

SPECIAL POINTS OF INTEREST:

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Tri-Stater

A ROADMASTER GROUP PUBLICATION

VOLUME 1, ISSUE 16

DECEMBER 18, 2017

Change Is Good



BY: Russ Thompson, EVP

CHANGE IS GOOD! I'm not sure who coined the term "change is good" but I like it.

Think back for a minute about everything we changed in 2017. We basically re-made our entire company. We changed how we operate, all our revenue and equipment codes. How we plan and how we price. We successfully joined TSMT into SLT and then became Tri-State. We added new customers to help run our trucks over the weekends. And we continued to tune everything.

And what has all this change brought us:

- ◆ We thought hitting \$1.8 million a week was great but now we hit \$2.1 million on a lot of weeks.
- ◆ We run over 500,000 loaded miles almost every single week.

- ◆ We grew our DOD freight by 100%.

Do you know that in the first 2 weeks of December 2017 we generated \$600,000 more dollars of revenue than we did during the same time frame in 2016 with basically the same size fleet?

What caused us to change?

It all came from listening to you guys, hearing your frustrations, seeing that we were struggling to communicate, struggling to function as a team, struggling to hit our revenue goals. All this frustration created an atmosphere where each person couldn't succeed. It didn't matter how good our people were because they couldn't win the game.

I've been in this business a very long time and I have never seen so much change in one year. We are an amazingly different company today and I truly appreciate everyone's support through all the change.

So what does 2018 look like?

The big news is we have new ownership with Daseke and they have told us to grow as much as we want and

they will fund it. We have a sister company R&R and they would like the two of us to join forces to be the biggest and the best AA&E carrier in the business.

So we have a lot to do but the great news is we've built a solid foundation. We have a great group of people that have been there through all the changes. And we've have built great processes that will allow us to successfully grow and successfully change.

Change is also good for your personal life. Someone once told me it's more important to have a Stop Doing List than a Start Doing List. Their point was it easier to focus on things in your life that aren't good for you personally or professionally and put those things on your Stop Doing List and focus on them.

I wish all of you a very Merry Christmas and Happy New Year!

-Russ

Email: Russ.Thompson@roadmastergroup.com

Driver Q&A: QE Permit

Q: My QE Permit came in, now what?

A: Once you have your QE Permit IN HAND please take a picture of the permit and Drive Axle it in to tsmtbill-ing@roadmastergroup.com. Then follow up with a phone call to Theresa Porter or Michael Fisk to confirm. At that time if you have both your US Passport and your QE Permit and are eligible to receive the bonus it will be processed.

Q: I have applied for my QE Permit but have not received it yet. What can I do?

A: The first question to answer is has it been at least 2-4 weeks since the application was submitted? If no, then please be patient. If yes, then you may follow up your submission by emailing the QE Office at: explosifs@surete.qc.ca

Q: I don't have my QE Permit yet, but I got a letter requesting a background check. What do I do now?

A: Call Theresa Porter or Leah Groom. Most likely we already have a copy of your background report and can help.

Email: Theresa.Porter@roadmastergroup.com



Insight from the Editor



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

Christmas is almost here!

Christmas is celebrated in most countries and it commemorates the birth anniversary of Jesus Christ. It was first observed by Romans. Christmas acts as a catalyst to a happy and wonderful life. We get time to share the untold beauty of the day with family and friends.

People in various places celebrate Christmas in different ways, but there are certain customs and traditions which are common across the globe, which include putting up and decorating Christmas trees, putting Christmas lights on homes, spending time with family and friends.

One of the most popular traditions on Christmas is exchanging gifts on Christmas eve or Christmas morning. Everyone loves receiving gifts on Christmas. Children wait eagerly for Santa Claus to bring them gifts. In many countries children hang stockings believing that it will be filled with goodies by Santa Claus. But, as adults we understand the significance of giving more than receiving and plan way ahead to get something thoughtful for our near and dear ones.

Many people reflect on the past year and here at Tri-State, this past year has included just about every emotion possible! But, as the year ends, there is so

much to be grateful for.

I am very thankful for the opportunity to work on this newsletter team with two great people, Theresa Porter and Michael Fisk. It has been an honor and a pleasure. Our relationship with our co-workers is one that we treasure.

All of us here at the Tri-Stater wish you and your families the best of holidays, happiness, love, peace and a prosperous 2018!

Merry Christmas

Email us your comments, ideas or suggestions to:

newsletter@tristatesecured.com

THINK!

Paperwork Reminder:

Before you head home for the holidays make sure you turn in all paperwork by using your Drive Axle App. If you have questions please get with our billing dept.



Ugly Christmas Sweater Contest 2017

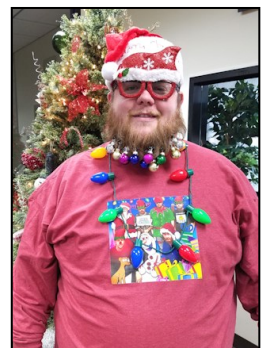


Much fun was had Company-wide in the first ever Tri-State Ugly Christmas Sweater Contest! Laughter ensued and pictures were taken! Many thanks to Dan Stark for the idea, and to HR for starting the competition! Can't wait to see what 2018 brings!

(More pictures on the back page.)



Pictured: Top Left— Phoenix Office, Top Right—WINNER, Daniel Vega. Bottom Left— Joplin Office. Below: Runner up—Jake Moffet.



Happy Anniversary!

