There are three Milestone Anniversaries in May: On May 11th, Margaret Haycraft and Michael Deberry both at Ripley will celebrate 5 years. In addition to this, Tommy Sisco at ICP celebrates 5 years on May 19th. There are many notable Anniversaries in May; Luis Valdez (ICP) 12 years on May 24th, Patricia Douglas (Ripley) 14 years on May 2nd, Nestor Canedo Argulo (ICP) 14 years on May 2nd, Neng Nguon (ICP) 14 years on May 16th, Horn Choup (ICP) 16 years on May 25th, Khun Ngoy (ICP) 17 years on May 30th, Tony Chiodini (Corporate) 21 years on May 26th, John McNabb

(Corporate) 23 years on May 28th and finally Judy Borgmann (Ripley) 46 years on May 24th. Judy is the Dealer Return Guru who has overseen processing returns for many companies. She worked at Blackhawk Park Ave, Broadway, Material Avenue, Jackson Tn, Humboldt Tn and now Ripley Tn. She was working for the company when I first started and we have been friends ever since. 46 years is a long time. I would like to thank everyone celebrating Service Anniversaries in May for their years of dedication and commitment to ICP and Pierce. May was a great month to hire.

~Kevin Hogan



**Russell's Words
Of Wisdom...**

**You
matter.**



ICP Celebrates Milestones

May 2019

Kim Quartaro	4 years
Tommy Sisco	5 years
Luis Vazquez	12 years
Nestor Canedo	14 years
Neng Nguon	14 years
Horn Choup	16 years
Khun Ngoy	17 years

Below, Horn Choup



ICP Continues...



ICP Anniversaries

Here are our anniversary celebrants! Clockwise from the top are:

Kim Quartaro, Neng Nguon, Kuhn Ngoy, Tommy Cisco, Luis Vazquez, and finally the Jerry Garcia lookalike, Nestor Canedo.



Rockford Writes...

TRAINING AND EARTHQUAKES

Beth Futrell and I were recently invited to the Komatsu facility in Ripley Tennessee to participate in training for their new warehouse management system. It really looks like a very user friendly set up. Everything is as described in very simple terms, inbound, outbound, inventory and so on. I'm looking forward to the go live here in Rockford. We were also taken on a tour of the facility. It was like looking into an ant farm, so many people moving in so many different directions. It was very impressive. I'd like to thank Heather Arwood as she did a great job keeping us safe and well informed of the workings of each area as we toured. Unfortunately my entire visit to the state of Tennessee was not so pleasant. There I was fast asleep dreaming of returning to work the next day when all of the sudden a rumbling disrupted my slumber. *We've been BOMBED* was the first thing that came to mind. I stumbled around the room in the dark as the building continued to shake for what felt like an eternity but was probably only six seconds. I soon decided it must be an earthquake. I dressed and opened the door to the hall. At first nothing—but then I quickly heard the clicking of doors opening and heads lining the hallway. I said to the man a few doors down, "Am I going crazy" to which he responded "I don't think so". I was calmed by the sight of others now knowing I

was not the sole survivor of some end of days story line. I returned to my room and turned on the TV to see reports of a 3.6 magnitude quake. Before you laugh, yes I realize in California this wouldn't even cause someone to pause from sipping their latte but waking to it in a pitch black hotel room sure felt like life and death to me. Luckily I survived.

KEN HOLZE



ATTENDANCE

Nearly every day attendance is an issue in one form or another – absent all day, in late or out early. I think it's important to remember attendance is a basic job requirement. And attendance doesn't just mean being physically present. Good attendance means you are present and accountable. Yes, poor attendance has a direct effect on the company, but it also affects the employee personally. Attendance records can ruin employability and often has a negative effect on relationships with co-workers. Realistically, life happens and everyone misses work once in a while. Believe it or not, good attendance is achievable. In April, we had eleven (11) associates with perfect attendance and I would like to acknowledge that achievement. Hussein Althajil, Christine Blazer, Brenda Chandler, Crystal Cooksey, Bertha Gonzalez, Todd Johnson, Maria Medrano, Jorge Perez Diaz, Raul Sanchez, Calvin Wainwright and Melody Wallace. These associates are good examples of present and



Everyone is familiar with the expression "April showers bring May flowers". April 2019 brought lots of "snow" showers to northern Illinois. We had tulips and other spring flowers poking their heads up through the white stuff. Hopefully, we've seen the last of the snow for the season. We're ready to put away the snow blowers and bring out the lawn mowers. Seems like a good trade. We have several associates celebrating May birthdays, Jaymes Ellis, Chad Hada, Ken Holze, Mariela Pinedo, Crystal Ruiz and Dexter Washington. Happy birthday to each of you.

