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Tri-Stater

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Communication is the Key to Success!



BY: Don Welchoff, EVP

I would like to thank everyone for his or her efforts in making 2017 a record-breaking year. We had record load counts for the DOD and grew our commercial customer base dramatically. None of this could have been accomplished without *good* communication. Communication is the backbone of our success. Revenue growth is the result of everyone working together, becoming more efficient and being mindful of our customers' needs.

With the recent success of our service and support to both UPS and

CEVA in the 4th quarter has provided additional freight opportunities in multiple markets. There is much opportunity for growth in the 2nd quarter of 2018, as we look to combine companies with R&R Trucking. We must all remember the challenges we faced when we combined Secured Land Transport and Tri-State. There is much tribal knowledge relating to accounts and processes that both R&R and Tri-State have. If you don't know stop and ask before making a wrong decision. We must not assume, this was and can be the achilles heel in success.

In the upcoming weeks/months as we set that platform for combining the companies it is critical to have your voice heard. We need to work together to ensure processes and

procedures are not overlooked for our internal customers our drivers) and our external customers. Quick response time to our customers is vital for driving revenue and driver satisfaction. Slow or no response leads to customer frustration and missed opportunities.

Service failures will happen in our business, the key is to communicate to all involved. We must always remain honest and transparent to our customers no matter the outcome.

In closing, by working together and communicating we will have a successful 2018. Be Safe and thank you All for what you do to make Tri-State the best!

Email: Don.Welchoff@roadmastergroup.com

Construction Zone

Exciting things are happening at the Joplin terminal!

The construction of the new Legacy Lodge began before the New Year and when it gets finished it is going to be the best Driver Center in the United States! It will be state of the art with all kinds of great amenities. Every driver will want to come to work at Tri-State when they hear about the Lodge and every employee will be able to enjoy the features that will be included such as a new fitness center.



As you can see by the pictures, the old safety building on the yard has been gutted. Today they were in the process of laying the concrete floor.

Our Director of Real Estate, as he likes to be known, Jeff Swenson, says he is shooting for April as the completion date for the project. We will have more pictures of the progress in the next issue.

Insight from the Editor



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

It's 2018! Wow how time flies these days. The older you get, the faster it goes!

I am really excited about 2018 and beyond for Tri-State. I have been here for over 22 years, and I think this year is going to be the best! Yes, I was happy when Roadmaster purchased TSMT because it meant we could finally get out of the stalemate we had been in for so long. For the first time, in a long-time we had HOPE. And Roadmaster has delivered on everything they promised us.

But 2018, to me, will be our best year ever! So many positive things are happening around here that you can't help but be excited.

Right now, as you can see by the

pictures in this issue, the old Safety Building has been gutted. It will be transformed into the new Legacy Lodge in the next few months. I have seen the plans and it is going to be amazing! All of our current drivers are going to love it and it will be an awesome recruiting tool for new drivers.

Then, there is the joining together of Tri-State and R&R. Two powerhouses joining forces to be the greatest and the biggest AA&E carrier anywhere!

That is just a couple of things that are happening, and we have so much more than that to look forward to. Everyone buck-

le down cause I think it is going to be a wild ride!

As always, your opinion matters. If you have any articles you'd like to submit or comments to add to anything you've seen in one of our Tri-Stater issues please feel free to reach out to our newsletter staff.

Email us your comments, ideas or suggestions to:

newsletter@tristatesecured.com



THINK!

Paperwork Reminder:

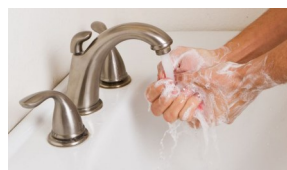
Make sure you use the CORRECT load number when sending in your paperwork. If you have questions call one of the girls in billing.



HR Note: Illness Prevention

I'm sure you are all aware that we are right in the middle of the dreaded flu season. Common flu symptoms include fever, cough, sore throat, runny or stuffy nose, body aches, headache, chills and fatigue. The single best way to prevent seasonal flu is to get vaccinated each year but, practicing good health habits can go a long way towards helping you avoid getting the flu or other illnesses. Good health habits include:

- Wash your hands with soap and water or alcohol based hand sanitizer



- Avoid close contact with people who are sick and keep your distance if you are sick
- Cover your mouth and nose with a tissue if you cough or sneeze. This helps stop the spread of germs
- Avoid touching your eyes, nose



and mouth to help stop germs from entering your system

Taking care of yourself physically and mentally can help you avoid illness as well. We all know that when we are tired and run down it seem like it is easier to pick up every little "bug" going around. Keep your body and immune system at its best

**Take
care of
your
self**

by getting plenty of rest, keeping physi-

cally active, manage your stress, drink plenty of fluids and eat a healthy balanced diet.

If you find yourself experiencing symptoms of illness it's best to seek medical advice from your primary care doctor. For those Tri-State company employees on the company's medical plan don't forget you have the option to consult with TelaDoc. **855-TELADOC** www.Teladoc.com/ Aetna or download the app at www.Teladoc.com/mobile.

Questions: Cheryl Adams or Lindy Link

Happy Anniversary!

