



July 2019

Pierce Distribution Services Company

Kevin Hogan Writes...

I hope everyone had a safe and enjoyable July 4th. Our family from Tennessee paid us a visit and we had a wonderful time with the grandchildren.

We participated in the Rockford Pro Am again this year which is the biggest benefit we do every year. I wasn't able to attend this year due to recent events covered in my July article. I heard we finished tied for second place. I was told that our customer golfers and Pierce caddies had a great time. This was the last year for the Tournament Director, Judi Sheley. Judi and I go back 20 plus years and she has always treated Pierce fairly. She was the rock of the Pro Am. I will miss seeing her smile.

I received an update from Dino McNabb on our progress setting up the new plant in Memphis, Tennessee. It seems that everything is on schedule for the start up. This is a big undertaking for Dino and his team. Setting up a new plant takes a great deal of planning. Equipment has to be bought, racks/bins set up and people trained. Computer systems set up and tested by Jason Smith before the "go live" date.

Donna and I are traveling in July to Peoria, Illinois to celebrate the retirement of Don Thrush after 44 years with Komatsu. Don and I worked together starting in the 80s when he transferred from Haulpak in Peoria to the Broadview Parts Operation. We were able to do many great things in the interest of both of our companies. I have always found Don to be fair and honest to deal with. Through the years we have become good friends traveling to Packer games together. My kids even refer to him as Uncle Don. As a matter of fact, 3 of my children and I are meeting up with Don to attend the Packer/Charger game in Los Angeles in November. His retirement party that we are attending should be a grand affair.

I would like to wish everyone celebrating a birthday in August a Happy Birthday. There are two Milestone Anniversaries in August: Tracy Schmitt (Ripley) celebrates 20 years on August 11th and Donna Hogan (Corporate) celebrates 20 years on August 2nd. There are some notable Anniversaries in August: Victor Bravo Morales (ICP) celebrates 12 years on August 13th,

Bradley Herr (ICP & Corporate) celebrates 14 years on August 28th and Ken Holze (Rockford) celebrates 17 years on August 5th. I would like to thank everyone celebrating Service Anniversaries in August for their years of dedication and commitment to ICP and Pierce.

Kevin Hogan



**Russel's Words
Of Wisdom...**

"The worst
tempered
people I ever
met were peo-
ple who knew
they were
wrong."
~Wilson Mizner



ICP (Portland) Writes...

The ICP Wellness committee garden is doing well!



Industrial Craters and Packers has several anniversaries to celebrate this month. Casey Sessions has three years with ICP, Victor Bravo has 12 years now, and Brad Herr is up to 14 years. Way to go!



Casey Sessions 3 years



Brad Herr 14 years



Victor Bravo 12 years



Our C.F.O. Writes...



Gallagher Monthly Wellbeing Newsletter July 2019

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

THE IMPORTANCE OF INOCULATION

How Vaccines Work

Vaccines are weakened bacteria that simulate an illness when they are injected in your body. In response to this simulation, your body develops a supply of defensive cells to fight off similar infections in the future, preventing you from developing the real illness.

Vaccinating enough of a population leads to a type of resistance called "herd immunity" which means there are so few non-vaccinated people that an illness is unable to spread and become an epidemic.

Why They Are Important

Vaccines were initially developed in the 1700s and have been used to reduce or eradicate many dangerous illnesses, including but not limited to smallpox, polio, tetanus, whooping cough, measles, mumps and rubella.

Why Do Some People Believe Vaccines Are Harmful?

In 1998 a paper was published linking the MMR vaccine to autism. The findings were widely criticized by the scientific community and have since been retracted, but they sparked an unnecessary fear of all vaccinations that persists to this day. As a result, some parent forego vaccines and inadvertently cause the return of preventable diseases, such as measles and mumps (which are prevented by the MMR vaccine.)

Tony Chiodini

HAVE YOU TRIED TELADOC?

An underutilized benefit available to Pierce employees is TELADOC.

