



August 2020

Pierce Distribution Services Company

Kevin Hogan Writes...

Covid continues, but I think it is getting better. Our Business Managers still can't call on prospective or current customers as most are not open to visitors. It is hard to acquire new customers when you aren't allowed to talk to them "face to face" but only by email/phone. Pierce's senior staff can only visit Pierce facilities that they can only drive to. I am unable to travel as well but I am going to drive to visit ICP soon. Please, all continue to follow the work guidelines put forth by the General Managers at your plant. These are difficult times and we must prevail.

I will probably start flying again very soon.

My daughter flew from Tennessee to visit us with her husband and our two grandchildren. No problems. We haven't seen one other daughter in Chicago and son in San Diego since Thanksgiving. Our oldest boy is within driving distance and visited us many times.

My good friend Don Thrush (Komatsu retired) took a west coast driving trip from Illinois with his good friend and stopped by to see us. We hadn't seen them since February so it was good to catch up. If you are taking a driving vacation, I would suggest visiting the National Parks as tour buses aren't allowed yet which makes it easier to get around.

I would like to wish everyone celebrating a birthday in September a Happy Birthday. There is one Milestone Anniversary in September; Randy Cantonwine (ICP) 10 years on September 20th. There are three notable anniversaries: Ray Brown (Ripley) 14 years on September 15th, Jon Munchus (ICP) 24 years on September 6th and Jorge Perez (Rockford) 27 years on September 20th. I would like to thank everyone celebrating Service Anniversaries in September for their of dedication and commitment to ICP, Pierce Procurement and Pierce Distribution Services.

Kevin Hogan



Russel's Words of Wisdom...

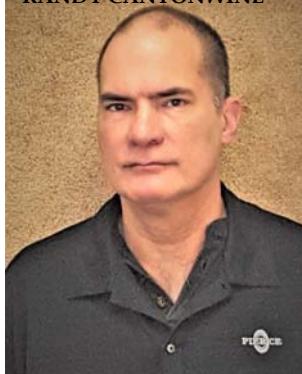
***"Success isn't owned, it's leased.
And rent is DUE
EVERY DAY."***

~JJ Watt

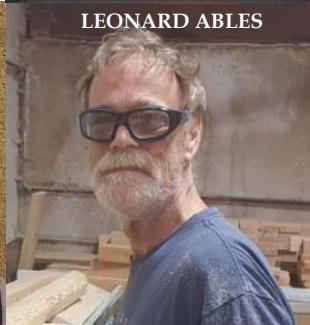
ICP September 2020 Milestones

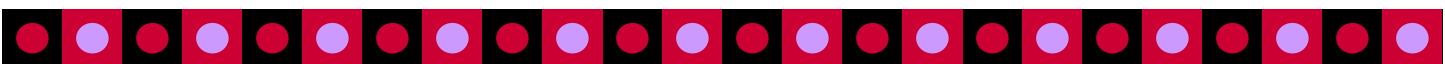
Jon Munchus	24 years
Randy Cantonwine	10 years
Daniel Palma	10 years
Erick Fouts	5 years
Martin Bautista	4 years
Leonard Ables	3 years

RANDY CANTONWINE



LEONARD ABLES





ICP Continues...



Apollo, ICP's Loss Prevention Specialist, has expressed an interest in Quality Inspection cross-training...



BRAD HERR CELEBRATES 15 YEARS!!



For Brad Herr's 15 year mark, ICP presented him with camping equipment...Igloo cooler, cups and camping lights.



ANYONE CRAVING BLT'S? Get the bacon ready because it looks as if ICP has a lot of tomatoes to share. The ICP Wellness Garden is going gangbusters! What a bounty!



HR contributes...

WHEN AN EYE EXAM IS ABOUT MORE THAN JUST VISION



Perhaps you don't wear glasses or contacts and haven't had any issues with your eyes. So, you think, "Why would I need to go to the eye doctor every year?" You might be surprised to know that there is more to an eye exam than just checking your visual clarity. Here are three reasons why you should visit your eye doctor every year.

1. Detecting Early Signs of Chronic Diseases like Diabetes

Your eyes reveal a lot about your overall wellness. An eye exam can detect early signs of serious health conditions such as diabetes and hypertension. Regular eye exams are critical because what may seem like a vision-related problem might be an indication of a broader health issue.

