

## Kevin Hogan Writes...

We are in the middle of March and looking forward to April and the arrival of Spring. Hopefully, the snow has disappeared for most reading this Newsletter. As I mentioned last month, traveling is opening up for some Pierce personnel. I know Dino McNabb (COO) visited with Mark Tavarez (Vegas GM) at our Las Vegas operation. Jason Smith (VP of Operations) headed to Tennessee to meet Steve Sabicer (Southwest Business Manager) and a potential client. Steve flew in from Las Vegas. I am sure Jason will spend some time at both of our facilities in Tennessee.

On a sad note, on March 12th, we lost a customer and friend, Billy Bryant. Billy was Logistics Manager for Komatsu and worked with us on their Vegas Operation. As some know, we were one of the biggest contributors to the Rockford Pro Am. This event was our biggest fund raising event for multiple causes. We were allowed a foursome in the golf tournament. Billy participated many times. I don't recall how many but he played in many of these tournaments. Billy contributed to our low scores as all of the other participants. Billy was a professional who always showed integrity with his business dealings. Most of the time, he worked with Dino McNabb and Mark Tavarez. He will not only be missed by his family, his Komatsu family but his Pierce family as well. An Irish Blessing for Billy below:



"May the road rise up to meet you,  
May the wind be always at your back,  
May the sun shine warm upon your fields,  
And

until we meet again, May God hold you, In the Palm of His hand."

April brings Spring but it is also bringing a milestone for Marianne Lewin. As well as celebrating her 25th year on March 1st, April 2nd brings her retirement from the Pierce Distribution.



Twenty five years ago, I met Marianne when I was the VP of the company. Four of us shared a small office above the Loves Park, IL plant. It was my secretary, our CFO and Marianne. Marianne did accounts payable/receivable, payroll and everything else that needed to be done. We worked long hours after the company downsized and we repositioned ourselves for future growth. Thank goodness we all got along because we worked in a small cramped space. As the company began to grow again, we moved into our current Loves Park location and added more staff. She is always one of the first in the office in the mornings if not the first. Marianne and I became friends along with her husband, Al. We had small company events for all holidays and had a blast. Marianne and I would love to have fun with expense reports. I submit, she verifies/corrects and returns to me. Once I was off by a dime and she returned it me; so I taped a dime to it and sent it back to her. We laughed so much at this. We worked hard but we also found time to laugh with some foolery. We've always been close and that is why I am

sad that she is retiring. I understand why.

She can enjoy her family and second home in Florida. She is and will always be part of the Pierce Family and I appreciate her service but most of all, her friendship. We will get together from time to time when I return to the Corporate Office for meetings if she gives me her personal email address. (editor's note: she did.) Marianne is a true professional and I will miss her smiling face.



I would like to wish everyone celebrating a Birthday in April a Happy Birthday. There is one Milestone Anniversary in April; Maria Medrano (Rockford) 20 years on April 23rd. There are two notable Anniversaries: Jason Smith & Nate Anderson (Corporate) both will be celebrating 18 years on April 14th. I would like to thank everyone celebrating Service Anniversaries in April for their years of dedication and commitment to ICP, Pierce Procurement and Pierce Distribution Services Company.



## Russell's Words Of Wisdom...

**"When a man says he approves of something in principle, it means he hasn't the slightest intention of putting it into practice."**

~Otto von Bismarck

**Kevin Hogan**





## Corporate HR Writes...

Friday, April 2, was a very bitter-sweet day at the Corporate office. Marianne Lewin, who as you know celebrated 25 years earlier in March, retired from her position as Employee Relations.

Lisa Knotts and Sylvia Davis decorated her office with “happy retirement” decorations. The corporate staff was joined by Marianne’s daughters Debbie and Cheryl for lunch. Due to Covid restrictions, we all enjoyed a luncheon catered by Franchesco’s, consisting of Italian food, salad, and garlic bread.

Marianne received flowers from her family and from her Pierce corporate family, and a bouquet of balloons festooned the conference room where we enjoyed lunch.

We had many laughs and held back tears as we celebrated her decision to take it easy after working hard for many years.

We were really lucky to have her at Pierce Distribution for 25 of her working years and will miss her terribly.

Marianne plans on doing some traveling down to Florida (where she owns a second home) in the fall, when it’s “not so hot”.





## ICP Writes...

Another fun project that ICP has had to work on lately—this statue of Martin Luther King Jr. This special delivery was going to New Jersey.



Below, getting him all braced in with packing material to absorb any shocks.



“Excuse me, does this outfit make me look tall?”



**I have a dream!**





# ICP Continues...

## ICP MILESTONES

Apollo just celebrated his one year anniversary with ICP! He celebrated by trotting briskly around the warehouse checking on everything, barking at various passers-by, and lurking in the wellness garden, waiting for unsuspecting walkers or bikers.

## RANDY CANTONWINE





## ICP Continues...



Above, the painted, finished product at Firebird Bronze. To see more, go to [firebirdbronze.com](http://firebirdbronze.com).

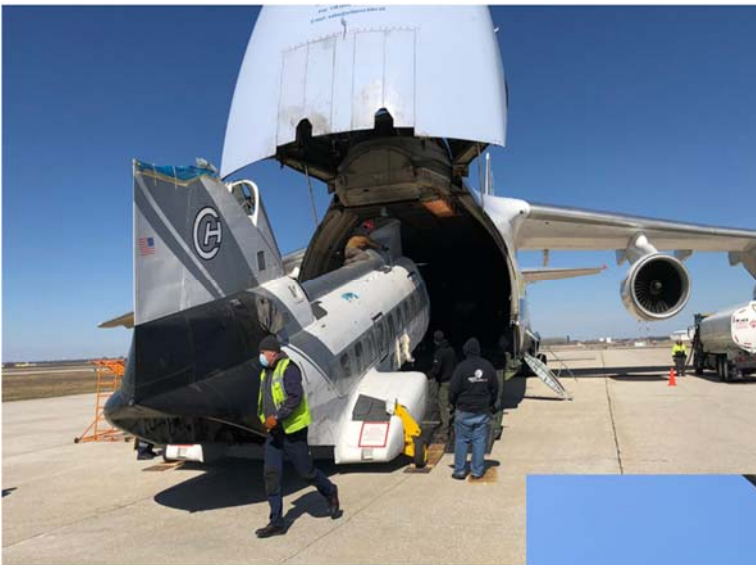


Getting her crate all ready so we can transport her safely.



## Security Packaging Writes... AN UNUSUAL SHIPMENT...

At 4:00pm on Friday, March 19<sup>th</sup>, Security Packaging got an emergency phone call from our largest customer, Columbia Helicopters. They desperately needed a dangerous goods declaration (DGD) for two exceedingly large Chinook helicopters being shipped out of Afghanistan. These are twin rotor helicopters, weighing around 5000 kg (each), that are typically used by the U.S. Military and the Coast Guard. Amazingly enough, both helicopters were shipping to the U.S. in a SINGLE Russian Antonov cargo plane; the largest such plane on earth. Needless to say, it's not a simple task to certify an entire helicopter, let alone two, especially when the military is involved. It took a fair amount of back and forth, and several revisions, to get the verbiage to their liking, but, at around 10:30pm, they signed off on the DGD. Shortly before writing this, at around 3:00pm on March 29<sup>th</sup>, Columbia Helicopters called again, asking for two more DGDs to ship four more Chinook helicopters and, of course, they need to be done today! Looks like another long night....



## Procurement Writes...

### LET'S GO, TEAM PIERCE!!

Spring is finally here and that means BASEBALL IS BACK!

I wanted to take this opportunity to thank Kevin and Donna from the very bottom of my heart for stepping up and sponsoring Chloe and Alex's baseball team, this year. COVID decimated our sponsor banks last year which really limited our ability to take on new players and find teams for those that signed up.

I have coached Chloe and Alex's teams for the past five years and have loved every minute of it. Missing last year was heart-breaking for everyone at Roy Gayle. We are so excited to be back! Thanks to Kevin and Donna's support, 14 more kids get the opportunity to play this year.