TELADOC is a service that gives you and your eligible dependents access to quality medical care through phone and video consults 24/7/365. TELADOC doctors are board-certified doctors and pediatricians licensed in your state and average 15 years of prac-

tice experience. With TELADOC, convenient access to quality care is FREE; as well as all consults. Pierce pays for you to use TELADOC. TELADOC provides treatment for many conditions including cold and flu symptoms, respiratory infection, sinus problems, bronchitis, allergies, ear infection, urinary

tract infection, skin problems and more. Although TELADOC cannot supplant seeing your family physician, TELADOC doctors can provide diagnosis and prescriptions until you are able to get an appointment with your family doctor.

CHRIS CACCIATORE

AUGUST ANNIVERSARIES

Name	Day	Plant
Donna Hogan	8/2/99	C
Tracy Schmitt	8/11/99	7
Ken Holze	8/5/02	2
Brad Herr	8/28/05	ICP
Victor Bravo	8/13/07	ICP
Israel Galvan	8/5/13	2
Richard Proscia	8/26/13	4
Dexter Washington	8/31/15	2
Melody Wallace	8/8/16	2
Tina Nichols	8/15/16	7
Casey Sessions	8/29/16	ICP

AUGUST BIRTHDAYS

Name	Day	Plant
Christine Blazer	2	2
Opal Treadway	5	7
Pearline Pride	5	7
Toneyo Johnson	5	7
Steve Rutherford	6	ICP
Richard Strocchia	10	2
Allester Hightower	11	C
Bernie Fong	11	5
Tabitha Chandler	15	7
Beth Futrell	16	2
Stacy Perry	20	7
Denise Christian	23	4
Jorge Chavarria	23	5
Jason Bignall	24	ICP
Larry Hickey	26	2
Jason Howell	30	7
Iva Williamson	31	5



Rockford Writes... LET THE SPOILING COMMENCE!

On June 24, 2019, Brenda Chandler, PACCAR Dealer Returns, welcomed her first grandchild. Savannah Joy Walton weighed in at 8 lbs., 5.5 oz. and 20.5" long. Brenda's son Josh Walton is Savannah's father. Brenda is one excited grandmother. Welcome to the world, Savannah. Congratulations to Brenda and her family.



LOIS PATMYTHES



GET TO KNOW...MARIA RIVERA!

What's your favorite song?

I don't have a favorite song at the moment.

What's your favorite indoor/outdoor activity?

I like going on walks when the weather is nice.

What was your favorite food when you were a child?

Picadillo

If you could learn to do anything, what would it be?

To speak many languages.

If you could choose to stay a certain age forever, what age would it be?

Hm...I would say 17.

If you could meet anyone, living or dead, who would you meet?

I would like to meet James Franco.

What do you want to be when you grow up?

Well, I wanted to be a nurse or a teacher.

When you have 30 minutes of free-time, how do you pass the time?

I either eat or use my phone, or sometimes talk to my coworkers.

What's the last good book you read?

"Hit and Run". It was a while back but I liked it.

What's your favorite TV show?



MARIA RIVERA

I don't really watch TV, so I'd have to say "Stranger Things."

When was the last time you were nervous?

There is no last time. I'm always nervous at work.

Do you have any pets?

Yes! I have two cats.



Rockford Continues...

On July 17th 2019, Plant 2 held its quarterly Incentives Awards Ceremony, recognizing the successes and contributions of our valued Associates. In order to be eligible, Associates had to meet the following requirements throughout the 90 day evaluation period, which lasted from 4/1-6/30/2019:

Maintain an External Error Rate less than or equal to the limit –

0.300% or 3 errors per thousand lines processed for Paccar Dealer Returns

0.100% or 1 error per thousand pieces processed for the rest of Plant 2, except Pierce Procurement, which is covered separately in this article

Maintain an efficiency rate greater than or equal to the specified goal for the labor type recorded, for example, Paccar Dealer Returns has two goals

Standard lines – 20 Lines

Bulk Lines – 5 lines

Have attendance good enough to stay below 3 attendance points during the 90 day period

Have worked no less than 40 hours in the labor type in which they met or exceeded the goal

The following Associates were recognized for their performance as team members of Plant 2, with recipients of monetary incentive shown in Blue. Each earned Visa gift cards in the values indicated.

