

- PPE vs. Professional Wear

**INSIDE
THIS ISSUE:****Insight from
the Editor 2****Introducing
Phil Lyons 2****Anniversaries 3****#Driver
Obsessed 3****Meet & Eat 4****Delish 4**

PPE vs. Professional Wear

BY: Russ Thompson, Executive Vice President



In March I wrote about the Voice of the Customer, and how our OTR Drivers are often our internal customer of the company. This month we have an opportunity to heed another Customer Voice – our freight Customers.

Recently we've gotten feedback from several of our freight Customers with concerns about the safety and professionalism of how our Drivers were dressed at their facilities. As in many cases, 80% of our fleet are in full compliance with Personal Protective Equipment (PPE) standards and professional dress standards. This will be directed to 20% of our fleet that need a reminder, specific guidelines, and/or a admonishment to change their behaviors.

First, let's discuss PPE standards. As I've noted before, Customers will often do more

if they are treated with respect and with clear expectations. Several of our freight Customers have expressed clear expectations of full PPE whenever we are at their facilities. Complying with their PPE standards is a sign of respect. In discussing this issue with several Drivers, I've learned that many facilities do not enforce even amongst their own employees, the corporate standard of PPE. So what are our Drivers to do? I would liken this to a speed limit of 55 mph. Many of us are pretty comfortable exceeding that "standard" by a few miles per hour, in fact it seems a social norm. IF however, we're stopped by police, it is not an effective excuse to say, "everyone else was speeding, so I should be allowed to as well". IT may behoove our Drivers to ask about the PPE standard at the guardhouse, etc., but ultimately, if the Customer requires PPE, Tri-State policy is to adhere to those PPE requirements. Drivers take it upon their own judgment to go outside any PPE requirements, and will be subject to company discipline if in violation.

Professional dress standard is different than PPE, but just as important. We've all seen and

admired other companies that arrive at freight Customers in a specific uniform or company shirt. We've had discussions about imposing a standard Driver uniform to be worn at all Customers, but ultimately want to respect and honor the professionalism and maturity of our fleet. We understand that while driving in and the privacy of your own truck, you should be as comfortable as DOT standards allow; we recommend the following standard of dress whenever at a freight Customer:

Full length pants – preferably not sweats, yoga pants, etc

Shirt with sleeves – no cut-offs or tank tops

Full shoes – no sandals or flip flops

Safety vests – an added element of safety and professionalism

It is precisely because of the esteem and respect that Tri-State Drivers have in the industry and with freight Customers that we are also often under a microscope. As always, you do have a voice in this . . . if we're missing the mark, please let me know what you think!

Email: Russ.Thompson@roadmastergroup.com

Insight from the Editor



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

THINK!

“Passing the Baton” -
The BIG 3:

Please include the
following on your
paperwork:

1. Your Truck
Number
2. Your Trailer/
Container Number
3. The Order
Number

The next Driver &
your Operations staff
THANKS YOU!!!

Hello everyone! We are ushering in September with some very nasty weather in our United States. I feel compelled to talk about one of the biggest natural disasters ever, Hurricane Harvey. Joplin knows firsthand what horrible devastation a natural disaster can cause.

Hurricane Harvey’s crisis scale is so vast that officials concede they are nowhere near being able to measure it, much less fully address it. Sometimes when something like that happens in another part of the country, we can never fully comprehend the disaster. But, our people of Joplin can completely

understand.

There have been desperate pleas for help, selfless displays of courage and moments of humanity amid unfathomable disaster. At times heartbreaking, at times inspiring,

What we found here in Joplin, is happening in Texas now. People are coming together, working together, to start to heal both physically and mentally.

Due to social media, the world has been able to see many dramatic rescues and acts of altruism that might otherwise have gone unnoticed.

There are so many stories and pictures such as a woman in Houston posted a video of neighbors forming a human chain through floodwater so a woman who went into labor could make it to a fire truck. And, a chain of mattress stores in Houston was widely praised on social media for opening up its locations as makeshift shelters. There are hundreds and hundreds of these unselfish acts all across Texas. Ones just like we saw here in Joplin, when the tornado hit our town.

Please everyone keep the people of Texas in your prayers.

