

COMPANY VALUES:

- Safety
- Integrity
- Team
- Excellence

HR CORNER

- Please contact Payroll if do not receive your 2019 W-2 Tax form.

1st Annual Tiger Lines Golf Tournament



Tiger News



QUARTERLY NEWSLETTER

Q 4 2 0 1 9

Message from Bob Hughes & Jim Musgrave (Co-Presidents)

The Tiger Lines Brand serves you!

We all work at Tiger Lines for different reasons. For some it is because of the reputation of the company as treating people with honesty and integrity. For some it is the financial stability and knowing the equipment is safe and maintained well and their paycheck is not going to bounce! For some it is simply to be part of an organization that stands behind what it commits to and provides a service that is highly valued by our customers. Most often people choosing to do business with Tiger Lines or choosing to be an employee is asking the question, "What's in it for me (WIIFM)?" This is a fair question and all of us employees contribute our role to the best of our ability so that in the end, we get to obtain our needed WIIFM. The better our brand and our reputation for great service, the better chances we have of helping our employees realize and attain their WIIFM!

Some of the WIIFMs we have heard is in order to buy a home and have a family grow up in a safe area. For some it is world travel. For some it is a

comfortable retirement.

Others it is educating their children and others it is to support a hobby. Have you ever thought about what is your WIIFM? Most often the WIIFM is a long term goal, whereas we show up every day in order to make progress on our WIIFM. The ability for the company to support the long term WIIFM depends on each one of us building the brand of Tiger Lines every day with every decision we make. An office person works hard to get a payroll check completed accurately and on time. They also will work diligently to produce an accurate invoice to our customer and get it in the mail as quickly as possible. A driver chooses to smile at a customer that is clearly having a bad day and not enjoying their employment. A mechanic takes an extra minute to fix another item they observe on a vehicle that may avoid a breakdown on the road. A dispatcher takes the extra time to route a truck more efficiently in order to make more pay for the driver and benefit the company. The brand of Tiger Lines is produced every day by millions of decisions made by each and every employee.

Brands are interesting. When someone is at the store, why do they reach for a Coke or a Pepsi? Why do some go to Starbucks, some to Peets, and others refuse to pay \$4 for a cup of coffee? Why do some choose GM and some Ford? It usually comes down to brand preference and usually for a reason that a person would have a hard time defending, but the brand in some way provides WIIFM. We want our customers, our current and future employees to pick Tiger Lines as their choice to provide their WIIFM. As you go about your day, it will be an interesting exercise if you consider the hundreds of decisions you are able to make each and every day that will impact our brand, and in turn impact the company's ability to provide your WIIFM. We have a great reputation as an employer and as a service provider, and that is only because of the decisions you make every day. **Thank you for that and we truly wish you are making progress on your WIIFM!**

**"Every job is a self-portrait of the person who did it. Autograph your work with excellence."
-- Vince Lombardi**

Tiger Lines Roars!!! - Employee Anniversaries and Retirements!!!

**“Employee loyalty begins with employer loyalty”
-- Harvey Mackay**



11 Ways to Stay Injury-Free While Lifting - Published by Penske Safety Bulletin

- Provided by Mark Handel (Safety Director)

According to a National Safety Council study, sprains and strains account for the highest number of injuries (60 percent) truck drivers suffer each year. About 21 percent of those injuries are neck and back related.

Avoid the pain and protect your back. Use these 11 safe lifting tips when loading or unloading cargo:

1. Warm up those muscles. If you just arrived at your destination, you've probably been on the road — and sitting — for quite a while. So, warm up your muscles by gently stretching your arms and legs or walking around your rig a couple of times.

2. Assess your cargo. Figure out which pieces of cargo you can carry, and which might require help. As a general rule, the Occupational Safety and Health Administration (OSHA) recommends never lifting items over 50 pounds without some kind of support. For anything over 50 pounds, use material handling devices (pallet jacks, hand

trucks or a forklift) or ask another person for help.

3. Assess the loading/unloading zone. Make sure your truck is parked safely with wheels chocked and keys out of the ignition. Clear the path you'll use to carry the cargo to ensure it's free from obstructions.

4. Wear protective equipment. If you're doing heavy lifting, use a back brace for support, and wear work gloves and steel-toed shoes.

5. Lift with your legs. When lifting items from the ground, stand close to the item with your feet apart. Keep your back and shoulders straight and bend with your knees. Get a good grip on the cargo with your palms and use your leg strength to lift the item.

6. Know the “power zone.” Manual lifting should take place at “power zone” height, about mid-thigh to mid-chest.

7. Keep it straight. Avoid twisting or turning while carrying cargo. Change

direction by moving your feet, not your torso. Walk forward (not backward) whenever possible.

8. Stand your ground. If lifting cargo from above your head, stand on a stable surface. Bring the load down to waist level. Avoid reaching and lifting at the same time whenever possible.

9. Set it down gently. When setting loads down, bend at the knees. Set down the corner of the cargo closest to you first, then remove your fingers from underneath the load.

10. Use the handles. If cargo has die-cut or protruding handles, use them to help lighten the load on your back, shoulders and arms.

11. Take regular breaks. Don't try to do all your lifting at once. Taking breaks will help your muscles relax.

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