Name	Error Rate	Efficiency %	Eligibility result & Justification
2896 Taylor, Daniel A	0.000%	1385%	Not enough time on task (40 hrs min required)
20679 Triplett, Michael	0.000%	949%	Not enough time on task (40 hrs min required)
2904 Strocchia, Richard N	0.000%	255%	1st Place (3 rd award since the beginning o the program) – Received \$250.00
2876 Washington, Dexter L	0.000%	248%	Not enough time on task (40 hrs min required)
2861 Hada, Chad M	0.000%	215%	2nd Place - Received \$150.00
2900 Maciel, Donaji	0.000%	187%	3rd Place (2 nd award since the beginning of the program) – Received \$100.00
2762 Sanchez, Raul	0.000%	180%	Not enough time on task (40 hrs min required)
2899 Chapman, Eric D	0.000%	177%	Not enough time on task (40 hrs min required)
2892 AlThajil, Hussein J	0.000%	153%	Ranked below other eligible Associates
2910 Valdes, Jessica	0.000%	150%	Ranked below other eligible Associates
20649 Combs, Brenda	0.107%	161%	Attendance points too high (3 max allowed)
20672 Diaz, Keyshla	0.000%	134%	Ranked below other eligible Associates
20676 Saleh, Susan	0.256%	168%	Not enough time on task (40 hrs min required)
20644 Jones, Parish	0.000%	127%	Ranked below other eligible Associates
2907 Walton, Lolita J	0.103%	147%	Ranked below other eligible Associates
2813 Medrano, Leticia	0.000%	122%	Not enough time on task (40 hrs min required)
2889 Blazer, Christine M	0.117%	142%	Ranked below other eligible Associates
2656 Gonzalez, Bertha A	0.000%	104%	Ranked below other eligible Associates
2864 Tanner, Daniel L	0.000%	103%	Not enough time on task (40 hrs min required)
2908 Villa De Cantu, Irma	0.037%	102%	Ranked below other eligible Associates
20653 Lang, Denise	0.243%	106%	Ranked below other eligible Associates



Richard Strocchia (1st Place), earned a \$250.00 Gift Card and the Certificate of Excellence.



Rockford Cont...



Chad Hada (Left) – 2nd Place, earned a \$150.00 Gift Card and Certificate of Achievement.

Donaji Maciel (Right) – 3rd Place earned a \$100.00 Gift Card and Certificate of Achievement



After the last evaluation period, ending March 31st, 2019, our Leadership team collaborated and decided to approach the Associates of Pierce Procurement Company LTD (PPC) in a slightly different manner. We established a separate program for them, based on the results of Company Goals as a whole, combined with individual attendance. These requirements are defined below.

On Time Delivery – must be greater than or equal to 97%

During the evaluation period, PPC achieved 99.1% OTD as a result of only 22 late orders out of over 2,200 lines shipped

External Error Rate – must be less than or equal to 0.100%

During the evaluation period, PPC maintained an External Error Rate of 0.005% as a result of 5 errors in more than 103,000 pieces shipped

Each Associate had to have attendance good enough to stay below 3 attendance points during the 90 day period

The following Associates were recognized for their contribution to the success of the company and their commitment to being present on a daily basis. Each earned a 100\$ Visa gift card

Andrea Scott – Procurement Administrator (0 attendance points)

Dexter Washington – Lead Associate (2 attendance points)

Maria Medrano – Warehouse Associate, specializing in order packaging (0 attendance points)

Eric Chapman – Warehouse Associate, primarily committed to the Greenlee (Emerson) and SPX accounts (3 attendance points)



Dexter Washington

Maria Medrano

Andrea Scott

Smile, dude!!

Eric Chapman not present at time of photo

Rockford Cont...

Additionally, the following Associates were recognized for making the greatest improvement in error rate reduction and efficiency improvement. Each earned a \$50.00 gift card.

1. Lolita Walton – reduced External Error Rate from 0.297% (24 errors) to 0.105% (8 errors).
This was her second award of this type in consecutive evaluation periods
2. Parish Jones – increased efficiency from 16.8 pieces per hour to 34.9
This was her first award



At left, Lolita Walton



At right, Parish Jones

In an effort to continually improve the entire Incentives Program, with the long term goal of increased facility performance as a whole, the Leadership Team agreed to recognize the top performer in the Paccar Dealer Returns Account, due to its significance within Plant 2. The top performer earned a \$50.00 Visa Gift Card.