2. Some Eye Diseases Are Symptom-Free

What do glaucoma, cataracts and macular degeneration all have in common? All these conditions share a common characteristic—no early warning signs. Getting an annual eye exam can help detect health conditions before they progress and may help preserve your vision.

3. Your Vision Might Not Be as Clear as You Think

You may think your vision is clear, but many people are often surprised to discover they aren't seeing as well as they thought they were. You may not notice that your vision changed, but an eye exam can reveal if you need glasses or contacts – or an update to your current prescription to ensure you're seeing as clearly as possible.

~source: VSP newsletter

FOOD FOR THOUGHT

A customer is the most important visitor on our premises; he is not dependent on us. We are dependent on him. He is not an interruption in our work—he is the purpose of it. He is not an outsider in our business—he is a part of it. We are not doing him a favor by serving him—he is doing us a favor by giving us an opportunity to do so.

~Mahatma Ghandi

OUTLANDISH REASONS FOR CALLING IN SICK THAT PEOPLE HAVE ACTUALLY USED

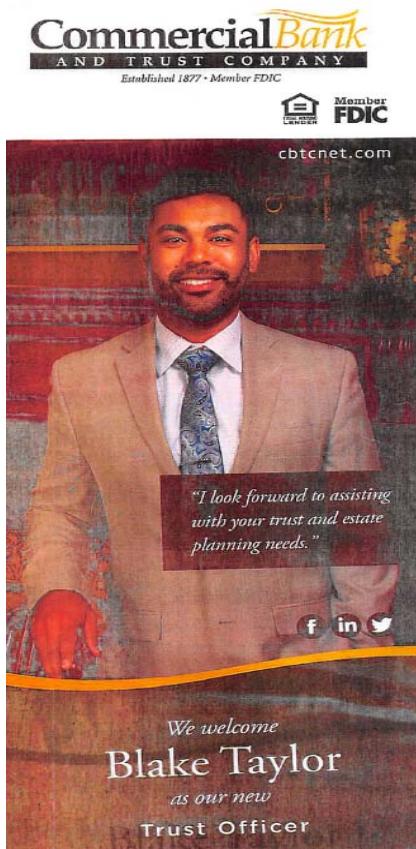
- "All of my underwear are in the washer."
- "My grandmother poisoned me with ham."
- "The dinner I made for the office potluck didn't turn out."
- "My cat is stuck inside the dashboard of my car."
- "I got kicked by a llama and it broke my leg."
- "My girlfriend threw a pan of hot grits in my face."
- "My parakeet has the flu."
- "My roots are showing and I have to keep my hair appointment."
- "I'm stuck under my bed."
- "My wife found out I was cheating so I had to spend the day getting my stuff out of the dumpster."



Ripley Writes...

"Sometimes They Make You Proud"

At Ripley's Plant 7 we are always thankful to boast about our kids and their accomplishments. Some of us "take credit" for raising and giving direction when "our" kids excel. This is certainly true when it comes to Blake Taylor, son of Dealer Return supervisor, Kristi Taylor (and husband, Bobby Taylor). Blake graduated from college a few years back and had been working as an accountant for a local CPA firm. Last year he married the love of his life and just recently joined Commercial Bank and Trust Company in Jackson, TN as a Trust Officer. Congratulations and Best Wishes to Blake in his new position of Trust Officer and Estate Planning. We look forward in following your career!



Blake Taylor, son of Kristi Taylor



LASHONA DAVIS



Celebrating her 29th birthday (again) on August 12th was our Komatsu friend, LaShona Davis. Birthday greetings and several surprises of beautiful floral arrangements and balloons decorated her office desk for the occasion. Happy Birthday!

IT'S A GRAND DAY FOR A GRAND OLD LADY!!!!

Smiling from ear to ear is our very own "old lady" Mary Quinton (works in our Service Parts Department) who boasts of the arrival of her 7th great grandbaby. (She has 6 grandchildren) "Granny" as she is affectionately known states Kristen Hanks was born September 8th weighing 7 pounds and 5 ounces and the little darling is 20 inches long. Kristen is the daughter of Kayleigh Quinton and Christian Hanks of Dyersburg, TN. Everyone is at home and doing great – Congratulations Ms. Mary!



