



DISTRIBUTION

January 2019

Pierce Distribution Services Company

Kevin Hogan Writes...

The holidays are behind us now and the new year begins. We need to be responsive to all of our customer's needs as they begin their journey to their 2019 year end goals. We need to stay focused on our contributions to help all customers achieve their 2019 goals. Without our customers, we are nothing but a shell of a company. I will also continue to push our Business Managers to continue to pursue new business so we can expand and create opportunities for our Pierce associates. We are

the Pierce Team. "We Do Whatever It Takes."

I would like to wish everyone celebrating a birthday in February a Happy Birthday. There are no milestone anniversaries in February. However, we have a few special notable Anniversaries in February: Jerry Hankins (Ripley) 13 years on February 20th, Andy Oltremari (Corporate) 14 years on February 16th, Brett Downey (ICP) 17 years on February 25th and Donna Oliver (Ripley) 18 years on February

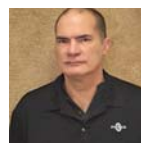
5th. I would like to thank everyone celebrating Service Anniversaries in February for their years of dedication and commitment to ICP and Pierce.



Kevin Hogan

ICP Writes...

Brett Downey, (L) celebrates 17 years with ICP and Sergio Meza is celebrating 3 years with ICP! Congratulations, guys!



RANDY CANTONWINE



Russell's Words Of Wisdom...

"We always think every other man's job is easier than our own, and the better he does it, the easier it looks."

~Eden Phillpots



ICP Writes...



40,000 lb shredder head

Corporate Quality Writes...

At Pierce, our corporate motto is, "We Do Whatever it Takes!"

Sometimes, doing whatever it takes involves recognizing those who make our success as a company possible.

Today, 1/18/2019, Plant 2 held the third Incentives Program Awards Ceremony.

After a thorough review of the initial list of eligible Associates, the finalists were identified and can be found below in blue.

Each of the Associates listed below had to meet specific criteria in order to be eligible for an incentive.

- ♦ Attendance – maintain 3 or less

attendance points during the evaluation period.

- ♦ Exceed the goal for efficiency – achieve more than 100% of the established goal for the labor type performed.
- ♦ Maintain an accuracy rate of 99.1% (Plant 2 & Procurement) or 99.7% (Paccar Dealer Returns)
- ♦ Have performed the recognized labor in the department/account they are assigned to.
- ♦ Have worked at least 40 hours in that labor type.

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Human Resources Writes...

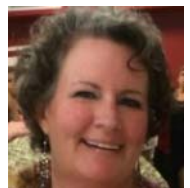
START LIMITING SCREEN TIME!

Smart phones, and the distractions that come with them, are here to stay. But it's important to remember that you control how much digital media you let in to your life. Put in a little effort and a lot of willpower, and you can reduce your dependency on your phone! Here are a few techniques that can help: Out of Sight, Out of Mind Working on a deadline or need to focus on a project? Silence your phone (or shut it off), and keep it out of sight until you decide to take a break. If you're worried about missing something important, set a recurring alarm and briefly check your phone for notifications every 30-45 minutes. Adjust or Mute Specific Notifications Go to your phone's Settings and shut off notifications for any non-essential apps: games, podcasts, shopping apps, etc. You don't need to interrupt your day with push notifications that you forget about right after you read them. Delete Apps and Unsubscribe from Emails Next, take it a step further and "de-app" your phone and your inbox like you might de-clutter your room. It's easy to get in the habit of checking certain sites and receiving emails or newsletters without really questioning why. If something has

become a chore you don't even enjoy, liberate yourself and delete the app or unsubscribe! Set Some Rules and Log Off for Real Unless you must be available for a specific emergency or important event, it's okay to step away from your phone and focus on the here and now. It also helps to start with a few specific rules, such as eliminating screens:

- * Two hours before bedtime.
- * When spending time with friends and family.
- * For specific blocks of time during the weekend.

*COURTESY OF GALLAGHER WILLIAMS MANN



Chris Cacciatore
HR Generalist

Corporate Quality Cont...