Lolita Walton was recognized as the top performer based on:

- Maintaining an External Error Rate of 0.103% vs. a limit of 0.300%
- Achieving an Efficiency Rate of 147% as a result of producing 29.5 lines per hour vs. a goal of 20

Lastly, several goals and eligibility requirements were adjusted to either raise the bar or ensure equity of opportunity throughout the plant.

The 40 hour minimum was doubled to 80 hours for all Plant 2 accounts except for Paccar Dealer Returns (Procurement is a separate company).

Paccar Dealer Returns was raised to 160 hours for new Associates because they receive assistance as part of the two week training process

Associates who have been with the account for more than 30 days only have to reach 80 hours in order for their eligible labor performance to be considered eligible

Carraro Put Away Goal was raised from 12 to 18 lines per hour

Carraro Picking Goal was raised from 140 to 160 pieces per hour

Doosan Packaging Goal was raised from 55 to 70 pieces per hour

SPX Woodshop Assembly Goal was raised from 7 to 14 pieces per hour

Paccar Dealer Returns Standard Line Goal was raised from 20 to 25 lines per hour

Plant 2 and Procurement are lucky to have so many dedicated Associates, with 21 of 60 total Associates who met or exceed the goals of Accuracy, Efficiency, and Attendance. With all of these hard workers, Plant 2 has been made better with their consistent effort and will surely be able to do whatever it takes to meet or exceed our customers' expectations in Quality, Delivery, and Value.

I cannot say enough about the commitment of our Leadership Team and their efforts and contributions to the goal of continual improvement, as expressed in the Incentives Program.

Thank you Larry, Ken, Beth, Lois, Amy, Andrea, Frankie, Jorge, Letty, Dexter, Chad, Israel, Mariela, and Dan. Each of you has contributed in a number of different ways. From ensuring processes get completed, on time and to standard, to ensuring the recording of raw data with which the evaluations are made, to the willingness to convene and discuss the complex nature of the program, sometimes with little advance notice, to the constant barrage of emails and reports. We could not do this without you.

Please feel free to contact me if you have any questions, comments, or concerns.

DAVID FRYE

Memphis Writes...



At left, back row: Nick Wooster, James Dodd, Debbie Chipman, Yvonna Turner, Kristi Taylor. Pictured in front: Londell Currie and Atlas Gaddy.



At right: Moe Jordan, James Story, and Tracy Schmitt.

HELLO FROM MEMPHIS!

In case you haven't heard, we have a new facility in Memphis TN!

I would like to welcome Harsco to the Pierce family. Harsco Rail is a global supplier for railway track maintenance and construction. I'm excited to get this facility up and running full steam ahead doing whatever it takes and doing what we do best—shipping the right part and quantity to the right customer on time and in great condition.

Getting this facility set up from an empty, dusty building to a full service distribution center is no simple task. Lots of permits and contractor to deal with, and we needed to order everything from paperclips to fork trucks. We had to source unfamiliar local suppliers for packaging supplies, lumber, boxes, and employment agencies, and utilities.

How do we get all this done on time and not forget anything? Our answer: you get the best team leaders you could ever ask for, Moe Jordan and Tracey Schmitt. I can't thank them enough for all they have done.

Moe and Tracy bring almost 40 years of combined experience working for Pierce to the table. Moe is currently our corporate project manager and Tracy is our corporate safety director. I have known these two for about 20 years and have had the opportunity to work with them in the past on other corporate projects.

Moe handpicked and led a crew

to Memphis to help set up the plant, and I can't say enough good things about them. His crew did an amazing job working together to complete assigned tasks efficiently and correctly the first time. First task was to remove old labels and clean cross beams on over 2000 locations so they could relabel them, then they relabeled the racking and labeled the new sheet metal bins with new location labels. That is 12000+ location labels in total—all evenly spaced exactly the same throughout the warehouse. It looks great. Moe also sourced and purchased all the woodshop equipment and got it all installed and running.

Moe's team brought in furniture and put it together, painted pallet roller frames and set up some warehouse equipment for the woodshop. They set up pack tables and created pack stations for the packaging department and they did it with a smile and asked for more work.

