

## COMPANY VALUES:

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

# Tiger News



QUARTERLY NEWSLETTER

Q 2 2 0 1 8

## Message from Bob Hughes & Jim Musgrave (Co-Presidents)

### HR CORNER DO NOT PAY THE MEDICAL PROVIDER ANY MONEY UPFRONT!!!

- The company annually provides \$1,500 per individual or \$3,000 per family for Health Reimbursement Account (HRA)
- It is important that the HRA funds are used BEFORE paying out-of-pocket
- Call Maestro Health Group # 2900, Customer Service at 800.228.1803

**VISION** - We are aware that knowing and understanding where the company is headed is important for most people. Without a clear vision, sometimes work can feel like going through the motions and just making another lap. This newsletter is dedicated to help provide and clarify a vision to where the company is headed. Our four core values of safety, integrity, team and excellence are the guardrails that establish our boundaries of operations. In other words, we are not going to use any method outside of our values to make progress on any vision. While we work within our values towards

achieving our vision, we believe employees, customers, vendors and the company must equally win for it to be a true victory; this is WIN<sup>41</sup>!

To clarify, it is not our vision to be a gigantic, bureaucratic company. We like the family atmosphere that allows us to adapt and be agile to different opportunities or needs. The bigger the company gets, the closer it starts behaving like an aircraft carrier that has difficulty with rapidly changing course.

The vision of our company is summarized simply for us to SHINE beyond anyone's expectations. Part of that vision is to continue to develop as the primary choice for where people want to work. We do this through competitive pay, a great benefits program, supportive management staff that deeply desires for all employees to succeed, and late model equipment to support the operation. We recognize contented and engaged employees provide a competitive edge in the marketplace that cannot be duplicated.

It is our vision to do things very well by having a fantastic staff and solid processes to support them. We want to deliver outstanding service to the customers we choose to service. We turn down opportunities everyday because it is outside of our optimal operating lanes, or because we simply are at 100% capacity. We do not want to be everything to everybody, we want to be a critical partner to a select group of customers.

It is our vision to continue to invest in new trucks and new technology. We just received three brand new Peterbilts, and will need to get nearly 10 more this year to fill our need. We also just upgraded the electronic log devices to Samsara. Each of these investments will provide us with a better ability to service our drivers and our customers.

It is also our vision to ensure we are developing management personnel that are well trained, and able to continue in the succession of the company. We believe in having a team of people that carry the responsibility and authority, which means sharing the responsibility and authority. This is a flat organization, meaning the

decision makers are as close as possible to the front lines so there is no bureaucratic delay in getting the right things accomplished. We also have a vision to ensure each driver is trained in safety, and how best to perform their job so they can be as successful as possible with their career.

We recognize we have not arrived at our vision, and that we have a long journey ahead of us. We continue to battle our way, each day, to achieve more ground towards accomplishing this vision. This requires that each and every one of us does not become complacent, or content with the way things are, but to continue to address anything that is blocking you. We appreciate your contribution!!! Please buckle up because the ride towards the vision is going to be an exciting one!!!

***Tiger Lines' Vision: "The passion of our team is to SHINE in a way that exceeds expectations."***

# Tiger Lines Roars!!! - Employee Anniversaries



Lewis Fells,  
30 yrs!!!



Crescencio Villegas, 5 yrs!!!



Brian Jensen, 5 yrs!!!



Maribel Servin, 5 yrs!!!



Jesus Yepez,  
10 yrs!!!



Lydell Hofman, 5 yrs!!!



Michael Hines, 5 yrs!!!

## Five Principles of Safe Driving by Mark Handel (Safety Director)

### Make Sure They See You

The most common excuse for a crash is "I didn't see them". Drivers should actively seek eye contact with anyone who could potentially enter into the driving path. The worst thing a driver can do is assume. This rule prevents accidents by removing assumptions made behind the wheel. Professional truck drivers make sure that other drivers can see them and anticipate their move. Use communication devices such as right and left signals, brake lights, horn, head lights, and hazard lights.

By following the Five Keys of the Smith System, professional truck drivers will be armed with a defense to drive safely!

### 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. Follow us at Tiger Lines' sites:



Tiger Lines has been using the Smith System for several years to train truck drivers with good sound defensive driving skills. With new drivers coming on-board, it is relevant to review the **Five Keys** of the Smith System defensive driving program.

There are five keys to help become better skilled truck drivers. There are more distracted drivers on the road than ever and it is extremely important that drivers develop defensive driving habits.

### Aim High

The first method is "Aim high in steering". Staying alert of the dangers and traffic ahead not only avoids rear-end collisions but also provides more time to make good decisions. The preferred distance view is 15 seconds ahead. That allows a driver to detect problems earlier.

### Get The Big Picture

"Be aware of your surroundings at all times" may seem obvious to say, but distracted drivers are just as dangerous as intoxicated ones. Develop

a 360-degree awareness routine. Check at least one of the mirrors every five to eight seconds and focus on "the big picture" instead of the rear bumper in front.

### Keep Your Eyes Moving

Stop bad vision habits such as tunnel vision, blank and fixed stares. Move eyes frequently. The suggested eye movement should be every two seconds. Consistent eye movement prevents from entering into a trance state and helps in maintaining alertness.

### Leave Yourself an Out

Plan an escape route by creating and maintaining a space around the vehicle. Prevent from being boxed in or following too closely. Try to anticipate the choices other drivers might make. Always maintain a cushion between the vehicles in front and back. Gradually rebuild the space in front should someone cut in. The recommended space is four seconds in a passenger car and eight to ten seconds in a big rig.

*"Vision without action is merely a dream. Action without vision just passes the time. Vision with action can change the world."*  
-- Joel A. Barker

**\$100 Gift Card Winner of Quarterly Year-Round Driver Raffle!!!**



Daniel Brito,  
1st Quarter



Steven Tokevich,  
2nd Quarter

### Just a Thought:

*"Life can only be understood looking backwards; but it must be lived going forward."*  
-- By Mark Handel (Safety Director)