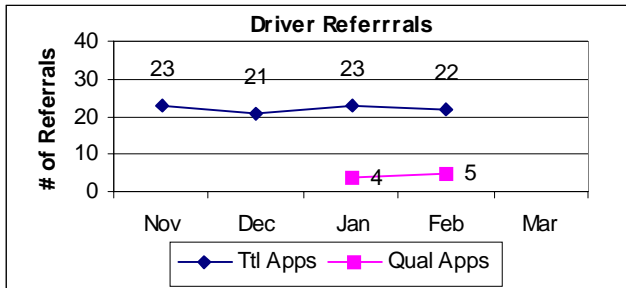
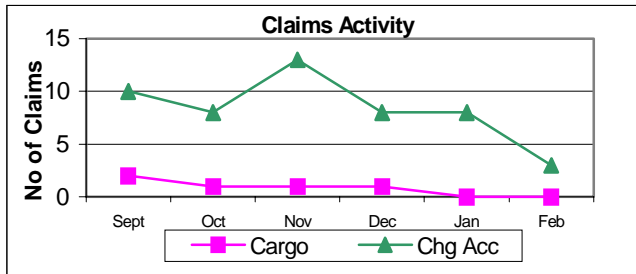
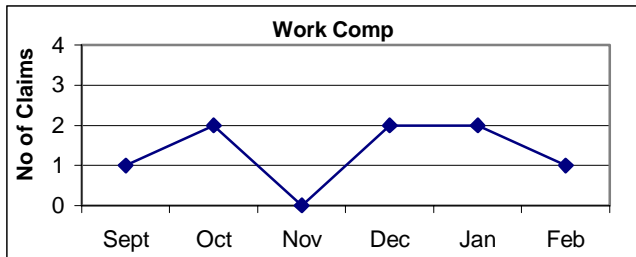




# TANDEM EXPRESS

Your Monthly Update on Matters that Matter

## Monthly Stats



Driver Referral Payout for February was **\$5,295!!**

The year-to-date total is \$5,834.

<b>Operations (for February)</b>			
#Drivers (Co.&O/O)	269	Avg. MPG	6.15
No. Loads	4,654	Avg. Fuel CPG	\$1.64
Miles (x1000-Rand)	1,939	Avg. Total CPM <sup>1</sup>	\$0.27

<sup>1</sup>Inclusive of fuel and maintenance costs combined

## Tenure Recognition

Whew! What a month for hires! Thank you all for choosing to be part of the Tandem Team! The following loyal and dedicated employees have reached another year of service in **March**.

	NAME	YOS	POSITION
1	Walter Bay	32	President, CEO
2	Craig Smith	20	Prof. Driver (Rep)
3	Roger Davis	15	Prof. Driver (Rep)
4	Bueford Lee	15	Prof. Driver
5	Jerry Donald	13	Prof. Driver
6	Frank Jason	13	Prof. Driver
7	Terry Killingbeck	11	Info Systems (MC)
8	Roberta Heuer	8	Recruiting (MC)
9	Teresa Burnham	6	Driver Payroll (SL)
10	David Byard	4	Prof. Driver
11	Al Goyette	4	Prof. Driver (O/O)
12	Jayne Baker	4	Compliance (MC)
13	Tom Buckalew	4	Prof. Driver (Rep)
14	Dan Culbertson	4	Prof. Driver (Rep)
15	Chad Lapine	3	Prof. Driver
16	Randy Wilhite	3	Prof. Driver
17	Kevin Deyoe	3	Prof. Driver
18	Dan McCaulley	3	Prof. Driver
19	Gerald Montry	3	Prof. Driver
20	Carl Hunt	3	Prof. Driver
21	Andy Burr	3	Prof. Driver
22	Dale Bowen	3	Prof. Driver
23	Randy Smith	2	Prof. Driver (O/O)
24	Mark Van Aken	2	Prof. Driver
25	Scott Witmer	1	Prof. Driver
26	Bill Wise	1	Prof. Driver
27	James Sarley	1	Prof. Driver (O/O)
28	James Cooper	1	Prof. Driver
29	Ed Waldron	1	Prof. Driver
30	Bob Wilson	1	Prof. Driver (O/O)
31	David Sowder	1	Prof. Driver
32	Toby Brooks	1	Dispatch (Vanlue)
33	Ron Ward	1	B&G Maint (MC)

## Safety Update

February is behind us and we are finally looking forward to the spring. February was not a bad month for safety, except in the accident column. We had three accidents from striking stationary objects. Somewhat caused by snow covering hazards, but primarily drivers not paying attention to concealed hazards. Fortunately, no damage was done to our equipment. Nevertheless, this could have been avoided by paying attention.

