

Tri-Stater

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SPECIAL POINTS OF INTEREST:

- The Right Way
- Driver Obsessed

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The Right Way = #DriverObsessed

While **#DriverObsessed** is a relatively new and catchy name, the focus on our driver's well-being is not new to our culture here at Tri-State or the Roadmaster Group. In fact, when we formed the Roadmaster Group in 2011, the first thing we did was agree on our corporate theme of "The Right Way". At the core of that message is that we treat everyone, including our customers, vendors, staff and drivers, The Right Way. This means treating our drivers with the respect that they deserve and compensating them fairly for their incredible effort and commitment to our company. It also means being completely transparent and honest with all of our drivers all of the time. This focus on our

drivers has resulted in the development of the most unique team pay plan in the industry, a "best in class" equipment fleet and the best owner operators in the business. Our objective has always been to stand apart from the rest of the trucking industry by living up to these standards. We do a lot more than just promise to respect our drivers. We prove it with our actions. That is why I provide my email address and cell phone number to every driver that is hired and encourage them to contact me or other members of our executive team at any time with questions or concerns. There is nothing more enjoyable for me to spend most of my day communicating with our driv-

ers or with drivers who are considering coming to work for Tri-State. That is my definition of a good day.

That is my definition of being #DriverObsessed!

John Wilbur
Chief Executive Officer



Email: John.Wilbur@roadmastergroup.com

#DRIVEROBSESSED; IT'S A BIG DEAL



"I am Tri State
#Driver Obsessed"



Email: Theresa.Porter@tsmtco.com

What is all the hubbub about this **#DriverObsessed** initiative? Well it's my pleasure to tell you!

#DriverObsessed is our company coming together to recognize our Drivers not one day, or one week

each year, but every day of every year.

I've often heard it said, "Our Drivers are the life-blood of this company." That is the truth! Drivers here at Tri-State and industry wide are the hands and feet that keep things moving—literally. That being said it is our goal to make our Drivers a priority and aware that our appreciation is something everlasting.

As you'll read in this issue and all of the March issues we—the company—have been celebrating **#DriverObsessed** month as a way to promote the recognition of our Drivers!

That being said, notice the **"#"** Hashtag in front of the term **"#DriverObsessed"** - as some of you may know when communicating via social media anything that you **"#"** Hashtag can be searched, linked together.

So here is the challenge, if you are active on social media (i.e. Facebook, Twitter, SnapChat, etc.) and happen to be talking about something that promotes the ideas and values behind our **#DriverObsessed** movement make sure you use the **"#"** Hashtag: **#DriverObsessed** We can then go in and search your comments, ideas, suggestions.

This really is a "Big Deal" because our Drivers matter to us and need to be respected and valued for the work that is done.

I am so proud to be a part of the Tri-State family. And I am blessed to call our Drivers "family".

Thank you for all you have done, all you are doing and let's push forward to see what tomorrow brings.

My name is Theresa Porter, and I am **#DriverObsessed**.



Insight from the Editor



Kyla Jewsbury,
Editor-in-Chief,
Exec. Asst.

Email:
Kyla.Jewsbury@tsmtco.com

Well, it's our 4th issue and we have received great responses and feedback from our office employees and our Drivers. I am glad everyone is enjoying the newsletter and finding it informative but also fun!

Coming soon will be our first "large" issue, which will be several pages longer than the ones you have now, and will have even more great news and information for you!

We are still promoting our theme this month - **#DriverObsessed**. In this issue, John Wilbur, our CEO, talks about the promise we have to respect our Drivers, and we show that through our actions.

Also, in this edition, we are offering a great chance for a Driver or TEAM to win a gift card, so be sure to check out that article. We want to make sure our Drivers who go above and beyond are recognized! When our Drivers do something

extra, especially at a customer's site, and we are told, those Drivers deserve a pat on the back. Please if you know of a Driver who deserves an attaboy, let us know!!