Mariela, also, celebrates her four year service anniversary in May. Congratulations, Mariela.

LOIS PATMYTHES



accountable. Congratulations and keep up the good work!

LOIS PATMYTHES

Rockford Continues...

WINNER WINNER CHICKEN DINNER!

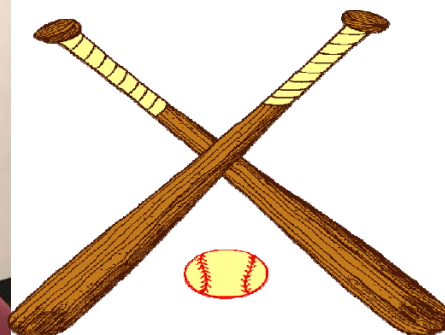


Let's have a big round of applause for Calvin Wainwright!

We held a contest at Plant 2 during the month of April to include all associates that had perfect attendance.

Calvin's perfect attendance has won him a Rockford Rivets Opening Night Baseball Package. Good job Calvin, and enjoy the game!

BETH FUTRELL



HR Corner...Your Benefits!

ZERO CARD

What if you were given a choice to either pay coinsurance for your MRI, which could be a couple hundred dollars, or you could pay nothing. Which would you choose? If you have elected to take insurance coverage from Pierce through Blue Cross/Blue Shield of Illinois, you also are signed up for the Zero Card, which is a tremendously underused benefit that Pierce offers you, the insured.

Say you go to your personal physician for an exam, and as part of your yearly physical, your doctor orders lab work. Instead of having the lab work done on site, you can tell the physicians' office that you have The Zero Card. Once you call the helpful people at the Zero

Card, they will tell you exactly what to do and where to go (here it would be Quest Diagnostics) to have the necessary lab work done, at zero cost to you.

If you visit your physician with a sore neck, and your physician refers you for an x-ray, you handle it the same way. The best part is that when you elect to use The Zero Card, your health plan will pay 100% of the charges for that x-ray. That means no deductible, no copay, and no coinsurance for your procedure. The Zero Card services include surgeries, orthopedics, lab, x-ray, advanced imaging (CT scan, MRI, and ultrasounds) and many others.

How does it work?

Your doctor informs you that you need a service or procedure.

You call the Zero Card Personal Health Assistant at 855-816-0001

That's it! They take care of the details and you always pay \$0.

Here's a real life example. I recently needed an MRI of my neck. My doctor's office wanted me to have it done at the hospital and let me know that central scheduling would call and set that up. However, I told them I had the Zero Card, so I went home and called them. They set everything up for me, including the appointment time, which was a convenient 6:30 p.m. so I didn't have to miss work. I went to Forest City Diagnostics, which is a clean, modern facility. They handled all the paperwork for me so I only had to sign a permission form. My results were given to the doctor within two days.

Since the inception of the program in January of 2017, Zero Card has added many more facilities not only in Illinois, but different states for your convenience. If you've tried to use the service before, only to find out there were no local facilities, please give them another chance. There are far more choices available, and places to choose from now in every state.

CHRIS CACCIATORE

Ripley Writes...

BIG THANKS FOR ALL THE LOVE AND SUPPORT!!!

Be patient and just read this story! I don't want to be "too graphic" and give "too many" gory details, but I do want you to be aware of common everyday symptoms that many of us experience and how we need to respond.

Ripley's Plant 7 is "sooo very PROUD" to welcome back from FMLA our associate and friend, Kimberly Latham. Kim has been with Pierce Distribution since October 2017. She has worked on both second and first shift and is currently with the Allocations Department on first shift. Everyone loves Kim and her positive "go-getter" attitude - a great friend and loyal employee. She would be the first to admit that life is not always fair. Things happen in our lives that we don't have control over and cannot change.

