

## COMPANY VALUES:

- Safety
- Integrity
- Team
- Excellence

### HR CORNER

- Look out for the 2019 Employee Satisfaction Survey scheduled to be distributed in October. Your honest and open feedback will help Tiger Lines continue to be the best place to work!!!
- Dates for Annual Health Benefits Open Enrollment TBD. Passive enrollment = no need to do anything if you want to keep the same.
- Attend the Health Benefit meeting to learn how the plan works (meeting schedules TBD).



Jimmy Javaux, 10 years!!!



James Stivers, 5 years!!!

# Tiger News



QUARTERLY NEWSLETTER

Q3 2019

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

Will you join us in making Tiger Lines uniquely better?

We are in a very exciting time for our company. We have been growing in size and diversification, we have a very talented workforce in the office, shop and on the road, and next year we celebrate our 85th year in business! It is anything but business as usual around here.

Many companies are in pursuit of making their product or service uniquely better. Apple and Samsung battle to develop the latest and greatest phone. WalMart and Amazon battle over shopper loyalty. Blockbuster and Netflix were in a battle for many years, and although Blockbuster transitioned from stores to mailing disks, Netflix took it one step further and became uniquely better with streaming options. Netflix is now in a battle to remain relevant as there are so many more new options with Hulu, Xfinity and Sling TV. Businesses must continue to strive to stay relevant and become a uniquely better solution.

We too are battling to become uniquely better than any other transportation option. Because we are in

the service business, much of our ability to be uniquely better occurs when we serve our customers. We can call it our **Customer eXperience**, or **CX**. We invest a lot to make CX as great as possible. We believe CX is maximized when employees are most satisfied. Therefore, our investment focus on maximizing CX is to maximize our **Employee eXperience**, or **EX**. We believe a high CX requires a high EX.

We have worked on improving our EX by investing in pay packages to keep them market competitive. We also continue to invest in benefits plans, new trucks, new trailers, powered tarps, technology and our workspace. We also invested in creating a field operations position so through Kyle Teixeira we are able to get direct feedback from employees and customers about what is actually going on at customer sites. He helps us work towards optimizing EX by finding solutions to challenges.

Although this is all in place, we still need employees to make the right choice at the moment of serving the customer,

whether that customer is internal or external. Nearly every employee has the opportunity multiple times each day to make us uniquely better and to improve the CX. Sometimes there is a temptation to take a short cut or to not fully perform the task at hand at the highest level. I for one am glad Mario who processes our payroll ensures he is always providing a first-class CX to his internal customers!

As a side note, have you checked out our Instagram and Facebook feeds? Our creative team works hard each week to provide interesting content for your entertainment and enlightenment. They have great pictures and at times witty words. Please check out the feeds and give the pages a like. It really helps highlight our EX!

Thank you for your investment and going the extra mile to help us become and stay uniquely better. We are in a service business so our ability to be uniquely better generally rests squarely on the shoulders of the person providing the service. Therefore, we all have many opportunities every day to join and help make Tiger Lines uniquely better!

**“No one ever made a difference by being like everyone else.”**  
**-- P. T. Barnum**



## Culture of Safety -- Presented by Mark Handel (Safety Director)

I would like to bring to your attention some very positive actions taken by various employees at Tiger Lines relating to Safety. First, I would like to start off with a few words pertaining to a Safety Culture.

In a culture of safety, people are not merely encouraged to work towards changes; they take action when it is needed. There is no room in a culture of safety for those who uselessly point fingers or say “Safety is not my responsibility, so I’ll file a report and wash my hands of it.” A safety culture is not naturally built into a company. To create a strong Safety Culture, we must ensure the following four characteristics exist within the Tiger Lines organization:

### 1. Teamwork is a requirement in order to have a productive Safety Culture.

When it comes to safety, everybody has skin in the game. Keeping our company safe takes all hands on deck to make it happen. **Danielle Bakey** came up with a creative idea by putting business cards at various locations on a truck or trailer with a

statement to call her number when the driver found the card during their pre-trip inspection. Implementing this program helps management know whether-or-not a pre-trip is actually being done. Those drivers who do not find the card, get the opportunity to have a conversation with the Safety Director. Also, **Mauro Torres** saw the need for greater accountability so he put together a Safety Log for Lodi and Woodland. The log keeps track of driver coaching and continuous improvement.

There are many examples that show our Safety Culture in motion. We have Safety Coordinators in place at our remote locations. **Stephen Bohnak @SRT**, **Sib Chessie @Napa**, **Gary Driskill @Modesto**, and **Bill Melancon @Fresno**. All of these employees have done a great job to report issues that require safety attention.

### 2. Everyone is empowered and expected to stop and question when things just do not seem right.

This statement charges everyone in the Tiger Lines workplace with the

responsibility to take action and actively participate in prevention and process improvement efforts.

### 3. Everyone is constantly aware of the risks inherent in what Tiger Lines does.

Most employees don’t feel there is much risk in what they are doing if they have successfully performed the task hundreds of times. Over confidence and complacency are the concerns here.

### 4. Learning and continuous improvement are true values.

Achieving zero human errors is impossible, but zero significant adverse events is attainable through continuous learning and improvement.

At Tiger Lines, we are all members of the safety team. By extending a safety hand, you are extending a part of yourself in the improvement of other team members.

#### Social Info



Instagram