Spring is just around the corner, and I personally cannot wait for warmer weather. I know our Champlain terminal needs it!!

Everyone, especially our Drivers, please be careful out there.

Kyla Jewsbury, Editor-in-Chief



Department Highlight: CUSTOMER SERVICE (PHX)

The Phoenix CSR performs as a group, so while there is plenty of individual personality to spare, will share information together. With a combined experience with SLT/TSMT of over 11,200 days, they have brought in an estimated \$500,000,000 of total revenue in that time! It's an awesome group of performers professionally and personally who are committed and passionate about the work they do. Personally there are combined 8 children, 2

spouses, 1 significant other, and countless interests. Good luck trying to figure out who's who; but in the group they have a professional caddy

(spouse is a professional golfer), a certified Harley mechanic, a dancer/crafter/DIYer, a workout fiend/volleyball player, and the owner of the fastest car in the company (a Chevy Camaro convertible SS, manual transmission) - who also claims to be a cook . . . !

Phoenix CSR are **#DriverObsessed** by their commitment to our Drivers and company, bringing in the best customers, freight, rates in the industry! Thank you Cyndi, Danny, Jennifer, Sarah, & Kara for all your work!



L/R: Sarah Merkel, Cyndi Carter, Danny Dubois, Jennifer Aikens, & Kara Hamulak



MOVING back IN . . .

Almira (pronounced "Al-mee-rah") Baker has been the General Counsel (lawyer) for Roadmaster Group for 8 years. In those 8 years, Almira helped guide RMG through significant corporate changes, including the most recent one – the acquisition of Tri-State. In the coming weeks, Almira will once again have an office in the Glen-

dale location (she had given up her Glendale office over 2 years ago to primarily work from home). She and her husband Curt have 3 boys (ages 8, 6 and 2). She enjoys playing tennis and golf and is trying to get her boys to enjoy both sports so she can play more. Almira grew up in the Philippines, high school in New Jersey, received an eco-

nomics undergraduate degree from Wellesley College (Boston, MA), and received her law degree from the University of Notre Dame (South Bend, IN). She's happy to answer all sorts of weird and odd legal questions and is a much safer resource than Google!



Email:
Almira.Baker@roadmastergroup.com



On all RECEIPTS, please make sure to write the words "PAID CASH". This tells us that you did not pay with EFS. So if you want to be reimbursed make sure you submit your RECEIPTS properly.



Driver Q & A: Flatracks?

Q - What is a FlatRack, is it the same as a flatbed load?

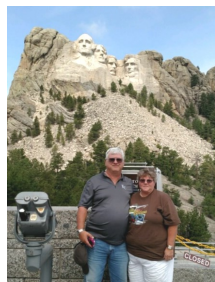
A – Not All TSMT Drivers move flatbed loads, but all Drivers do move container and flatrack loads. A Flatrack is essentially a shipping container without the sides. It's secured to a flatbed the same way a standard container would be via twistlocks. On rare occasion a Customer may have a special request to put some straps on or something. Whenever you get a special customer request that you're not comfortable or familiar with, please do not address that with Customer, but notify your DM or Operations to resolve.



Email your Driver questions to:
Michael.Fisk@roadmastergroup.com

#DRIVEROBSESSED

Meet: Dan & Carrie Magnusson



This story could easily begin with, "Once upon a time, Dan Magnusson a 6th grader met a girl named Carrie—she was

in 5th grade." This is where the story of Dan & Carrie began—back in elementary school.

When they were older they dated, and were married in 1986. It's definitely a happily ever after story!

They have two children; their daughter Heidi (her husband Richard), and their son Adam. Heidi is an LPN in TX, and Adam is in Military Intelligence in CA.

Carrie & Dan are proud grandparents! Their grandson Nate is 3 1/2, and their granddaughter Ophelia is "coming soon"!