Kim admitted that her health issues started out as lower back pain and issues dealing with "bathroom habits" in August 2018. Her symptoms were affecting everyday activities and she reluctantly sought medical advice from Ripley's Mid-South Convenient Care (local walk-in clinic), Dr. James Tettleton (we know him as Dr. Bubba). After consultation, Dr. Bubba referred Kim to a Gastro Clinic to see Dr. Rao Babu and he immediately scheduled a colonoscopy. However, before the colonoscopy could be performed, Kim's

pain was so intense she had to go to the emergency room at Baptist Memorial Hospital - Tipton and was immediately airlifted to The Med (Elvis Presely Trauma Center) in Memphis. After exam and several test, Kim was rushed into life-saving emergency surgery (exploding bowel) for removal of three cysts and removal of three feet of cancerous small intestines. This single parent was hospitalized for 7 days, recuperating and also worrying about three minor children at home (17 year old Ryan and a set of 13 year old twins, Zachary and Zoey). How was she going to survive? Before being dismissed from the hospital, she learned she would be required to have follow-up radiation treatments for two months, but thankfully no chemo. The radiation was simply overwhelming! She drove herself for daily treatments, and quickly learned the treatments were long and she could not leave the doctor's office until her blood pressure leveled out after each visit. She was sleepy, she was tired, she was trying to be a parent (her closest relatives were in IL and unable to provide much assistance), she was struggling. My work family came to my rescue and jumped into action (paid my insurance premiums), solicited money in fund raising activities and provided household needs (groceries). I am so thankful to work with such giving, kind, thoughtful and loving people - I am blessed!

Kim expressed that before this cancer scare, she had always taken life for granted, but not any longer. She ex-



A VERY LUCKY
YOUNG LADY—
KIMBERLY
LATHAM

plained how she "thought" she was spending enough times were her kids, but after this medical challenge, she realized the importance of quality time and being a part of her children's everyday activities. Our life choices are precious, our memories are so important - we now have "date night/ activity night" with my kids. We talk about issues the kids are dealing with - lots of conversation with the kids help them deal with the fear of losing their mother. Toward the end of her FMLA she was again faced with the news of additional surgery for the removal of her gall bladder. The doctor explained that her gall bladder had been severely damaged by the radiation treatment and was no longer functioning. Kim stated that this surgery was a "piece of cake" compared to the removal of cancerous intestines and her hospital stay was short. Kim explained that during this whole challenge of dealing with cancer, the present and future, what might/could happen brought on short periods of depression, lots of questions/ challenges and she honestly admits to an occasional swig of

"crown" helped her get through the ordeal and believes she is a stronger and better person. You never know what you can handle until you are faced with the thought of dying. She was pleased that she did not lose her hair (chemo would have definitely made that happen) and another good reason to take radiation treatments. There is a history of cancer in the family, both mother and father and several uncles.

Kim realizes that we are each faced with life challenges on a daily basis. She also want everyone to recognize medical symptoms and not wait too long for seeking medical attention. Truthfully, I was embarrassed with my poor functioning body, but the pain made me seek help. A positive attitude, a strong faith, and my family and friends made me a survivor - May God Bless!

MIKE MOORE



Wellbeing Resources Newsletter – April 2019

Each month Gallagher Williams-Manny provides The Wellbeing Resources to you as a service for distribution to your employees. Utilize the **toolkit** at www.ajg.com/livelifewell and select 'download resources.'

This month's topics include: GET MOVING!!

1. Exercise reduces stress by increasing the amount of norepinephrine in your body, a chemical that helps moderate your brain's response to stress and difficult situations. (It's also a hard word to say three times really fast.)
2. Exercise makes you less grouchy by releasing mood-enhancing endorphins into your bloodstream.
3. You boost your energy level all day long by sending more oxygen and nutrients to your muscle tissues and enhancing your cardiovascular endurance.
4. You sharpen your focus and improve your memory. Exercise sends more oxygen to your brain than sitting around. In turn, that oxygen boosts production of cells in the hippocampus, aiding your ability to retain information.
5. Lose weight by simply adding steps or activity minutes to your day. Frequent short walks are a great complement to a balanced diet and high-intensity workouts, which can be more sporadic.

Tony Chiodini

Ripley Continues...

