

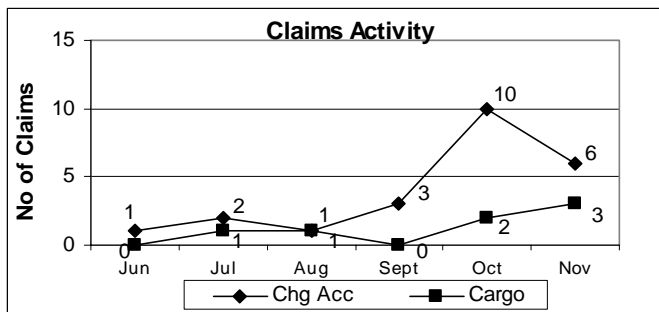
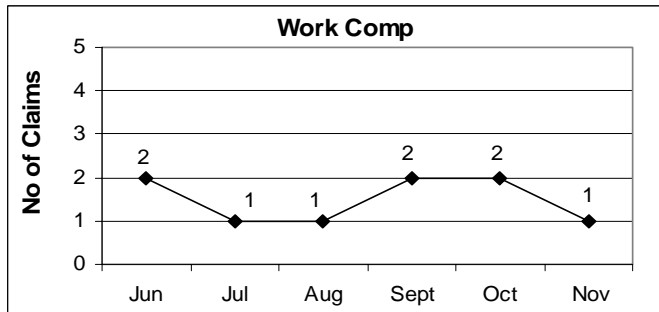


# TANDEM EXPRESS

*Merry Christmas and Happy New Year!*

## Your Monthly Update on Matters that Matter

### Monthly Stats



MAINTENANCE EVALUATION CARDS (NOV 2006)			
	Yes	No	%
All repairs completed?	55	2	96%
Treated professionally?	57	0	100%
Truck left clean?	57	0	100%
Given estimated time?	52	5	91%
Completed on time?	55	2	96%
<b>Overall Score</b>			<b>97%</b>

**Driver Referral Payout for NOVEMBER was \$2,575!**  
**The year-to-date total is \$32,555.**

<b>Operations (for November)</b>			
# Active Drvrs (All)	268	Fuel MPG (Co.)	6.29
No. Loads	4990	Fuel CPG (Co.)	\$2.50
Miles(x1000-Rand)	2,232	Fuel CPM (Co.)	\$0.40

**Thought for the Month**

*Love is the only sane and satisfactory answer to the problem of human existence.*

*Erich Fromm (1900-1980) – Psychoanalyst and Philosopher*

### Tenure Recognition

The following loyal and dedicated employees have reached another year of service in **December 2006.**

	NAME	YOS	POSITION
1	Jeffrey Gross	14	Exec. VP Corporate Dev.
2	Catherine Childers	9	Fleet Coordinator
3	Dennis Burkett	6	Professional Driver
4	Cyril Allard	5	Professional Driver
5	John Hector	5	Professional Driver
6	Frank Sutherland	4	Professional Driver
7	Catherine Buckner	2	Billing & Rating Clerk
8	Randy Wilhite	1	Professional Driver

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

### Safety Update

Although the weather has been accommodating, November was a very poor month for Safety. Reportable occurrences for the month included 1 work comp claim (currently pending), 3 cargo claims, and 6 accidents.

With regard to cargo claims, a shipment was damaged when all parties involved from dispatcher to the driver failed to recognize that the load should have been permitted due to its size. Another shipment was damaged when we had to take emergency action to avoid an accident and due to improper securement the load shifted. The final cargo claim was due to inattention of the consignee and the driver when a correct count wasn't taken at the first stop. All of the 3 claims could have been lessened by the driver. It is the driver who has the ultimate responsibility and the final chance to prevent these types of losses. Combined, these claims are estimated to cost over \$86,000.

As for the 6 new accidents; 2 were contributed to lane changes, 2 involved backing, 1 involved a combination of a deer and a stationary object and in the final our driver was rear ended. Tandem can not stress enough that the driver must also always be cautious and be aware of the immediate surroundings.