January 2018

20 Years: Mark McDermott

19 Years: Chuck Curry

14 Years: Robert Alexander

6 Years: Terri Wimberley

5 Years: John Wilbur
Ann Dubois
Brian Markosian

4 Years: Renee Miri
Robert Miri

3 Years: Everett Matthews
George Williams
Floria Williams
Richard Braverman

2 Years: Jorje Gonzalez
Adolfo Rivas
John Sampson
Erick Ureta
Joel Parrish
Phillip Dobbs
Donna Dobbs
Suzanne Faver
Michael Faver

1 Year: Kerry Greiner
Vivian George
Brett Felty
Candace Subelka
Julie Walter
Suzanne Goldsmith
John Penney
Kevin Mitchell
Roy Burks



Happy New Year!

#DRIVEROBSSESSED



It is my honor to introduce Gary Goladay to kick off our Volume II of the Tri-Stater. Gary has had at least three careers already including 22 years of service in the US Army, 13 years of service as a corrections officer, and as a professional Driver since 2007. Gary currently resides in the "right" side of Washington state, near Spokane, but his birthplace and heart is forever in Great Falls, MT.

As an enlisted Officer in the Army – Gary was in the legendary 101st Airborne Division, including serving as a Platoon Sergeant in the famous 1st Calvary. Gary's

service in the Army encompasses some of America's historic events including deployment to Vietnam, and was involved in the 1979 Camp David Peace accord serving in the protective detail. Gary concluded his Army service as a Drill Sergeant for over three years – and if you've ever met Gary, you'll know that he is straight out of Hollywood's Central Casting with his square jaw, deep gravelly voice, posture.

Gary takes great pride in his service in all three careers – and enjoys that his first career and his last career dovetails so well together through our DOD customers. He's passionate about his country, and the trucking industry . . . as he used to be passionate about the NFL & Seattle Seahawks. Gary has held a CDL since 1994, and has seen a lot of changes – positive changes such as ELD & hazmat, but also has concerns as he observes an often negative culture surrounding Drivers; much of which he opines is self-inflicted though a disrespect amongst Drivers themselves. Much in the way that the NFL has eroded its own popularity through the disrespect to flag and country, Gary is concerned that Drivers themselves perpetuate many negative aspects within the trucking industry.

In his almost two years with Tri-State, Gary

has gone through the difficult times of the merger, and has seen how the company has emerged on the other side – and has great confidence in how the company continues to progress. He highlights the examples of service and extraordinary efforts of Leslie Martin (CSR) & Carrie Cornwell (CSR), both of whom had occasions where they left family and friends (and sleep) to come into the office to help remedy a problem . . . at 1:30 am!

We are privileged to have Gary and others like him in our fleet and company. Tri-State is the better because of the examples and backgrounds of all like him.



NEW YEAR'S RESOLUTION

Several Tri-Staters have decided to make a commitment to change the way they eat, or their diet. If you made a New Year's Resolution to lose weight or try a new diet you are not alone!

One recent boom is the "KETO DIET" which refers to Ketosis. This is similar to the "Atkins Diet" or otherwise known as a very low carb diet.

In this Issue we've decided to share some basics and a few recipes!

As with ANY CHANGE to your diet make sure you seek the advice of your primary physician before you begin to make sure that change is the right one for you.

KETO STAPLE: Coconut Oil (it's the bomb!)

Coconut oil is an essential fat used while eating "KETO". It can be used in cooking and even added to your Coffee (bullet proof coffee—google it!). Coconut oil is often used in "fat bombs". Fat bombs are like energy balls, ideal for those who need to add healthy fat to their daily intake.

Benefits include:

Helps the body fight off disease and viruses

Lowers bad cholesterol

Helps the body burn energy, abdominal fat

Balances hormones, moods

That being said, here below is a simple "fat bomb" recipe using coconut oil!

Chocolate Peanut Butter Fat Bombs

1/2 cup Coconut Oil

1/2 cup Natural Peanut butter (Wal-Mart)

2-3 T of Unsweetened Cocoa powder

Sweeten to taste using STEVIA

Splash of vanilla extract (optional)

Melt coconut oil and peanut butter, stir in cocoa powder and Stevia. Remove from heat and add vanilla. Pour into ice cube trays and freeze. Remove from trays and store in the freezer/refrigerator in a zip lock container. Eat to curb the appetite or satisfy your sweet tooth!



What is Ketosis?

Ketosis is a metabolic state of the body that comes from consuming a low-carb (usually under 50 grams or less), moderate protein (based on individual activity level), high-fat diet that forces your body to use ketones as its energy source. By controlling your intake of these macronutrients, you are essentially draining the body of its common energy source (glucose) and in turn it reacts by creating its own energy source from the fat you have stored (ketones).

Our bodies are like cars that are fueled with two types of gas. **Sugar** (cheap gas that essentially damages your car) and **Fat** (premium fuel that improves your car's performance). We need to stop fueling our cars on sugar and start burning fat as our primary energy source.

Think about it like this. Over the course of your life, you have been consuming more glucose (sugar) than you need to function on any given day. Your body's response is to send insulin out to capture your glucose and store it in your fat cells, as fat. When you drain the body of the original energy source, it is forced to resort to using the stores you currently have (fat) as a source of energy. As that fat is burned it releases your new energy source into your body (ketones) which are measured in both your blood stream and urine.

Source: <https://ketosizeme.com/what-is-ketosis/>

Other resource: <https://www.ruled.me/guide-keto-diet/>

KETO DELISH~di'lish

KETOGENIC DIET



NO