MY CREW—MY FAMILY

This is the way we do it at Ripley's Plant 7. When I gathered the winner of our Associate of the Month in my office to make the announcement and make his picture, he immediately responded, "I want my whole crew to be a part of this honor". So that is exactly what we did! Take a look at this great picture of our Associate of the Month, look real hard near the bottom center of picture and you will find, Julian Rogers, of our first shift's Breakdown & Receiving Department. JuJu has been a member of the Pierce team for 4 years (worked one year as a temporary associate). Nominated by his Line Lead, Janice Rice, for leadership, quickness, analyzing skills and dependability in making sure the job is done correctly the first time is why he is our winner. Janice says she simply couldn't do it without him. JuJu calls himself a "family man" and is quick to point out his real love (s) is his daughters. Raelynn is 4 and Juliya is 8 months. A life-long resident of Ripley and Lauderdale County, he is a 2008 graduate of Ripley High School where he was active on the Tiger Track & Field team. Did you know his favorite color is Green? He often wears blue, but seriously considers green as

Bottom Center
- Julian Rogers
- Associate of
the Month; L-R:
Yvonna Turner,
Kelvin Cole,
Ben Smith,
Janice Rice,
Leslie Whitehead,
Pat Douglas,
Tabitha Chandler &
Daphne Young



his favorite. He makes life simple - "No matter what - Keep going". Thanks, JuJu, for sharing this honor with your work team - remember, we're all COOL, CALM & CRAZY!

MIKE MOORE



MAY ANNIVERSARIES

Name	Day	Plant
Judy Borgmann	5/24/73	7
John McNabb	5/28/96	5
Tony Chiodini	5/26/98	C
Khun Ngoy	5/30/02	ICP
Horn Choup	5/25/03	ICP
Patricia Douglas	5/02/05	7
Neng Nguon	5/02/05	ICP
Nestor Canedo	5/16/05	ICP
Luis Vazquez	5/24/07	ICP
Sylvia Davis	5/13/13	C
Margaret Haycraft	5/11/14	7
Michael Deberry	5/11/14	7
Tommy Sisco	5/19/14	ICP
Mariela Pinedo	5/11/15	2
Kim Quartaro	5/18/15	ICP
Allester Hightower	5/09/16	C
Yorleyvis Ochoa	5/31/16	5
Joseph Demps	5/08/17	7

MAY BIRTHDAYS

Name	Day	Plant
Stephanie Gill	01	7
James Ellis	01	2
Patricia Douglas	02	7
Steven Johnson	02	5
Rath Yong	03	ICP
Jason Smith	03	C
Steven Hendrix	03	7
Milton Powell	04	7
Crystal Ruiz	04	2
Rachel Brewer	06	7
Chad Hada	07	2
Latonia Peet	08	7
Manuel Hernandez	09	ICP
Veronica Conchas	09	5
Cody Marbry	09	7
Tommy Sisco	12	ICP
Ken Holze	13	2
Ronnie Thompson	14	4
John McNabb	15	5
Londell Currie	15	7
Judy Borgmann	15	7
Brian Cutts	16	7
William Smith	21	7
Dexter Washington	23	2
Sergio Meza Garcia	24	ICP
Julian Rogers	24	7
Mariela Pinedo	26	2
Winston Starks	28	7
Donna Oliver	29	7
Zachary Hopkins	29	4
Shari Jameson	31	ICP

Ripley continues...

DOT HAZMAT TRAINING

Plant 7 is proud of our beautiful ladies who completed DOT Hazmat Training. They successfully completed the training and fulfilled the testing requirements and were awarded with their 2019 DOT Certificate.

MIKE MOORE



WE DID IT AGAIN!



At Ripley's Plant 7 we are taking advantage of our Pierce Pickup Truck with money making projects. To assist a fellow associate currently on sick leave (effort to keep insurance premiums current), we decorated our truck for Easter, complete with a Mr. & Mrs. Bunny in the truck seat, loaded the truck bed with Komatsu packages, topped off with 5 dozen colorful Easter eggs. For a \$1.00 donation as-

sociates had the opportunity to win Mr. & Mrs. Bunny. Our winner was our First Shift Service Parts Line Lead, Balinda Hairfield. It is beyond belief of what our associates do to help out a fellow associate in need - so PROUD of each of them that participated!



Drawing the winner from the glass container is Yvonna Turner along with other Pierce associates - we raised \$119.00.