The Magnusson's have been company Drivers with Tri-State for almost 5 years now. They enjoy being a part of the company and specifically working on special projects. One of their most interesting trips they made was hauling a load of fire hoses going up to Fairbanks, Alaska! Not only was the scenery amazing, but they met someone

who they now consider a friend for life.

In their spare time you'll see them hitting the road on something a bit smaller—on their CAN-AM Spyders! Dan has been a motorcycle enthusiast since he was 14, while Carrie only recently (2015) became a fan!

We appreciate their dedication to our company!

Please feel free to reach out to them by email at:

CarrieMagnusson@yahoo.com



Human Resources — START YOUR NEST EGG!!

Did you know we offer a 401k plan with a company match? If you contribute 3% of your gross the company will match with 3%. To get the maximum company match, you can contribute 5% of your gross and we'll match with 4%. If you prefer contributing a flat dollar amount each week, you are welcome to do

that too. We'll figure the match accordingly.

You can join the plan the first of any calendar quarter after you've been employed by a Roadmaster Group company for 6 months. If you'd like to begin contributing April 1st, you'll need to turn in the enrollment

forms by March 27th. Please contact Lindy Link in Arizona or Cheryl Adams in Missouri for information and the forms.

BTW, you can reach HR by dialing the main number and pressing "3".



Email:
Lindy.Link@roadmastergroup.com
Cheryl.Adams@tsmtco.com



Lemon Whippersnaps

Instructions

Preheat oven to 350F. Line a cookie sheet with parchment paper.

Combine cake mix, Cool Whip, egg, lemon zest, and lemon juice in a large bowl. Stir until completely combined.

Place powdered sugar in a small bowl. Use a cookie scoop to scoop cookie dough. Drop cookie dough into the powdered sugar and roll to thoroughly coat.

Place on the parchment-lined cookie sheet.

Bake for 10 to 12 minutes. Let cool for several minutes on the cookie sheet before moving to a cooling rack.

Store in an airtight container.



Submitted by: Sarah Harrell
Sarah.Harrell@tsmtco.com

Ingredients

1 15.25 oz package lemon cake mix with pudding in the mix

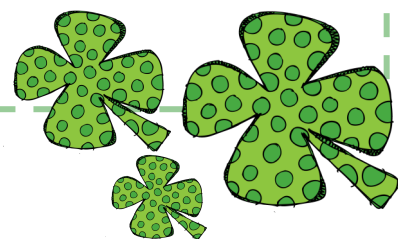
2 cups Cool Whip

1 egg, lightly beaten

1 tbsp lemon zest

2 tbsp lemon juice

½ cup powdered sugar



Driver HEROES

We have so many hardworking men and women behind the wheel that are an integral part of our company. In fact, almost 85% of TSMT are Drivers!

Our company and industry are built upon the backs of these too often unsung Heroes! We want to recognize those Drivers through a special recognition opportunity.

This is intended to identify and honor our own Driver Heroes who have displayed a high degree of excellence and who go that extra mile while out on the road.

Have you had an experience with a selfless Driver or TEAM of Drivers that made that extra effort to lend you or someone you know a helping hand? Or maybe they made an extra effort to help a customer out in some way? Or maybe their long standing and steady professionalism

Exceptional Act Heroic Effort A Helping Hand

needs to be recognized.

Please email us at:

newsletter@tsmtco.com

and nominate a deserving Driver or TEAM of Drivers and give us the story behind your nomination. The Driver/TEAM that is chosen will receive a \$100 gift card and the individual who wrote the printed nomination will receive a \$50 gift card.

We will start taking nominations from other Drivers, office staff, and shop staff, and will

accept them from now until March 28th. We will post the nominator and their nominee, in the March 31st issue. Please share their story in detail about how this driver/TEAM demonstrated a helping hand or describe their heroic or exceptional act.

We can't wait to hear from you and to hear all of the wonderful stories about our hardworking Drivers! Again, start now by sending in your nominations to newsletter@tsmtco.com and give your fellow Drivers the recognition they deserve!!

