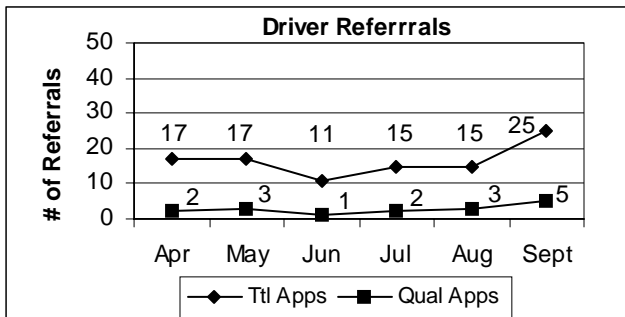
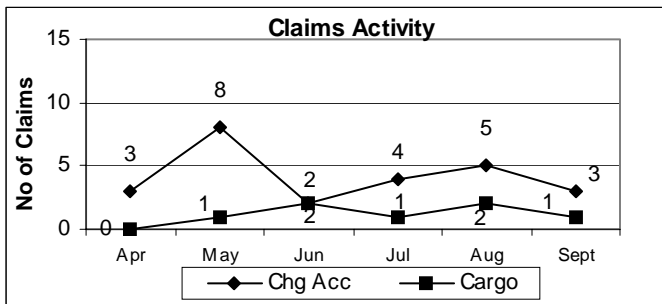
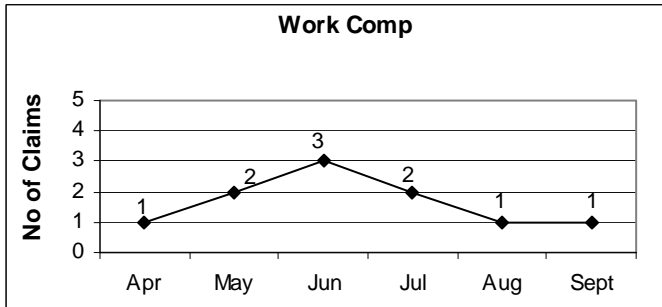




TANDEM EXPRESS

Your Monthly Update on Matters that Matter

Monthly Stats



Driver Referral Payout for SEPTEMBER was \$1,520!
The year-to-date total is \$13,330!

Operations (for September)			
# Active Drvrs (All)	236	Fuel MPG (Co.)	6.72
No. Loads	5,309	Fuel CPG (Co.)	\$1.91
Miles(x1000-Rand)	2,189	Fuel CPM (Co.)	\$.28

Tenure Recognition

The following loyal and dedicated employees have reached another year of service in **October 2004**.

	NAME	YOS	POSITION
1	John Duvall	10	Professional Driver
2	Jeffrey VanBonn	9	Professional Driver
3	Ronald Hamill	9	Professional Driver
4	Harry Bensinger	9	Professional Driver
5	Gerald Hutchin	9	Director of Safety
6	Charles Hoch	8	Professional Driver
7	David Horosz	7	Professional Driver
8	Luke Nover	7	Fleet Coordinator
9	Mark Zeilmann	5	Dir., Transportation Sys.
10	Timothy Sansote	4	Professional Driver
11	Cleo Kephart	4	Professional Driver
12	John Harris	4	Building & Ground Maint.
13	Jeff Crossno	4	Supv., Bldg & Grnd Maint.
14	Darrell Gregory	3	Professional Driver
15	Charles Haney	3	Professional Driver
16	Brian Steel	3	Professional Driver
17	Alec Burson	3	Professional Driver
18	Harold Sparkman	2	Professional Driver
19	Lloyd Halterman	2	Professional Driver
20	Gerald Cable, Jr.	2	Maintenance Technician
21	William Seaborn Sr.	1	Professional Driver
22	James Trout	1	Professional Driver
23	John Byrd	1	Professional Driver
24	Richard Lamoria	1	Professional Driver

Congratulations and thank you all for your support!

Safety Update

For September we had 3 chargeable accidents and 1 cargo claim. We also experienced 1 new Work Comp claim. Not a great record, but an improving one. We still need to reach "0" claims.

I would like to address the letter I recently wrote to each of you; drivers as well as office personnel. I intended for everyone to read and hopefully react to the letter by contacting me with their views or comments on new or creative ideas of curbing the losses from accidents and injuries. Unfortunately, I did not receive much of a response. As I stated, safety must start from within each of us. I hope everyone realizes we are all in this together, striving to make Tandem a safer place to work.

ATTITUDE towards safety, by all employees, whether you are behind the wheel, a desk or a wrench is a huge responsibility. Unless and until we all come together on common ground it will be very difficult to reach "0" claims.