December 2017

31 Years: Tracy Enochs

18 Years: Daniel Vega

15 Years: Juan Reyes
Camille Reyes
Colby Miller

13 Years: Richard Partin

12 Years: Kevin Johnson

10 Years: Jeannie Fout
John Fout
Eddie Kindrick

10 Years: John Hicks

7 Years: Justine Link

5 Years: Daniel Stone
Robert DeHerrera
Jamie DeHerrera

3 Years: Shirley Wyland
Harry Wyland
Jacob Moffet

2 Years: Scott Sullivan
Paula McAlpin
Lannon McAlpin

2 Years: Craig Wintercorn
Maureen Wing
Bobby Wing

1 Year: Jeanette Monday
Lance Monday
Eric Roman
Reggie Savaria
Lynn Anderson
James Johnson



#DRIVEROBSESSED



Meet Kaihikapu "Kai" Akau & John Souza . . . aka "Team Hawaii"

We got started by going to a driving school to get our CDL in April 2007. After completing the schooling at the top of our class, we both got hired at Royal Hawaiian Movers, trucking division. From then, May 2007, we've been like an unofficial driving team since. So... Let's say we've been a team for over 10 years, 2 of those years as an official team.

Being drivers from Hawaii, we've been a part of a lot of development and demoli-

tion all over the island of Oahu (oh-ah-who). But the most interesting things that we've seen has got to be driving throughout the 48 states. Dust, rain, and snow storms. We've driven through our fair share of bad weather, but nothing like driving through something so bad that you can't see past the hood of your truck!

Favorite thing about being in the trucking industry...? That's easy - Money. Other than that, having a really nice truck. Back in Hawaii, when you pulled in to a job site, it would be like arriving to a truck show. All the trucks were clean, polished, and shining. No matter what the weather was like, before or after work, we always took pride in our trucks looking good. So, favorite thing would be a nice truck. And for us it's a Kenworth W900L.

For all you drivers new to this industry, a word of advice, take pride in all that you do. Your actions on the road are a reflection of the company.

When asked about time off the road they had this to say:

Kai says, "For my off time I like to spend time with family, and catch up with friends. I do enjoy going to the beach, playing basketball, or being out at the shooting range. My brother is a basketball coach, so when I get home I help coach the middle school basketball team. If I can find the time, I also enjoy

working with heavy machinery."

And John says, "My home time is spent with my family, unwinding, and taking them around town in Vegas to see some shows or taking my kids some place fun."

Any hobbies? Kai is into working with electronics including Computers, CB communications, or car audio. For John, "I used to install car audio and video professionally. That, and I miss hauling low-boys with machinery."

What do you see down the road? For Kai - Maybe spending more time with my family, running a small business or a small trucking fleet. Hopefully something that keeps me closer to home. Being out on the road for months at a time can really take a toll on you. And for John. In 10 years I see myself not being on the road so often and running a small fleet of trucks.

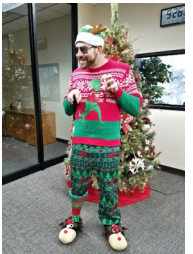
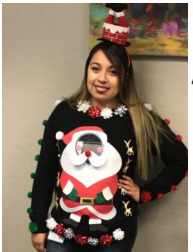
Thank you Kai & John for taking the time to share with us and letting us get to know you more. We appreciate all you do, and for representing the company with pride!

If you have any questions for Kai & John, please email them to: bra_dah_kai@hotmail.com



MORE2SHARE

More pictures from the Ugly Christmas Sweater Contest:



Season's Greetings



It's the time of year when we come together not only to celebrate the joy that the holidays bring, but also to remember our loved ones both near and far.

Each year our office in Joplin is able to take part in a local effort to reach out and wish all our troops near and abroad a very Merry Christmas & Happy New Year! Here below is the link to view the commercial that aired locally on our KSN/KODE stations.

Many thanks to the staff and Drivers available to represent our company!

Link:

<https://tristatesecured.com/truck-drivers/2017-merry-christmas-greeting-tri-state-military/>

DELISH~di'lish

Christmas Crack Dip

Ingredients:

¼ cup diced jalapenos (I use jarred jalapenos – the type you use for nachos)

10 slices of bacon

1 8 oz. package cream cheese

1/2 cup sour cream

½ cup mayo

1 tsp garlic powder

1 cup shredded pepper jack cheese

1 cup shredded cheddar cheese

¾ cup shredded parmesan cheese

Topping:

1 cup Panko bread crumbs



4 tbs. butter, melted

¼ cup shredded parmesan cheese

1 tbs. fresh parsley

- Preheat the oven to 375 degrees
- Fry bacon until crisp, then drain and crumble. Take out a couple of tablespoons of the crumbled bacon to add to the topping.
- Combine the cream cheese, sour cream, mayo, and garlic powder in a mixed bowl and mix on medium speed until fluffy.
- Add pepper jack cheese, cheddar cheese, parmesan cheese, crumbled bacon and jalapenos to the cream cheese mixture and mix well.
- Spread into an 8x8 baking dish.
- To make topping, combine bread crumbs, melted butter, shredded parmesan cheese, crumbled bacon and parsley.
- Sprinkle the topping over the cream cheese mixture.
- Bake 15 to 20 minutes or until hot and breadcrumbs are golden brown.
- Serve with Ritz crackers or tortilla chips.

Submitted by: Kyla.Jewsbury@roadmastergroup.com