Sam Adelowo transferred to Memphis from our plant in Houston TX. He has been tasked (along with the Corporate IT Group), the challenge of setting up everything IT related. He assisted in the running of the data lines as well and setting up computers, printers, label machines, security cameras. He's also bringing in new associates with the Help of Corporate HR. Sam is a great guy with many different skillsets. He is currently learning the Harsco WMS and will be training all personnel on systems. He is very excited and loves his job

so much he is looking into purchasing a home here in Memphis and will work full time as our IT administrator and HR person.

Helping to support our new Memphis team was our very own Corporate IT team, consisting of Nate Anderson, Sylvia Davis and Jason Smith. Nate and Jason put in many, many long hours physically at the plant, and Sylvia worked very hard behind the scenes to make sure she ordered everything a new facility could possibly need, from staplers to office chairs.

While all this was going on, Tracy Schmitt was getting this plant up to her high standards with our safety program and the necessary equipment and supplies needed to make this place a safe and well informed place to work.

A big thank you goes to Kristy Taylor for getting all the offices, break room and restrooms spotless and organizing the rack labeling team. Kristy and Tracy were then given the task of decorating the offices and workspaces to make it a place that people will enjoy coming to for work. Let me tell you—give these two a few rooms and some offices and ask them to fix them up nicely, you better stay out of their way. They were both right in their element and did an amazing job. Thank you both for making Plant 3 a place that feels as

warm and welcoming as home.

As of this article, we have received two truckloads of customer product and hired six new associates. Getting the parts in and verifying counts and condition are going smoothly so far. With product trickling in, it's easier to learn the system and train new personnel. We still have a few things to get done before we start to ship parts but I will save that for next time.

Finally, I can't forget to mention Jason Smith and Dino McNabb. Thank you both for all your help and guidance during this startup. It's a great feeling knowing that our corporate leaders have your back and are here to support us at any time.

I especially want to thank Moe and his team for all their hard work—His team consisted of Yvonna Turner, Atlas Gaddy, Nicholas Wooster, Londell Currie, James Story, (special shout out to James, thank you) Debbie Chipman, James Dodds, Kristi Taylor, and Moe Jordan.

Thanks to all of you for a job well done!

JOHN MCNABB

Ripley Writes...



LOVE MY SECOND SHIFT

"Mister Smiley", better known as Michael Deberry of Plant 7's second shift celebrated his 5 Year Work Anniversary in May 2019. Michael started out on 3rd shift and transferred to his "beloved 2nd Shift" Woodshop department where he is the Back-up Line Lead. Knowledgeable in all areas of the department, he thinks he has the best group in the whole plant to work with every day. "I thank God for waking me up each day and giving me the opportunity to pray hard and work hard and always practicing safety." A real family man, he enjoys visiting his daughter, Timaria, who lives in Nashville while attending Hair School and working at the Hilton Hotel. A 1990 graduate of Ripley High School is a great asset to the Pierce family - Thanks for what you do!

Picture: Susan Lovett, Michael Deberry, Mark Strawn & Tony Strawn

"I Enjoy Working at Pierce"

Oooops! Plant 7 failed to recognize Ms. Margaret Haycraft's 5 Year Work Anniversary in May 2019. This lady is deserving of being recognized for her positive work ethics on the pack table in Service Parts. She likes staying busy and out of trouble. She easily gets along with everyone - seen a lot and done a lot - and as her Line Leads, Balinda Hairfield and Misty House, invited her to the HR office - she panicked as she couldn't remember if she had been misbehaving, but was pleased to learn of her summons to the office was special. Away from the plant you will find her "spoiling" her two granddaughters, Cali and Bailey. Congratulations Ms. Margaret on your 5 year anniversary.

MIKE MOORE



Picture: Seated - Margaret Haycraft, Balinda Hairfield & Misty House



Ripley Cont...



ASSOCIATE OF THE MONTH!

Picture: Londell Currie & Donna Oliver

ARE YOU QUITTING OR GETTING FIRED?