MIKE MOORE



Ripley continues...

GRADUATES!

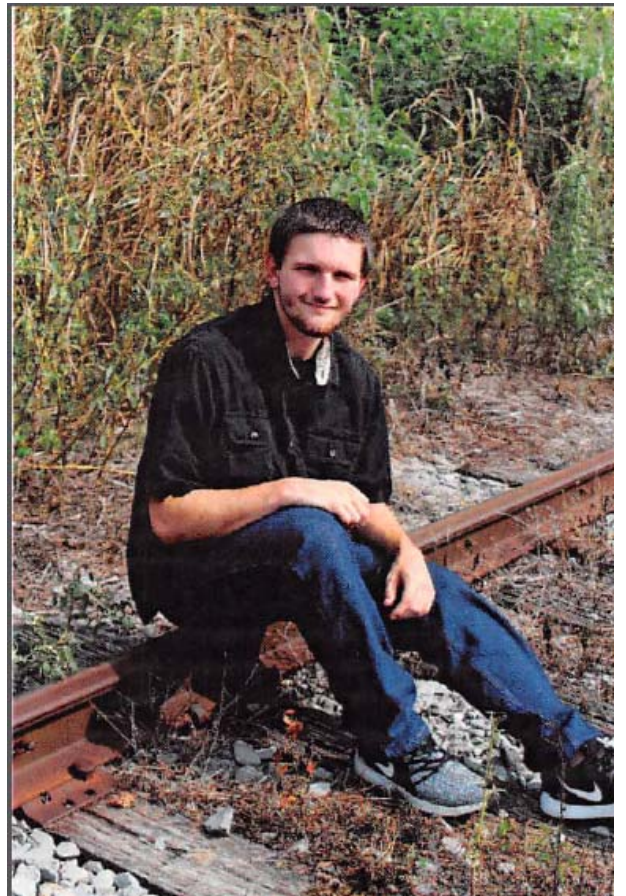


Pictured above Madison Michaels. Graduating from Halls High School on May 17th is Madison Michaels, the granddaughter of Debra Isom, 1st Shift Quality Control. After graduation Madison plans on attending Dyersburg State Community College's Nursing program. Congratulations!

Pictured at right: Cayson Hawks. Cayson is the 5 year old son of Chad Hawks, Ripley QC. He graduated from Finley Elementary Pre-K and future plans include being the next sheriff of Dyer County, TN. Good Luck!



Pictured below: Cyrus McCammon. Cyrus is the 17 year old son of Ripley's Breakdown associate, Leslie Whitehead. The graduating senior graduates May 17th from Halls High School and been accepted at Dyersburg State Community College where he will pursue a degree in Criminal Justice. Proud of you, Cyrus.



Pictured at left: Zoey Sophia Clemons. Zoey is the 4 year old daughter of Marcko Clemons (2nd Shift QC) and Cayse Sanders. She will be graduating from Ripley Pre-K in May 2019. Zoey likes playing outside, jumping on the trampoline and fishing. Always willing and wanting to help, this beauty is looking forward to attending Kindergarten in the fall. Dad is very PROUD of this young lady!

Ripley Continues...



Pictured above: Renee Sparks. Renee will be graduating May 2019 from Halls High School. She is the daughter of first shift's Rhonda Sparks. Renee plans on being a veterinarian and will begin her studies at Dyersburg State this fall. Congratulations!



Pictured at left: Will Robinson. Will is graduating from Halls High School in May. He is the son of Kimberly Robinson, 2nd Shift. Will plans on immediately entering the working world in the construction of houses. Good Luck, Will!

Pictured at right: Breanna Jarrett. Five year old, Breanna Jarrett, daughter Daphne Young (1st Shift Shipping & Receiving) graduated from Ripley Primary School's Kindergarten program in May 2019. The future "beauty queen" may want to be a doctor (if she has time) in the future. Good Luck Ms. Breanna – We are PROUD of you!



Pictured at right: Ketrivon Bonds, Jr. Felicia Bonds, Allocations Line Lead, announces the graduation from Ripley Middle School (8th Grade) her son, Ketrivon Bonds, Jr. His future plans call for him to play professional sports as part of the NFL and NBA – whichever pays him the most money. Felicia has always trained him to set his goals high and believe that anything is possible if you only put forth the effort. Congratulations!