MIKE MOORE



Ripley Cont...

REMEMBERING OUR FRIEND — TERRI STEPHENS Friday August 21 2020

As a tribute to Ms. Terri Stephens, Komatsu supervisor, who died on August 12th, a loving and colorful balloon launch was held by Komatsu and Pierce associates in the parking lot. Ms. Stephens, age 63, died unexpectedly at her home in Ridgely, TN, after completing a day's work. A Komatsu employee for over 20 years will be sadly missed. The gathering began with remarks from Komatsu's Heather Arwood and prayer by Krandy Burnett. Many balloons had written message signed by fellow associates. She will be remembered for her many acts of kindness and especially her baking/cooking skills that she shared with her fellow employees. Sympathy is extended to her family and friends.



MIKE MOORE



Ripley Writes...



ASSOCIATE OF THE MONTH

L-R: Line Lead Balinda Hairfield, Mary Brown, & Line Lead Misty House

"GIRL, YOU CRAZY!"

How many time have you heard our newest Associate of the Month say, "Girl, You Crazy"? Everyone in the whole plant knows you are referring to Mary Brown of our first shift Service Department. (Sorry, Mark Strawn, for all the laughter as we "tried to interview" Mary for this article.) She loves her Line Leads (Balinda & Misty) and affectionately refers to Balinda as "her Black Girlfriend" and Misty as "her Black Auntie"! Her supervisor, Tabitha Chandler, just shakes her head in disbelief. Mary fits in so well in the department as her work ethic/belief of "Get 'R Done" spills over to the other associates. Mary loves people and enjoys reacting with all of them with her "craziness". The 4-wheeler riding associate is originally from Crockett County, TN (Alamo, TN) end-

ing up in Ripley and graduating from Ripley High in 1991. Never described as being shy, Mary has been full-time with Pierce Distribution since January 2020. She is the mother of two sons, Tabaris, age 26, and Antonio, age 20, BUT her true loves are her two grands, Brooklyn - age 4 and Blair - age 4 months. "If you gotta work, make the most of every day - I will always treat you the way you treat me - everything is legitimate" says the Pierce Entertainer and now, Associate of the Month, Mary Brown. Congratulations, Mary - "GIRL, you CRAZY!" and we love it!

DEVELOPMENT

Wise Things Your Grandma Told You:

- You are special.
- Manners matter.
- Don't put limits on yourself.
- Always play fair.
- Put things back where you found them.
- Count your blessings.
- It's never too late.
- Reach for the stars.
- Worrying is a waste of energy.
- Clean up after yourself.
- Friendship is a good investment.
- A little love goes a long way.
- Don't take things too seriously.
- The longer you carry a problem, the heavier it gets.

MIKE MOORE

Family Times

Pierce Distribution Services Company



Ripley Continues...

HAWAII COMES TO RIPLEY TN!!!



FRONT ROW CENTER, GLORIA MCDONALD!

On Thursday, September 3rd, complete with Hawaiian music, Hawaiian décor and Hawaiian leis, Gloria McDonald was "surprised" with a 70th birthday celebration compliments of her fellow Pierce and Komatsu associates. Actually, Gloria's birthday is September 6th and she was scheduled to be on vacation the whole week. The Ripley plant had celebrated another employee's 70th birthday a couple of months earlier and Ms. Gloria was heard saying, "I've never had a birthday celebration of that kind". And that all it took - the plans were quickly made and executed. Gloria, the official office greeter (truck scheduler, label maker, hard hat supervisor, keeping Plant Manager Mark Strawn in order and organized, etc.) is stationed in our lobby, the lobby was cleverly changed into a relaxing beach scene. Palm trees, live ferns, pink flamingoes, duck filled water feature, lay out chairs, colorful hanging globes & Hawaiian music set the mood. To say Gloria was "surprised", would be an understatement - walking in at 6:00am and seeing a beach umbrella over your desk, your desk outlined with

a grass skirt and flowers, with signs announcing "Happy Birthday Gloria - We Love You", brought a few tears (tears of joy, happiness & thanksgiving) from our 70 year old friend. And that's not all - in the conference room, another Palm tree (centered on the conference table) and surrounded by sea shells, flowers and colorful table cloths, a tasty and bountiful pot-luck luncheon was hosted by her supervisors and line leads. Not one, but three birthday cakes was enjoyed by all participants wearing their Hawaiian leis as we observed social distancing regulations. We love a good party here in Ripley! Best wishes and hope you will always remember your 70th birthday celebration, Gloria!



