

## COMPANY VALUES:

- **Safety**
- **Integrity**
- **Team**
- **Excellence**

### HR CORNER

#### National Truck Driver Appreciation Week

The annual National Truck Driver Appreciation Week will be celebrated by Tiger Lines on September 11-15, 2017. "This event is for America to take the time to honor all professional truck drivers for their hard work and commitment in tackling one of our economy's most demanding and important jobs. An estimated 3.5 million professional men and women not only deliver our goods safely, securely and on time, they also keep our highways safe." (ATA, 2017). For Tiger Lines, this event expresses appreciation to the men and women that help feed people, help clean the environment, and help California moving ahead!!!

#### Years of Service Milestones and Gifts

Tiger Lines appreciates employee loyalty and dedication. Here are the following milestones and gifts effective June 2016:

- 5 years - \$250 gift & certificate
- 10 years - \$500 gift & black plaque
- 15 years - \$750 gift & certificate
- 20 years - \$1,000 gift & crystal plaque
- 25 years - \$1,250 gift & certificate
- 30 years - \$1,500 gift & crystal plaque
- 35 years - \$1,750 gift & certificate
- 40 years - \$2,500 gift & crystal plaque

# Tiger News



QUARTERLY NEWSLETTER

Q3 2017

## Message from Bob Hughes (Co-President & Chief Operating Officer)

**"Equipment does not care; it has no conscience."**

As we embark on our quest for "SHINE", I cannot help but think of the obstacles that tend to get in our way of achieving success. One recent obstacle was a few of our dry van trailers were unable to access the pit leading to the dock at one of our delivery locations. Due to the slant of the grade, the landing legs were getting hung up. This has caused us much pain and embarrassment along with frustration for our employees, our customer, and us as a company. The only party that was winning was our vendors that sell us tires, fuel, parts and a myriad of other needs we have. One of the 12 attributes of

SHINE is Win<sup>4</sup>. That means Employees, Customers, the Company, & Vendors all need to win if we are to achieve SHINE!

During one event of the trailer getting hung up, I decided to go investigate the obstacle first hand. Upon arrival I witnessed our driver struggling to get the trailer to the unloading dock. I stood by watching the trailer dig its legs into the asphalt stopping short of the dock. That trailer was unwilling to let the eager lift truck driver unload the cargo. Unwilling to allow SHINE! At that moment I could not help but think, "That equipment does not care; it has no conscience".

Then it hit me. We cannot allow that heartless, mindless piece of

equipment to stop the Tiger team from achieving SHINE. So the team got to work. First, operations identified the trailers that were not able to access the delivery dock. Then operations started making the problem trailers available to the shop team. Maintenance went to work with a cost effective solution for shortening the legs and made the modifications. Next, a coordinated test at the site was performed to prove the modification and we were back on our way to SHINE!

I am thankful the Tiger team does care, has a conscience, and is working every day to improve themselves individually, as a team and make progress towards Win<sup>4</sup>!

## Message from Jim Musgrave (Co-President & Chief Financial Officer)

**SHINE is not new.** What is new is our attempt to describe SHINE. Describing SHINE is sort of like describing a color, which is best done by making comparisons or pointing out examples. Win<sup>4</sup> is the way we have operated for many years, which is ensuring employees, customers, the company and our vendors all benefit. We are now intentionally communicating it to all team members to assist them in their daily choices. As an example that this has been going on for a long time, more than 10 years ago, we overbilled a customer and we discovered it many months later. The decision was made from the highest levels of our company to report it to the customer and return the money. It is quite interesting that this same customer over paid us their last two checks, and it took some convincing and clarification on our part to get them to understand their error. That is Win<sup>4</sup> in action! We are not going to win at

the expense of the customer.

Another example of Win<sup>4</sup> is our 401k program. Our program is one of the most generous to employees that people in the 401k business have heard about. The company matches 100% of the employee's contribution up to 6% of their salary. That is free money! Let's line that up with Win<sup>4</sup>. A generous 401k program provides security to employees by helping them to prepare for retirement. Employees that are happy to be at Tiger Lines provide great customer service so the Customer is served well. The company benefits from engaged employees that perform their responsibilities above and beyond what is expected, and our vendors get to enjoy the profit of serving all of us. That is Win<sup>4</sup>!

A benefit that is not reflecting Win<sup>4</sup> right now is our medical insurance program. Our employees have struggled to find providers in our network and have received inaccurate invoices for services.

Recently, an employee had to undergo an emergency surgery. The procedure had been previously scheduled for a price under \$10,000. But because it was an emergency, it had to be performed by a local hospital and charges came in at over \$70,000! The hospital is the vendor and clearly tried to ensure they win, but the other three parties are not winning. We are working diligently to make some very big changes to our program to help the access issues and billing accuracy. We recognize the medical program is far too important to allow it not to be operating as Win<sup>4</sup> and dull our SHINE.

We are very fortunate to have a great team at Tiger Lines that is learning to SHINE in all we do from front line customer service provided by drivers and operations, to support for our mission provided by the shop and administration. It is an exciting time for all of us to be contributing to the team!

## Tiger Lines Roars!!! - Employee Anniversaries



**Jaime Cortez,  
5 yrs!!!**



**Heric  
Torres,  
5 yrs!!!**



**Michael  
Covello,  
5 yrs!!!**



**Esmeralda Aranda, 10 yrs!!!**



**Jesus (JJ) Rico, 10 yrs!!!**



**Britni Cahill, 5 yrs!!!**



**Judi Bakey,  
20 years with Tiger**

### Renewing of Driver License by Jo Vanotti (Safety Manager)

Some of you may have already encountered a not so pleasant experience at your local DMV when renewing your commercial driver's license. All "Commercial Drivers" will now need to have in your presence at the time of renewal the following legal documents:

- Birth Certificate (must have the original seal) or Passport

- Must provide proof of residence (City bill, PG&E, etc.)
- Women must provide a copy of the marriage license since name on birth certificate will differ
- If divorced and your name has changed since you last renewed your license, you will need to provide a copy of the divorce papers
- Form DL443 will need to be filled out prior to renewal. To avoid delay, you may want to print and fill this out at home prior to going to DMV to prevent any delays when

checking in. You can obtain this form at [www.dmv.ca.gov](http://www.dmv.ca.gov). DMV will also provide the Form DL443 upon your check in

After December 31, 2017, this new law will apply to every driver and all classes of license. (i.e. class A, class B, class C). This will mean that under this new law, every person holding any type of driver license will no longer be able to renew on line or by mail until after your first renewal. If you have any questions, please do not hesitate to call at 209-367-3226.

### Dehydration Can Affect Your Health by Mark Handel (Safety Director)

Your body depends on water to survive. Every cell, tissue, and organ in your body needs water to work properly. For example, your body uses water to maintain its temperature, remove waste, and lubricate your joints. Water is needed for overall good health.

You should drink water every day. Most of us have been told we should drink 6 to 8 8-ounce glasses (48 - 64 ounces) of water each day. That is a reasonable goal. However, different people need different amounts of water to stay hydrated. For some of us, fewer than 8 glasses may be enough. Others may need more than 8 glasses each day.

Dehydration symptoms include: Little or no urine, urine that is darker than usual, dry mouth, sleepiness or fatigue, extreme

thirst, headache, confusion, and dizziness or lightheadedness.

If staying hydrated is difficult, here are some tips that can help:

- Keep a bottle of water with you during the day. To reduce your costs, carry a reusable water bottle and fill it with filtered water if possible.
- If you don't like the taste of plain water, try adding a slice of lemon or lime to your drink.
- Drink water before, during, and after a workout.
- When you are feeling hungry, drink water. Thirst is often confused with hunger.
- If you have trouble remembering to drink water, drink on a schedule. For example drink water when you wake up, at breakfast, lunch, and dinner. Or, drink a small glass of

water at the beginning of each hour.

Water makes up more than half of your body weight. You lose water each day when you go to the bathroom, sweat, and even when you breathe. If you don't replace the water you lose, you can become dehydrated. Make sure you take the time in your busy schedule to drink up!!!

### Social Info

Tiger Lines is committed to continue getting better in everything we do and we believe your suggestions can help us get there.



Please contact HR to share your comments and suggestions, or follow us at Tiger Lines' sites to leave your feedback:



**Just a Thought:  
By Mark Handel  
(Safety Director)**

**"The surest way  
to knock the chip  
off a shoulder is a  
pat on the back."**

**"Perfection is not  
attainable, but if  
we chase  
perfection we can  
catch  
excellence!"**

**-- Vince Lombardi**