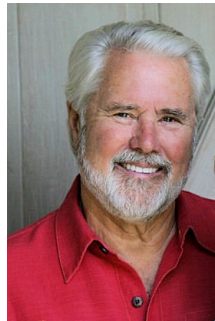
Email us your comments, ideas or suggestions to:

newsletter@tristatesecured.com

Introducing: Phil Lyons

By: Michael Fisk, Dir. Marketing/Hiring

This month instead of a department highlight, we have an opportunity to introduce you to Phil Lyons – the Owner of Roadmaster Group!



Phil was born and raised in Southern California. He is a 1958 graduate of UCLA and spent six

years active and reserve duty with the Marine Corp shortly after graduation. Phil started his career in real estate development, and became a self-made millionaire by the age of 25. In many ways he’s been involved in trucking industry for decades, first as an early investor/developer of the “push to talk” technology, which he sold to

Motorola in the early 80’s – and improved his net worth to . . . well, let’s just say he has some pretty cool hobbies. At the age of 35 he started indulging his passion for flying, and has steadily improved his skills to where he pilots his own jet when traveling.

In 2007, Phil became involved with Secured Land Transport, by 2011 had taken complete control of SLT and formed Roadmaster Group with John Wilbur as President/CEO. Phil notes that there are many exciting things going on with Tri-State, and is keenly aware and sensitive to his obligations and responsibilities to over 500 employees. Fortu-

nately, complex and intellectual challenges drive him to position the company for success - for not only himself, but also the employees and families that rely on Tri-State, John, & Phil to make great decisions. As he spends more time in the transportation industry, he’s come to “admire and respect the work that our Drivers do” – it’s pretty fair to say he’s **#DriverObsessed!**

Despite his success, or perhaps because of it, Phil remains committed to a certain ethos - “Honesty & Integrity matter. Have a good reputation so that your handshake counts.” That philosophy is perhaps best exemplified in his marriage of over 59 years, with two children and five grandchildren.

Congratulations, Hats off, and Happy Anniversary!!! We appreciate you!

TRI STATE - September 2017

- 38 Years:** Mike Bruton
- 37 Years:** Karen Blevins
- 29 Years:** Felicia Joines
- 24 Years:** Sarah Harrell
Bob Austin
- 25 Years:** Victoria Parthun
William Parthun
- 24 Years:** William Kyle
- 20 Years:** Shelly Williams
Jeanette Denton
- 17 Years:** Chris Benway
- 15 Years:** Mark Kinman
Marion Young

- 12 Years:** Daniel Dubois
- 10 Years:** Mike Soard
- 9 Years:** Randall Sole
- 8 Years:** Wendell Tedder
- 5 Years:** Thomas Zenker
Cindy Zenker
- 4 Years:** Marvin McCoy
Nathan Hill
- 3 Years:** Chris Hauer
Sarah Merkel
Ben Caballero
Ty Lander
David Mullin
- 2 Years:** Ed Heinisch
Wanda Hawks
Ronald Hawks
Steven Tharaldson
Christine Tharaldson
Lynne Stone

- 1 Year:** Kristen Cythaml
Leslie Larios
Richard Clary
Judy Clary
Richard Lourie
Robert Kersten

- Lydia Kumm
Robert Kumm
Henrietta Boyd
Brenda Looney
Curtis Looney

**ROADMASTER
SPECIALIZED INC.**



Happy Anniversary!!!

September -2017

- 5 Years:** Mitchell Price
- 2 Years:** Charles Odom

#DRIVEROBSSESSED

Meet Scot & Sabrina Godwin (a.k.a. TEAM GODWIN)



Scot was a farmer in a small town in Wade N.C. Sabrina moved to Fayetteville N.C. where

her father retired at Ft. Bragg, to attend college. She took a part time job in the very, very small town of Wade. Scot was a costumer at this store. That is where they met 34 years ago.

Scot began driving OTR in 1987 after farming was no longer profitable. The manufacturing factory that Sabrina worked at closed a year later. Off to truck driving school she went and 7 weeks later Team Godwin began their career. After a year of flat-bedding they moved to a van company out of Baltimore MD. This is where they really began running as a full time team running Greensboro to California with FAK. There were a few breaks off the truck but trucking has been 90% of their careers for the past 30 years. Scot & Sabrina have 3 wonderful children with children of their own. Sabrina says "Grand kids are the greatest."