| Overall Performance | | (Top Performers) | |
|----------------------------------|------------|------------------|--------------------|
| Name | Error Rate | Efficiency % | Account |
| 2876 Washington, Dexter L | 0.000% | 471% | Carraro |
| 2904 Strocchia, Richard N | 0.000% | 371% | Woodshop |
| 20657 Albank, Ahmed | 0.000% | 369% | Procurement Paccar |
| 2905 Jensen, Margaret M | 0.000% | 304% | Procurement Paccar |
| 20645 Kinard, Niagra | 0.000% | 278% | Carraro |
| 2647 Medrano, Maria S | 0.000% | 191% | Carraro |
| 2697 Perez Diaz, Jorge A | 0.000% | 183% | Woodshop |
| 20663 Valdez, Jessica | 0.000% | 162% | Doosan |
| 2861 Hada, Chad M | 0.000% | 161% | Carraro |
| 2892 AlThajil, Hussein J | 0.000% | 160% | Doosan |
| 2762 Sanchez, Raul | 0.000% | 156% | Woodshop |
| 2869 Fajardo, Orlando | 0.010% | 151% | Carraro |
| 2910 Valdes, Jessica | 0.000% | 138% | Doosan |
| 2900 De Paz Diaz, Denisse D | 0.011% | 148% | Carraro |
| 2902 Benitez Gonzalez, Barbara M | 0.000% | 126% | Doosan |
| 2909 Ellis, Jaymes M | 0.000% | 119% | Carraro |
| 2867 Key, Kyle R | 0.000% | 118% | Doosan |
| 20652 Morris, Daniell | 0.103% | 122% | PDR |
| 2907 Walton, Lolita J | 0.277% | 120% | PDR |
| 20673 Meadows, Alexis | 0.249% | 115% | PDR |
| 2889 Blazer, Christine M | 0.165% | 103% | PDR |

Visual depictions of the Incentives program, why we do it, and how it works:

Pierce Plant 2 - Incentives Program

Employee Recognition Newsletter Submissions

Cash Awards as gift cards for Top Performers

Overall Performance First Prize - \$250.00

Most Improved Accuracy - \$50.00

Overall Performance Second Prize - \$150.00

Most Improved Efficiency - \$50.00

Overall Performance Third Prize - \$100.00

Catered Lunches

Extra Chances to Win the Safety Jackpot

Pierce Swag - Custom Apparel, Water Bottles, Pens, etc.

Why we do it...

- To recognize the hard work of our valued Associates
- To measure our performance vs. our goals
- To continuously improve our business performance

How it works...

Many opportunities are available for Associates to EARN rewards and recognition

- Standards exist that define expectations. The following 3 standards must be met in order to be eligible for monetary and other rewards:
 - Attendance - 3 points or less during the evaluation period
 - *Resets each period
 - Accuracy - Maintain error rate less than or equal to:
 - *Paccar OR - 1 error/1000 lines processed
 - **All others - 1 error/1000 pieces processed
 - Efficiency - Exceed the hourly rate for the job
 - *Must have worked sufficient number of hours in labor type in order to be considered eligible for monetary rewards
- Goals exist or are established for individual Associates, and for types of work
 - Monthly coaching from leaders provides Associates real time feedback on their performance vs. their goals
 - *Guidance provided in how to:
 - Sustain and Improve
 - Correct shortcomings & achieve success
- Performance in key processes is recorded, reported, and measured
- Measurements are analyzed and goals are reviewed
- Goals are revised as needed and created where none exist

This is a continuously evolving program. It is NOT perfect but does give most Associates the ability to EARN a little something extra.

Corporate Quality cont...

Thank you to all Associates for their hard work. Thank you to our Leadership team for taking the time to thoroughly review the data and use facts to decide who has gone above and beyond expectations in order to help continually improve Pierce's ability to satisfy the customer.

Top Performers receiving Gift Cards during Incentives program Awards Ceremony, 1/18/2019

- Hussein Al Thajil** – 1st Place - \$250.00
100% Accurate, 0 Attendance Points, 160% Efficient
- Raul Sanchez** – 2nd Place - \$150.00
100% Accurate, 1 Attendance Point, 156% Efficient
- Jessica Valdez** – 3rd Place - \$100.00
100% Accurate, 2 Attendance Points, 138% Efficient



Christine Blazer receiving 50\$ Gift Card for Most Improved Accuracy
Increased order accuracy by 31% through the reduction of External Errors in Paccar Dealer Returns



Raul Sanchez receiving 50\$ Gift Card for Most Improved Efficiency
Increased efficiency by 54% through increased production in Woodshop, Labor Type: Cutting

Previous Awardees:

4/1/2018-6/30/2018

- Denise De Paz Diaz – 1st Place
Richard Strocchia – 2nd Place
Leticia Medrano – 3rd Place

7/1/2018-9/30/2018

- Margaret Jensen – 1st Place
Richard Strocchia – 2nd Place
Daniel Taylor – 3rd Place
Bertha Gonzalez – Most improved Efficiency

The Wall of Excellence

Shows all Associates recognized as having exceeded the goal.
All shown exceeded the goal in Accuracy & Efficiency.
Some did not meet the Attendance Goal.



DAVID FRYE

Columbia Writes...