MIKE MOORE

Our C.F.O. Writes...



Wellbeing Resources Newsletter August 2020

Each month Williams-Manny provides **The Wellbeing Resources Newsletter** to you as a service for distribution to your employees. Please find the newsletter attached. The newsletter includes information on health, wellness, nutrition and disease.

Knowing where to go for healthcare may save you time and money

In an emergency, visiting the hospital emergency room (ER) is usually the right choice. But what about when it's not an emergency? Knowing your options may make a big difference in cost and time. If it's not an emergency, here are some ways you can get help:

Contact your regular doctor, or visit an alternate care facility, such as a retail health clinic or urgent care center.

LEARN THE DIFFERENCE BETWEEN URGENT CARE CENTERS AND FREESTANDING ERs

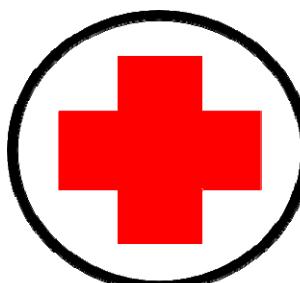
Urgent care centers and freestanding ERs may be hard to tell apart. But freestanding ERs' costs may be higher, just as if you went to the ER at a hospital. Here are some ways to know if you are at a freestanding ER.

Freestanding ERs:

Have 'Emergency' in their name
Are not located at a hospital
Can look like an urgent care center
Are open 24 hours a day, seven days a week

May charge the same copay as a hospital ER

For serious, life-threatening conditions, you need emergency care. Go to the nearest treatment facility or call 911 or your local emergency services.



SEPT. BIRTHDAYS

Name	Day	Plant
Heather Wagner	3	7
Larry Collins	4	7
Chad Hawks	4	7
Candida Ibarra	4	5
Sara Stanley	5	3
Reth Chey	6	ICP
Gloria McDonald	6	7
Donna Sangster	7	7
Luis Vazquez	7	ICP
Anne Jarnigan	9	7
Donnell Mann	9	7
Leticia Medrano	10	2
Kim Quartaro	10	ICP
Dayami Arias Guerra	12	5
Austin Pruitt	14	7
Lisa Lemon	15	4
Khun Ngoy	15	ICP
James Currie	16	7
Jody Steve Edwards	16	ICP
Bobby Jones	16	7
Ronetta Pringle	16	4
Moe Jordan	19	3
Tony Straw	21	7
William Williams	22	4
Lisa Knotts	24	C
Yvonne Ridges	24	4
Linda Rhyne	25	7
Mary Evans	26	7
Calvin Goodwin	26	4

SEPT. ANNIVERSARIES

Name	Day	Plant
Jorge Perez Diaz	9/20/93	2
Jon Munchus	9/6/96	ICP
Ray Brown	9/15/16	7
Randy Cantonwine	9/20/10	ICP
Mary Quinton	9/9/13	7
Crystal Ruiz	9/9/13	2
David Miller	9/9/13	7
Dennis Gardner	9/9/13	7
Howard Jones	9/8/14	4
Johnny Moore	9/23/14	7
Erick Fouts	9/30/14	ICP
Will Warren	9/12/16	7
Christine Blazer	9/12/16	2
Martin Bautista	9/26/16	ICP
Leonard Ables	9/18/17	ICP
Frederick Nixon	9/17/18	7
Marlos Johnson	9/17/18	7
Heather Wagner	9/17/18	7
Kimberly Robinson	9/24/18	7
William Smith	9/24/18	7
Ricky Tyus	9/24/18	7
James Currie	9/24/18	7
Bobby Jones	9/24/18	7
Maritza Gonzalez	9/9/19	5

Tony Chiodini