There were another 18 incidents that resulted in damage to our Tandem equipment – many were deer related. We need to be aware of our immediate surroundings, we need to make sure that we have deer whistles (and we are more thorough on that now – so if you do not have

deer whistles mounted please advise maintenance) and we need to give ourselves proper distance and at a safe speed. Remember our goal for the year 2007 - "Keeping America Safe One Mile At A Time".

### **Violation Enforcement**

***With 2007 soon upon us, it is most appropriate to address one of our major Safety goals for the new year – Violation Enforcement.*** Just like the government has a "soft enforcement" period, Tandem has been operating in much the same way. It is now time, however, to enforce the policies.

As many of you know, we have been more strictly monitoring log compliance. We have a full-time Fleet Compliance Auditor whose main task is to audit logs and track HOS violations. The results have shown that although many drivers are correctly logging their time, we have a number of drivers that need more than verbal encouragement. ***Therefore, be prepared to see stronger enforcement of our safety and performance policies – all of them. This includes calling empty when you are NOT as well as HOS violations.*** They are clearly outlined in your Driver Orientation Manual so be sure to read it.

### **2006 Safety and Awards Banquet a Success**

The banquet was a banner success with about 280 attending this year. The weather was great for the trip to and from E Lansing. The program went smoothly and successfully. It was a rowdier group this year and we hope that reflected the fun time that was had by all.

Our theme – submitted by our own Jayne Baker – was ***"Tandem – Keeping America Safe One Mile At A Time.*** With our promotion of Highway Watch and emphasis on the S.H.A.R.E. program, this theme was most appropriate. We also plan to promote this theme throughout 2007.

Tandem is proud to recognize the following major category winners:

***Driver of the Year – Chris Frazier***

***Independent Contractor of the Year – Dave Ertz***

***Outstanding New Driver of the Year – Allen "Hammer" Kitchings***

Congratulations to all the safety and performance award winners and to everyone that made the evening a grand event.

### **Christmas Scammers**

At this time of year when most of us are thinking of Christmas and the joy that brings there are criminals who

are trying to take advantage of Tandem. While it is a year-round occurrence, scammers calling maintenance trying to get a Comcheck number for services NOT rendered becomes an increasing issue. When you call maintenance they may ask you more questions than normal and request specific information that only you would know. Please be patient and courteous as they ask these questions. Also, when you are amongst other people be careful what information you share because these scammers are extraordinarily good at eavesdropping on your conversation. We all work very hard to earn a living at Tandem and we certainly do not want to give it away to scammers.

### **Maintenance - Be Sure to Call In**

***Now that we are on a two service PM schedule – A and C (15k miles and 30k miles respectively), it is even more critical that drivers call in to schedule their service. Unfortunately, it appears that more drivers are coming in for service WITHOUT calling in, or call just before they arrive.***

Maintenance understands that it is difficult to plan your arrival time because of traffic, weather, and load schedule demands. However, it is critical that we effectively communicate to better schedule services. ***We therefore are asking all drivers to more consistently follow the existing "call-in" procedures.*** Whenever possible, please call in the day before you plan to arrive at Michigan City, Gaylord, or Savannah and pre-schedule. Or if you cannot do this, be sure to call in at 7A in the morning for scheduling later that day. Also, be sure to utilize the Gaylord or Savannah terminal whenever you can. We will be asking dispatch to insure drivers are more effectively scheduled.

***Also, be sure to call in if you cannot meet your scheduled time so that maintenance can reschedule. Maintenance will also be tracking who is NOT calling in timely so that we can address the main offenders.*** Remember, communicating with maintenance is important to insure you are serviced timely and efficiently. So please make work more effective for you and the maintenance department by calling them timely when you are coming in for a service.

### **Payroll Advance – Up to \$75 After January 1**

After January 1, 2007 you will be able to advance up to \$75 per week as a payroll deduction from your Comdata fuel card. The Driver Reps suggested that the advance be increased from \$50 to \$100. Management decided that we could increase to the \$75 amount now. We will continue to monitor the advances to determine if the amount is appropriate.