Their oldest grandson just moved to a private high school for the next 3 years, Jax (16). He is working towards college and he has played football since he was 5! Hayleigh (16) is described as a "beautiful young lady", she cheers for her high school team and is quite the softball player. Their youngest granddaughter Madi (9) has been cheering competitively and she is THE advisor on all things "fashion". Last but not least is Carson (7) - "...he is our water child, he began river tubing at age 5. Anything to do with water he wants to do and be there and be wet!" - Sabrina reports.

When asked about working for Tri State Sabrina was quick to answer, "Being new to Tri State, at first we were very intimidated, a lot of information at one time for old brains to retain. Now we have become part of Gina's fleet and we are still learning. There is a system here that gives you the opportunity to be the best you can be and get all the answers you need. The best thing is the other teams we have met here. So anxious to help in all aspects of loading, unloading, work-

ing with macros, and one team even helped us tarp a load since it had been a few years for us. We are seeing new places and things and learning every day. We are having a great time!"

In their spare time, Sabrina and Scot's hobbies include hunting – bow, shotgun, and black powder for Scot. Sabrina just likes shooting with her crossbow and any gun. They like to hunt deer and turkey and Scot likes to shoot quail. Fishing is another hobby, "...surf fishing is our favorite but we have been known to grab some worms and minnows and sit on the river bank and even a farm pond when possible." Scot & Sabrina agree. Sabrina says they are frequent visitors to Dolphin Island, New Orleans and any South Florida Key. They are also planning on going on a cruise in 2018.



The number one piece of advice they would give a fellow driver: Work on getting things in place for retirement, and learn all you can. Their motto is "if we don't learn something new today it is a day wasted."

Finally, Sabrina advises don't get in a hurry, ask questions, and understand the company has things set in place so you can be successful. She closes with, "Use things available to you for your success."

Scot & Sabrina – THANK YOU for sharing your story with us. We are so glad you are part of the team here at Tri State! Tri Staters – if you would like to reach out to Team Godwin please email them at plowjockey2003@gmail.com

Meet & EAT

September 10th - 16th:

National Driver Appreciation Week

John Wilbur wanted to participate in National Driver Appreciation week, Sept. 10-17, but because of prior commitments he knew that this would not be a good month to meet Drivers at various locations within the Tri-State system . . . so with Michael Fisk & Russ Thompson (in SLC), he

hosted Driver "Meet & Eat" events at Bloomfield, Richmond, West Valley City, & Joplin.



thank you!



We are always looking for something yummy to share! If you have a quick and easy super delicious recipe that you're willing to share please let us know by emailing your ideas to:

newsletter@tristatesecured.com

Yum

#DriverObsessed@GATS



#DriverObsessed took over the Great America Truck Show in Dallas, Texas! 25,000 Drivers from all over the country attended this event where Theresa Porter, Andrew (Chase) Strode, Laura Heggins-Strode, Russ Thompson, & Michael Fisk distributed over 600 t-shirts over the course of 2.5 days. With some subtle (and maybe not so subtle) prompting, all 600 shirts were worn and seen throughout the event each day! We even had recruiters from other companies appreciate the message and wear the shirt.



DELISH ~di 'lish: Vinegar Idea

Source: Gary O'Dell, CSR/Brokerage/OD Specialist

The benefits of vinegar have been known for thousands of years. Helps with the digestion of food, lower blood pressure, uses in cooking. When Rome controlled most of the known world each soldier was issued 3 ounces of vinegar daily to drink. So many uses. Here is a tip I recently got from a recently retired Tri State member, Cathy Paith. You take a jar that seals good and fill it with all of the different kind of herbs you can get, the more the better. The one caution she gave was not to go to heavy on rosemary as it can overpower the other herbs. Cover with apple cider vinegar and seal. Place on the counter, out of direct sun light, and every three days shake very well. Let it set for 3 to 4 weeks and then pour through a strainer into whatever bottle you want to store it in. Makes a

wonderful marinade for meats, especially fish. Drink with a little bit of ice water, or add olive oil and you have a wonderful salad dressing. And if you have a favorite herb you can load it up a little more with that one.

You will just not believe how mellow it is. Cathy gave out shot glasses half full and everyone loved



Email: Gary.Odell@roadmastergroup.com