As I stated in my letter, ATTITUDE and AWARENESS are the items we need to emphasize to make Tandem the front-runner in the industry. Our claims can be abated when everyone participates. Take action when you see someone driving or working in such a manner that is unsafe. Talk to them and explain the problem to them. If they have a bad attitude or simply "blow" you off, let the Safety personnel be aware of it. Never be afraid to point out unsafe acts of others. ***So, again, I emphasize, please contact me with any ideas or suggestions you may have to help improve our safety record and help reach "0" claims.*** (Jerry)

New Fuel Incentive Program

Yes, we finally have a new Fuel Incentive Program. After months of study and refinement, John Good has prepared a very simple yet fair and comprehensive fuel incentive program. ***Details of this program will be sent to each driver, but in summary the new fuel incentive will be based on the level (%) of Pilot Fuel Purchases and MPG performance.*** Each fleet type has been addressed separately (e.g., OTR, Multi-axle, and Dedicated) so that the parameters better fit the type of equipment used and lanes traveled. The new program will also be divided into three (3) payout periods (Nov – Feb, Mar – June, and Jul – Oct) to better reflect weather conditions. Because of the cost of fuel and the doubling of the Speed Reduction Incentive (SRI was raised from ½ cent/mile to 1 cent/mile), we are discontinuing the CPG portion of the old program. This was unfair as prices vary greatly between regions. Also, since we are working hard to increase Pilot usage (and have been very successful thanks to our drivers), a percentage qualifier is easy to implement and much easier for the driver to achieve. We are also implementing the new program immediately. The July thru October period was just completed and we plan to have checks issued at the Awards Banquet.

Your Reps in Action

Your Reps continue to make positive contributions and are consistently representing the fleet's needs and concerns. At our last meeting we addressed several issues including 1) Lighting in the MC parking lot, 2) Cell Phone Subsidy contributions, 3) GP (Wheatfield) loading concerns, 4) Additional winter truck washes, 5) Saturday pick up and delivery pay, 6) Corner protector recommendations, 7) Fuel card maximum increases, and 8) Comcheck advance increases. Currently, we have approved installation of additional lighting to the back parking lot area in Michigan City. We had hoped that an alternative cell phone program could be developed to offer company phones. However, this did not work out as planned and we need to reconsider increasing the subsidy. Al is working closely with GP (Wheatfield) to address the delays. Some solutions have been implemented (i.e., back up forklifts, return to normal 8

hour shifts) but currently output is higher than normal and this is causing some of the problems. The other items are still under review as we need to gather more information. We should have more items resolved by the next meeting but wanted you all to know that your comments and discussions with the Reps are heard and acted upon. We are not always able to provide the answers everyone wants to hear, but we continue to work on the issues and resolve them as best we can.

New Medical Insurance Package

You should have received a letter in your paychecks regarding the new Medical Insurance program. We are still offering 3 plans each with different deductibles, co-insurance levels, and employee contributions. Be sure to read the information thoroughly. We will be scheduling group meetings with BCBSM. However if you cannot attend a meeting and/or have other questions regarding plan benefits, please contact Guy Busch at WEYCO (our insurance agent) directly (800-748-0003 (x-1650). If you still have unresolved questions or concerns, feel free to contact Aaron Kenyon at our St. Louis office to follow up.

Preparing for Winter Freight

As most experienced drivers understand, late autumn and early winter is when dispatch has a much greater challenge getting drivers home on the weekend. November, December, and January will see many fluctuations in the availability of freight. It is the nature of the business and every year we struggle through the winter months. Not until April do we usually see a consistent increase in freight. Therefore, we ask that all drivers be patient as we enter the winter months. The market fluctuates significantly from November through March and we will see busy weeks followed by slow weeks followed by busy weeks and so on. Please understand that dispatch is doing its best to get you all home. If you do have questions or concerns, please speak directly with your Fleet Coordinator, Barry, Mark, or contact Bob Ekema as soon as possible.

On the Road to Recovery – Bob is Back!

As most of you know, Bob Brooks has been recovering at home from hip surgery that was performed about 6 weeks ago. Monday, November 1 he will be back in the Vanlue office and we hope, very soon, working a full-time schedule. ***While in the hospital and during recovery at home, Bob received phone calls, get-well cards, and flowers from caring employees. He asked that we make a note in Tandem Express to say "Thank You" to everyone.*** He greatly appreciated your kind thoughts and prayers. All were a part of his successful recovery. Welcome back Bob from the Tandem Team!

Thought for the Month

Difficulties in life are intended to make us better, NOT bitter.