**We had Zero cargo claims! Congratulations!!** We did have one Workman's Compensation claim from a slip on the ice. Please be careful when the ground is snow or ice covered. Pay attention to the surrounding area and keep your eyes open for hazards in and under snow cover.

We want to keep reminding drivers of the enormous expense incurred by Work Comp costs. This year we will double the "deductible" simply to keep the premium about the same. Since Tandem is self-insured, any claims go directly to our expenses. Therefore, we need everyone working to reduce the number of claims and their severity. Let's all be safety conscious when it comes to workplace safety.

### **Driver Referral Hints**

#### **Hint #2 – Soft Selling**

Last month we wrote about having brochures and business cards handy. You may only have a few opportunities to speak with prospective drivers, but when you do, be sure to have information available. Many referral dollars are not given to drivers because the candidate did not remember the driver's name.

This month we want to emphasize that there are different ways to promote Tandem. Try the "soft sell" or "passive selling". For example, "Hi, I'm John and have been working with Tandem for 2 years. Tandem is a great company to work for and if you have a chance, take a look at our brochure and possibly check us out at our web site. If you have any questions about Tandem, I'd be happy to answer them." Keep it simple and just remember you are sharing the good news of working for Tandem. And don't forget, Jerry really wants to sit down with any driver interested in recruiting. So stop by his office and let him know what you think.

### **Your Reps in Action**

**The Driver Hardship Fund (DHF) continues to grow. Currently, we are generating \$184 per week. This is up \$50 per week from February numbers.** We have 18% of our driver base (company and O/O) and 20% of our staff participating in the program. Anyone who is interested or has questions about the program may contact David Bay in Michigan City (Ext. 115), Dennis Argyle in St. Louis (Ext. 13) or any Driver Representative.

**There will be a monthly DCC/Driver Rep Meeting on March 19 (the day this newsletter is issued).** We are holding our quarterly Sales/Dispatch meetings the same week and hope to have a large turnout of management and Driver Reps that evening. This will be a great opportunity to hear what is happening throughout Tandem.

### **Customer Update**

Although many loads shipping from the Certainteed, Avery plant are less than 300 miles and do not require tarping, **the longer loads (300+ miles) and ALL Wimsatt loads DO require tarping.** Some drivers are giving Certainteed a difficult time and are not tarping their loads. You do not need to ask the shipping office. If your load is over 300 miles or is a Wimsatt load IT **MUST BE TARPED.** Please comply and help other drivers understand the need to comply.

### **Watch Your Fuel Prices**

As most everyone is aware, fuel prices continue to rise. As of 3/10, the DOE Nat'l average hit a high of \$1.77 per gallon! And the Midwest average was \$1.74! **AI has sent a voice mail to drivers advising that we must utilize the Pilot stations and better plan our fueling patterns.** We know it is difficult with so many pricing changes, but Pilot is working with Tandem to give meaningful rebates and we need to take advantage of this. Sales is also working with our customers to increase the fuel surcharges (FSCs). Currently we receive only 4% overall in FSCs but our actual costs are well over double that amount.

### **Head's up from Compliance**

**The New York HUT decals and cab cards have been issued, and must be on the Tandem units not later than March 31, 2003.** The new NY-HUT's are bright orange and should be placed on the front bumper of the tractor. DO NOT place it over the old decal. Also, the truck is NOT legal in New York if the decal is in the permit book. It MUST be placed on the bumper. If you have not received your permits, call Jayne at Ext.131.

### **General Driver Communications Meeting**

Everyone should have received a memo regarding the upcoming **Driver Communications Meeting on Saturday March 29, 2003 at the Comfort Inn in Alma, MI.** The conference room will open at 10A with coffee and donuts. The meeting will start at 11A and end around 4P. Lunch will be provided. **Remember... we encourage spouses and significant others to attend the general meetings.** It is a great chance for the family to meet other drivers and management personnel. If you need more information, please contact your local terminal.

#### **Thought for the Month**

*Ability is what you're capable of doing...  
Motivation determines what you do...  
Attitude determines how well you do it.*

.... Unknown