

COMPANY VALUES:

- Safety
- Integrity
- Team
- Excellence

HR CORNER

2018 Health Benefits Plan

- Open Enrollment from 11/20/17 to 12/8/17
- Plan effective 1/1/2018
- No change in medical, dental, and vision plans
- No change in employee cost
- New phone & web claim management access



Sergio Bueno, Night Shift Shop Supervisor cooks for his staff to say "Thank You" for helping drivers stay productive by promptly completing mechanical repairs.

Wolf Man gets Best Costume and Brain Cake gets Best Scary Food!!!



Tiger News



QUARTERLY NEWSLETTER

Q 4 2017

Message from Bob Hughes (Co-President & Chief Operating Officer)

CHANGE - I think I hear a few readers saying, "Here he goes again talking about change!" For those of you saying that, you are correct, I have spoken about change before. Please bear with me because here it goes again. In the Special Edition newsletters, we have talked about SHINE and some of the attributes of SHINE. Remember Win⁴? That attribute of SHINE talks about for us to achieve SHINE, four parties need to win. Those four parties include our customers, our vendors, our employees, and the company!

When we asked ourselves if Win⁴ was working for our Dry Van operation, the answer was clearly no! We knew the company was not

winning and we knew the drivers were not winning. We knew if we were going to SHINE we needed to change. Those changes started taking place last year, and a few more changes were added earlier this year, and the changes continue. While all this has been taking place, some employees have voiced concerns about the amount of changes occurring. Change is often uncomfortable and sometimes changes do not bring about the desired results, which requires more change. One of the concerns raised was if the company was thinking about closing or selling the Dry Van operation. The answer is a resounding no! The Dry Van operation is improving and with the

help of everyone involved, we are confident the changes will carry it closer to SHINE! Thanks for all your efforts and team work!



Kraft Dedicated Service Team, part of the Dry Van Operations, had to go through several changes in 2017. All changes were an effort to reach SHINE by using Win⁴. More challenges and changes to come but the team is ready for it!!!

Message from Jim Musgrave (Co-President & Chief Financial Officer)

CHANGE – Bob started the conversation about change, so perhaps it is good to keep it going! We are all about change here at Tiger Lines, that is when it is for the better! There is a term that some people have heard before, and it is *Kaizen*. It is a Japanese word that means change for the better. It does not mean change just to change, it means change when you can improve

things. We are in the middle of open enrollment right now for our medical insurance program. We changed a few vendors in our program because we believe things needed to be improved regarding access, administration of claims and clear communications. We are trusting we see a great improvement over last year, however, if for some reason there are still issues, we will make more changes.

Another opportunity for change is we have been experiencing some serious efficiency issues with some of our customer sites, which has required us to have some uncomfortable meetings with our customers to address the impact to our drivers and their ability to maintain their pay levels. As one can imagine, these meetings can at times be very tenuous as we carefully explain to customers the negative impact they are having upon us. We are continuing to gingerly walk through these issues

in hope of significant change.

While deploying *Kaizen*, there are some untouchables, and those are our principles and our values. Those do not change, and those are the guardrails we use to keep us focused on our priorities. Whenever we are considering change, we filter it first through our values, then through Win⁴, and if it passes those tests and appears to have the promise of making an improvement, we give it a try. We welcome the feedback provided in a professional manner when changes are not bringing about favorable results. That is how we all function as a highly performing team!

Coming into this Holiday season, we are very appreciative of each member on the Tiger team, and we know we are all very fortunate to work together at a company that works diligently to ensure Win⁴ is achieved. May your Holidays be safe and beyond your expectations!



Tiger Lines Roars!!! - Community Support



Ron Birmingham,
20 yrs!!!



Mike Prien,
15 yrs!!!



Mark Handel,
10 yrs!!!



Ricardo Cortez-Acuna
10 yrs!!!

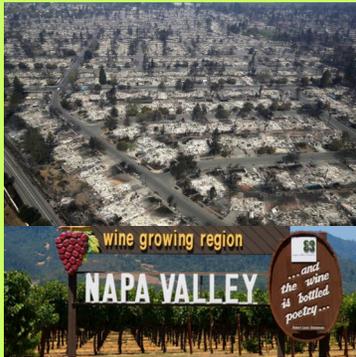
Just a Thought: By Mark Handel (Safety Director)

*"We may not have it
all together, but
together we have it
all."*

*"The quality of a
person's life is in
direct proportion to
their commitment to
excellence,
regardless of their
chosen field of
endeavor."*

-- Vince Lombardi

Employees help fire shelters with
needed supplies!!! Evacuees
appreciate the donations!!!



Tiger Lines move 35K lbs of
donated canned food for the
Fresno State Student Cupboard

Identity Theft by Jo Vanotti (Safety Manager)

Today, we live in a digital world and with the holidays fast approaching we should acknowledge our vulnerability. Identity theft is defined as personal information that is stolen and used without permission for some form of gain. There are several methods thieves employ to gain access to your personal information and data. A simple way to protect yourself is by being aware of what personal information is being used and shared. Be extremely careful to

whom you provide personal information, whether over the phone, through email, or on a website. If you are the one who initiated the contact, then most times you will be protected. Only submit information online when the "lock" icon is in the browser address bar. Also, look for sites with web addresses beginning with "https." The "s" stands for secure. If it is not present, transmitted information is not protected. Finally be careful about sharing information

on social media sites. Tech savvy individuals can piece together your personal information with your indirect help.

Be alert when you are contacted by someone requesting information. Never share your social security number unless absolutely necessary. Hang-up and call the agency's direct office phone number to validate the call and the information requested.

If in doubt, do NOT provide!

Flu Season is Coming, What Can You Do to Avoid It? by Mark Handel (Safety Director)

Dr. David Katz, Yale University Prevention Research Center Director, suggests the following to protect against the flu virus: According to Katz, "all aspects of personal and public hygiene make a big difference in containing the spread of all airborne pathogens."

- **Wash your hands:** Wash your hands regularly, for at least 15 sec. Opt for paper towel when drying and use a paper towel to turn off water and open rest room doors.

- **Watch where you stick your fingers:** Picking your nose and biting your nails are bad habits but also provide an easy way for flu virus to infiltrate your body.

- **Don't rely on sanitizers:** Several studies found that hand sanitizers didn't prevent respiratory infections. Use with at least 60 percent alcohol. Experts suggest using sanitizers when only in a pinch, but

a thorough washing with soap and water is a more effective option.

- **Carry a pen:** You wouldn't use another customer's fork, so take your own pen wherever you go. You can also use it to press buttons like elevators and ATMs.

- **Eat right:** Vitamins C, D, E, zinc, selenium, antioxidants, and probiotics help fight off viruses. Eating a varied diet heavy on veggies will supply most of immune-boosting nutrients.

- **Exercise:** Studies show that even moderate exercise increases the number of virus-fighting white blood cells. But if you go to a gym, make sure to use an antiseptic wipe on equipment before use.

- **Sleep well:** Researchers say a lack of shuteye can render a flu shot less effective. Shoot for seven to nine hours of sleep every day.

- **Ease stress:** Meditation, yoga

and a hot bath are just examples of things you can do to unwind.

"Eating well, being active, getting enough sleep, avoiding tobacco and other sensible health practices reduce vulnerability to flu," says Katz. "And they make your body far more capable of recovery if you happen to get sick in spite of it all." Follow these simple steps to guard against the flu and other viruses.

Social Info

Tiger Lines is committed to continue getting better in everything we do and we believe your suggestions can help us get there.



Please contact HR to share your comments and suggestions, or follow us at Tiger Lines' sites to leave your feedback:

