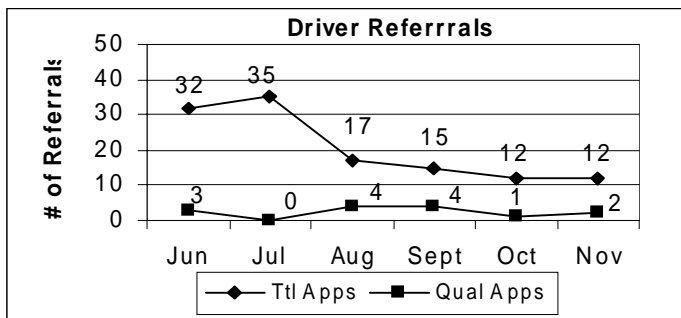
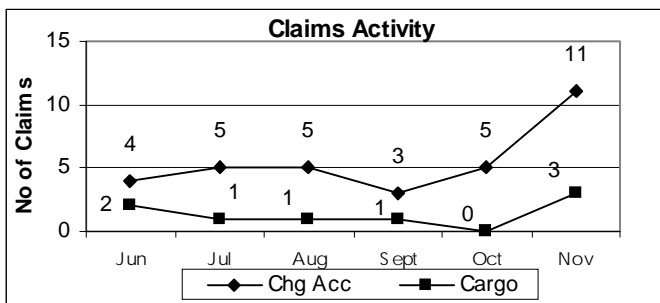
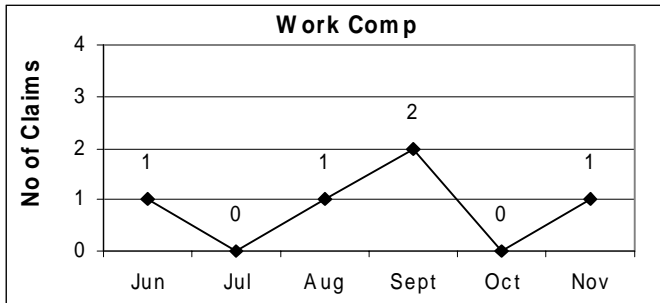




# TANDEM EXPRESS

Your Monthly Update on Matters that Matter

## Monthly Stats



**Driver Referral Payout for NOVEMBER was \$610!**  
**The year-to-date total is \$26,695!**

### Operations (for November)

# Active Drvrs (All)	250	Fuel MPG (Co.)	6.44
No. Loads	4,561	Fuel CPG (Co.)	\$1.47
Miles(x1000-Rand)	1,901	Fuel CPM (Co.)	\$0.23

## Tenure Recognition

The following loyal and dedicated employees have reached another year of service in **December**.

	NAME	YOS	POSITION
1	William Sexton	16	Professional Driver
2	Jeffrey Gross	11	VP Mrktg & Logistics
3	Cathy Childers	6	Fleet Coordinator
4	Dennis Burkett	3	Professional Driver
5	John Hector	2	Professional Driver
6	Cyril Allard	2	Professional Driver
7	Frank Sutherland	1	Professional Driver
8	Leon Jasper	1	Professional Driver
9	Scott Abernathy	1	Professional Driver
10	Arden Wilder	1	Professional Driver

**Congratulations and thank you for your support!**

## Safety Update

November was not a very safe month for Tandem. We had 11 chargeable accidents and 3 cargo claims. Work comp shows only 1 claim in November but December numbers are in and we have 8! new claims. This is especially alarming since almost all were preventable and simply resulted from carelessness. This has also caused our indemnity (weekly pay to drivers on work comp) to increase to over \$5,000 per week. This not only affects our bottom line, but will also affect our rating and ultimately our premiums. And especially during this time of year, it will be even more important to "WATCH YOUR STEP".

With medical expenses, hospitalization and workman's compensation premiums going out of sight, I have to tell you about one particular driver. His name, "Andy Falls". Andy was a fine driver in every respect. He just never took the time to lift, bend, stoop, twist or position himself while he is strapping, chaining or tarping his load. When he wasn't off work from an injury, he did a great job. The injuries he caused himself, isn't all there is to this story. The lost pay and income for his family was the big item. Like most drivers, he gets paid the most when he is healthy and working. Sitting at home and off work due to one of his mistakes of being in a hurry or just plain careless, isn't a good way to pay your bills. Everyone loses when Andy is down with injuries. If only Andy had taken the time to use proper techniques for securing and

tarping he wouldn't have been hurt all those times. He didn't remember to bend at the knees, not at the back when lifting tarps, and when he turned, he didn't position his feet, so as not to twist his back. When he was on top of a load, he didn't pay attention to where the holes were and stepped in them, injuring his knees or ankle. His company was also affected by those "loss of time" injuries. The insurance rates went up and the bottom line profits went down.