Metso/Pierce safety committee would like to congratulate the following people for being nominated during the 4th quarter of 2018 as Safety Employee of the Quarter. The Safety Employee of the Quarter winner will be announced at a luncheon in their honor on February 7:



Sarah Hinchee, Denise Christian, Ronetta Pringle (Pierce Associates) Employee wasn't feeling well and felt light headed. They administered a blood sugar test and found the employee's sugar was high. They then kept the employee conscious and aware while awaiting paramedics.



Ulysses Brown (Pierce Associate) He recommended getting new dock plates for the outside receiving area to unload trucks whose trailers were higher than the receiving dock. The plates they had would pop up in the middle of unloading because the fork lift wheel base was longer than the dock plate.



Troy Davidson (Metso Associate) He noticed crates were stacked in an area that was blocking a fire exit. After noticing this, he took the initiative to move the crates and took the extra steps to go ahead and paint lines in front of the Fire Exit, so crates wouldn't be stacked there again.

(No picture available)

Best of all, the winner will receive a lunch from their manager, be able to utilize the designated parking spot for three months and receive \$10 in "vending bucks" to be used at any of our vending machines.

Devon Mitchum (Pierce Associate) When he left the facility after clocking out, he noticed some boards in the road near the railroad tracks. He then got out of his car and moved the boards out of the road to prevent anyone from running over them.

Way to stay on your toes, everyone!

SARAH HINCHEE

Ripley Writes...

CONFIDENCE AND PRIDE

Congratulations to Ripley's Plant 7 Associate of the Month, Nicholas Wooster. Nicholas has been at Pierce for 5 years (2 years as a temp) and works in our Shipping Department on first shift. Nicholas was nominated, not by his supervisor, but by our Dealer Return Supervisor, Judy Borgmann. Nicholas caught Judy's educated eye right from the beginning of his employment. She noted he does an outstanding job packaging, handling the back orders, will calls and special shipments - he is so detailed and catches anything out of the ordinary to keep our customers happy. He also enjoys helping out in our Allocations department when needed and is eager to learn new things with his positive attitude. Some think he is "laid back and quiet", but he does his work with confidence and pride. This writer is a little prejudice when talking about our Nicholas. To be honest I am a whole lot prejudice as I have known Nicholas since he was born. Nicholas' father, the late Gary Wooster, and I graduated from high school together (many years ago). My son, the late Jon Michael, and Nicholas started to kindergarten and graduated high school together and were good friends all through school - Nicholas spent many nights at my house and traveled with us often. Nicholas graduated from Halls High School in 1996 and from Arkansas State University with a degree in music. (He plays many instrument - both brass and woodwind.) Married to his high school sweetheart, Beth, they have an 8 year old daughter, Emily. Beth recently graduated from the University of TN - Martin receiving her Master's degree - she plans on teaching elementary age children. Away from the work grind at Pierce, Nicholas will be found "hanging out and enjoying time with his family". We all agree with Judy - we appreciate Nicholas' hard work and it is a pleasure to work with our friend, Nicholas Wooster.



Nicholas Wooster and Judy Borgmann

WE LOVE BABIES!



"What a Way to End 2018"

Margaret Haycraft of Ripley's Plant 7 ended the 2018 year with the greatest joy with the birth of her granddaughter, Bailey Ann. Baily was born 12/31/18 at 8:29am at Dyersburg's West TN Regional Hospital. Miss Baily weighed 8 pounds 4 ounces and 19 1/2 inches long. Baily is the daughter of Tiffany Haycraft. Ms. Margaret is a PROUD grandmother and this makes her second grandchild. Congratulations!

MIKE MOORE



Ripley Continues...

STRETCH AND FLEX!!

MOVING AND GROOVING

Ripley's Plant 7 continues to participate in our Flex & Stretch program every day. With hot and upbeat music in the background, associates enjoy the time to exercise, fellowship and sing along to the music as our exercise leaders put us through the paces. Plant 7 has now been participating in the program for over one year. We had a group of high school teachers (60+) from our county tour our facilities a few weeks ago and they were very complimentary (and jealous) of our organized exercise program. We recognize that some of our associates put more into the program than others, but isn't it nice to be able to tell your doctor, "yes" I exercise every day!

MIKE MOORE



: L-R: Stacy Perry, Joella Cook, Destinee Maclin, Sammia Smith, Leslie Whitehead & Korey Smith



Our C.F.O. Writes...



Well-Being Website January 2019

Each month Williams-Manny provides The Wellness Well-Being newsletter as a service for distribution to your employees. The newsletter includes information on health, wellness, nutrition and disease. Do take the time to access the newsletter because it's chock full of useful information!

PLAN AHEAD AND AVOID FINANCIAL STRESS!!

PLAN MEALS IN ADVANCE

Make sure you always have a quick, affordable homemade meal at the ready. Use a slow cooker, rely on healthy favorites like eggs and whole-wheat sandwiches, or freeze meals, soups and casseroles in advance to save yourself time and money!