When Plant Manager, Mark Strawn, saw Londell Currie sitting in the HR office with his Line Lead, Donna Oliver, the question of "Are You Quitting OR Getting Fired" was the obvious question. As you can tell Ripley's Plant 7 loves our "Sporty" - all the way from the top to the bottom. Sporty has the personality of a real comedian and loves to entertain. At our Stretch & Flex this morning he was entertaining fellow associates with his master dance moves as he "jived to the lively music" It's All About That Bass. Sporty

has been with the Pierce family for a little over 7 years. He started out on a pack table, move to the Allocations department and now is in charge of Label Only as a trainer. He loves taking the new associates under his wings and teaching them the "tricks of the trade". Donna Oliver compliments his work ethics as the example of a good worker, he will do anything you ask him to do and knowing she can always count on him to be a leader to the other associates in the department. Sporty states his words of wisdom that he lives by on a daily basis is "keeping the faith and never giving up". This fam-

ily man is proud of his three kids: Jaimaine, age 14, Londell Jr. (he's a booger - just like his Dad) and "Lady" Lundan, age 8 (who he describes as very prim & proper and requesting a new pair of heels to wear to school, no tennis shoes for her). Getting back to working out (exercise) daily is a big priority and detailing cars keeps our Sporty busy. Congratulations, Sporty - we are proud of you!

MIKE MOORE

Ripley Cont...



**JUDY
BORGSMANN**

GET R DONE JUDY STYLE

After completing 46 year of employment with Pierce, I am proud to report Ms. Judy is still "going strong". I was fortunate to get a picture of her lying (like a deer) on the hood of our little Pierce truck in the office lobby. I think she was "so exhausted" from our morning Stretch & Flex and the truck was the first place she found to rest. Thanks, Judy, for being the leader on our team!

MIKE MOORE



CELEBRATE GOOD TIMES—COME ON!

What a blessing to be at a job you love for 5 years! Both Joella Cook and Donnell Mann have completed 5 years of employment in July and each received their 5 Year Anniversary Certificate as well as a beautiful Pierce watch from our Plant Manager, Mark Strawn. Both associates are worthy of this recognition and we appreciate their dedication to Pierce Distribution. Joella started the conversation of how "grateful she is to have a job". Starting out on a pack table and now working with the great friends, including her Line Lead, Felicia Bonds, in the Allocations Department, she has seen lots of changes and challenges, worked with a lot of wonderful people through the years. Family is the most important part of her life as she enjoys spending time in family activities, especially with her new great grandbaby. Donnell started in the Woodshop on 3rd shift, moved to 2nd shift after a couple of years and is now an "old hand" with his 1st shift Woodshop guys that he truly enjoys working with every day. He brags that he still has all his fingers (and toes) so you know he has mastered the saws in Woodshop. Donnell echoes the same sentiments of Joella when he stated he is "thankful he has a job" and appreciates the leadership of Line Lead, Jerry Hankins and Supervisor, Tony Strawn. "The Woodshop guys are great to work with on a daily basis as I know they always have my back." Away from the plant, you will find Donnell fishing and hunting, and always smiling. Thanks for being a part of the Pierce family as we celebrate your first five years - looking for many more!

MIKE MOORE

Picture: Joella Cook, Donnell Mann & Mark Strawn



Las Vegas Writes...

GET TO KNOW...MARK TAVAREZ!

What's your favorite song?

STAIRWAY TO HEAVEN (LED ZEPPELIN)

What's your favorite indoor/outdoor activity?

BASEBALL (WATCHING)

What was your favorite food when you were a child?

SPAGETTI

If you could learn to do anything, what would it be?

FLY A PLANE

If you could choose to stay a certain age forever, what age would it be?

THIRTY SOMETHING!

If you could meet anyone, living or dead, who would you meet?

ABRAHAM LINCOLN

What do you want to be when you grow up?

PILOT

When you have 30 minutes of free-time, how do you pass the time?

I COLLECT COINS, SO LOOKING UP OLD COINS.

What's the last good book you read?

ABRAHAM LINCOLN.

What's your favorite TV show?

AMERICAN PICKERS

When was the last time you were nervous?

RIGHT NOW! NEW KOMATSU COMPUTER SYSTEM.

Do you have any pets?

3- POMERANIANS. TINKERBELL, BANDIT, BELLA