**LOSS OF TIME INJURIES COST EVERYONE, but especially, YOU, the driver. When you see Andy or someone like him doing something wrong or unsafe, STOP HIM!** Show him a better or safer way to do the job right. It will pay YOU in the long run. Don't be like Andy Falls, always be CAREFUL and stay SAFE. Your company and your family DEPEND on you!

### **33<sup>rd</sup> Annual Safety Awards Banquet 2003**

Tandem held another successful and very rewarding safety awards banquet. The food, awards, and entertainment were all top notch. We even had a special appearance of "Safety Man". When we issue our semi-annual newsletter (Tandem Today and Tomorrow) you will get to see some exciting pictures of this new celebrity.

This year we are proud to announce one special driver that has worked his way to the top of the list. **Ron "Little Joe" Brooks has been with Tandem for 6 years. Almost every year he is in the Top 25. This year his efforts rewarded him with the ultimate accomplishment – Tandem's Driver of the Year 2003.**

We also want to recognize the 5 Runners Up who were not far behind Ron. We are also very proud of these professional drivers for their hard work and dedication.

Runner Up Driver of the Year – James Lozon

2<sup>nd</sup> Runner Up – Cy "Jeep" Allard

3<sup>rd</sup> Runner Up – Tom "Buckwheat" Buckalew

4<sup>th</sup> Runner Up – Kelly "Hawkeye" Colwell

5<sup>th</sup> Runner Up – Randee "Mountain Man" Diequez

We also want to recognize our new drivers that are setting examples for the rest of the fleet. This year we are pleased to recognize **James "Deep Sea" Bond as Tandem's Outstanding New Driver of the Year 2003.**

Last but not least, we have a special "Haul of Fame" recipient. After 20 years of driving for Tandem and all of them SAFE DRIVING years, we are very proud and pleased to recognize a true Tandem teammate. **Craig "Misfit" Smith has joined the ranks of a special group of employees – staff, mechanics, and drivers - that are recognized in Tandem's "Haul of Fame" for the their SAFETY, LONGEVITY, LOYALTY, and DEDICATION to the Tandem Team.**

Thank you to all the drivers, staff, and mechanics that have made Tandem the success it is today.

### **Driver of the Year Selection Process**

Determining the Driver of the Year is a very involved and time-consuming process. And it is important that everyone understand just how involved the process actually is.

The selection of Driver of the Year is a year-long process of review with the final tabulations being conducted in November. There are 12 selection criteria utilized to rank driver performance. This includes computer generated information such as revenue per mile, fuel economy, productivity (days worked), etc. However, we also receive performance reviews from each department. Dispatch, Compliance, Billing, and Driver Personnel, all submit evaluations that are entered, tabulated, and ranked. **Drivers are therefore rated not only on objective performance criteria, but also on their soft skills – how they work with staff, maintenance, and customers.**

Every award presented at the banquet is based on a thorough and consistent evaluation process to insure accuracy and fairness. Tandem is proud, not only of the professional drivers it employs, but of the generous and effective recognition program it maintains.

### **New Air Hose in Michigan City**

There will be a new air hose installed at Michigan City for greater driver convenience. The line will be regulated to 105lbs. If it is set at 95lbs (your target pressure) or 100lbs, the system slows down when it gets close to the MAX and will take excessive time to reach 95lbs. Therefore it will be set at 105lbs max. Drivers will need to confirm the pressure and let air out if they inflate too much. The location will be confirmed shortly, but we are planning to install the line at the Northeast corner outside the shop.

### **Driver Reps in Action**

We will soon be conducting a new election for Tandem's Driver Representatives. We currently have 27 Reps. Once the new election is completed we hope to increase that number to 35. We plan to have the ballots out in January and the results tabulated by the end of February.

We are working on the voting method, but it should be similar to the method used just over 2 years ago. A list of eligible candidates will be submitted to the fleet of drivers with over 6 months experience. The fleet will be asked to choose up to 40 drivers they would like to see on the Rep committee. We will then tabulate the number of votes and the 35 drivers with the most votes will become our newly elected Driver Representatives.

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

*The happiest people do not necessarily **have the best** of everything. They just **make the best** of everything.*