DISCOVER NEW WAYS TO RELAX AND WATCH YOUR ENTERTAINMENT BUDGET

It doesn't matter if you're buying clothes, music, a movie ticket or an in-app purchase—when you're stressed, spending money releases endorphins that make you feel good. Unfortunately, this impulse works against your budget. Instead of buying something new, make a list of free ways to relax. You could take a walk, watch or listen to something you already own, spend time with friends and family or check out a book from the library.

PLAN YOUR DAILY SPENDING

Find time to quickly list all of your planned expenses each morning, then check your list against your actual expenses at night. If you are consistently off track, find out why and make a change to your routine.

LET A FEW THINGS GO

Reduce your stress by focusing on priorities that save you money. If you only have time to cook a homemade meal or tidy up the house, let the mess slide for a day and avoid the expense of ordering delivery. You can fold blankets and vacuum when you have more time!

Learn more about the types of content covered with the 2019 Wellbeing Website Topics Calendar. Start utilizing this toolkit at www.ajg.com/livelifewell and select "download resources."

February ANNIVERSARIES

| Name | Day | Plant |
|---------------------|-----------|-------|
| Donna Oliver | 2/5/2001 | 7 |
| Andy Oltremari | 2/16/2005 | C |
| Jerry Hankins | 2/20/2006 | 7 |
| Randy Terrile | 2/7/2011 | 10 |
| David Frye | 2/20/2012 | 2 |
| Patricia Wallington | 2/26/2012 | 7 |
| Lisa Finch | 2/26/2012 | 7 |
| Gerhard Jerding | 2/26/2012 | 7 |
| Balinda Hairfield | 2/27/2012 | 7 |
| Jeffery Graves | 2/27/2012 | 7 |
| Violet Glenn | 2/27/2012 | 7 |
| Londell Currie | 2/27/2012 | 7 |
| Terry Johnson | 2/27/2012 | 7 |
| Sylverine Byars | 2/27/2012 | 7 |
| Rachel Langley | 2/27/2012 | 7 |
| Marcko Clemons | 2/27/2012 | 7 |
| Leslie Mayberry | 2/27/2012 | 7 |
| Milton Powell | 2/27/2012 | 7 |
| Mary Rucker | 2/27/2012 | 7 |
| Teresa Scott | 2/27/2012 | 7 |
| Yvonna Turner | 2/27/2012 | 7 |
| Debra Isom | 2/27/2012 | 7 |
| Crystal Cooksey | 2/2/2015 | 2 |
| Geneva Paris | 2/8/2016 | 7 |
| Rhonda Sparks | 2/8/2016 | 7 |
| Teresa Phelps | 2/8/2016 | 7 |
| Dorothy Rouser | 2/8/2016 | 7 |
| Trey Schell | 2/27/2016 | C |
| Hussein AlThajil | 2/6/2017 | 2 |
| Rosalia Torres | 2/8/2017 | 5 |
| Steven Johnson | 2/20/2017 | 5 |
| Daniel Taylor | 2/27/2017 | 2 |
| Sergio Meza Garcia | 2/1/2016 | ICP |
| Brett Downey | 2/25/2002 | ICP |

February BIRTHDAYS

| Name | Day | Plant |
|-----------------------|-----|-------|
| Sarah McGuire | 01 | 7 |
| Tiemeyer Wilson | 02 | 4 |
| Mercedes L. Gutierrez | 02 | 5 |
| Nicholas Wooster | 03 | 7 |
| Donna Hogan | 05 | C |
| Niah Gordon | 05 | ICP |
| Crystal Cooksey | 05 | 2 |
| Ricky Tyus | 06 | 7 |
| Sylvan Grazette | 07 | 4 |
| Susan Lovett | 08 | 7 |
| Michael Deberry | 08 | 7 |
| Liudmila Castillo | 08 | 5 |
| Benny Taylor | 09 | 7 |
| Luz Conchas | 09 | 5 |
| Debra Ison | 10 | 7 |
| David Miller | 13 | 7 |
| Gabe White | 14 | 4 |
| Ryan Klutts | 16 | 7 |
| Calvin Wainwright | 16 | 2 |
| Leonard Ables | 18 | ICP |
| Rachel Langley | 19 | 7 |
| Margaret Haycraft | 20 | 7 |
| Sarah Hinchee | 20 | 4 |
| Atlas Gaddy | 20 | 7 |
| Ann Littles | 21 | 7 |
| Branden Wilson | 22 | 4 |
| Austin Wallace | 25 | 7 |
| Rosa Temple | 26 | 7 |
| Joseph Demps | 28 | 7 |
| Lancer Lowry | 28 | 4 |