I just got our team roster this week and will be reaching out to all the players to discuss our first

practice on April 17<sup>th</sup>. Our team colors will be red, black and white. Games should start around Memorial Day weekend. We are in the Mustang division this year which is age 9-10 co-ed baseball.

I will share our game schedules, team photos, and our progress in future newsletters.

Kevin and Donna's support will help us get a team shirt and hat for every player and coach, new batting helmets, a set of catcher's gear, game balls, stat/lineup books and a new equipment bag.

PAULA BROCKWELL



Author's note: (NOT ONE OF THE ACTUAL PLAYERS.)

## Ripley Writes...

### GROWING TOGETHER

Yes, the season has changed again at Ripley, TN. It's time for gardening to begin. Our Pierce truck is loaded with beautiful blooming plants, gardening tools, straw hat, gloves and water bucket as we all want to "grow together" as the sun shines over all of us - "we are blessed here in Tennessee".



MIKE MOORE





## Ripley Continues...

### LOOKING GOOD, MARY RUCKER SMITH!

Mary, THANKS for making Pierce Distribution look good! "Surprised and very much pleased" to receive a nomination from our Komatsu friends/family for the Pierce Associate of the Month. (Nominations normally come from Pierce's Line Leads & Supervisors). Let me share the story; a strong working relations was established when the Komatsu associates moved into the Pierce Warehouse work area. To be honest, this new work routine was awkward in the beginning, but has now grown into a positive relationship with both Komatsu and Pierce Distribution associates benefitting from working together. Komatsu Warehouse Supervisor, Heather Arwood, was pleased to nominate Mary Rucker Smith and shared that Mary had a very detailed eye. On March 2nd, five engines had been delivered from Indonesia and as Mary (working in the Breakdown department) was checking her Purchase Order Number along with her Part Number discovered the error. Mary called Heather over to check out the problem. Heather determined the error to be a system's issue. Old "eagle eye" Mary's discovery could have held an expensive invoice from being paid. (The part itself was over \$46,000 for one motor). Per Heather, Mary followed the process exactly the way it should be done - if not caught this could have made a huge mess throughout the operation in all departments. Recognizing our strengths and placing those

individuals in the right places makes us strong together. Tabitha Chandler, Mary's Supervisor, and Donna Oliver, Mary's Line Lead, agree that Mary does an excellent job in the Breakdown department. Phyllis Richmond, Komatsu Inbound Logistics Manager, echoed the same sentiments regarding Mary's positive work ethics - she enjoys her job. Pierce Plant Manager, Mark Strawn, stated he only picked "the best" associates and Eagle Eye Mary Smith does a great job every day! Because Mary looks good, Pierce Distribution looks even better. Mary joined the Pierce family in February 2012. She enjoys working with everyone - aggravating/teasing a few associates (especially Gloria) - Mary is a family member and we are PROUD to call her "sister" and our Associate of the Month.



Below: L-R: Tabitha Chandler, Floor Supervisor, Heather Arwood, Komatsu Warehouse Supervisor, Mary Rucker Smith, Associate of the Month, Phyllis Richmond, Komatsu Inbound Logistics Manager & Donna Oliver, Line Lead Breakdown

### Mike Moore





# Corporate HR Writes...

## A LITTLE ABOUT PRIME MAIL!

Not every condition can be treated with generic drugs even they're quite satisfactory in maintaining your health. Sometimes the only drug to treat your condition might be a brand name drug. In that situation, what do you do?

Well, you could go to the pharmacy and pay for it every month. It's a benefit covered under your health plan. But if you're planning on taking the same brand name drug for some time...say, six months...not only would it get expensive, but you would be running to the pharmacy every month to pick it up.

"But mine's a brand name drug, and you said that only generics were covered under RX 'N Go. What should I do?"

Luckily, there is another choice for those of us who would need drugs that wouldn't be covered under RX 'N Go. It's called Prime Mail by Walgreens mail service.

Prime Mail delivers your long term or maintenance medicines right where you want them. There is no driving to the pharmacy and no waiting in line once you're there for your prescriptions to be filled.

Here are a few of the high points of using the mail order pharmacy through Walgreens:

- Walgreens mail service delivers up to a 90 day supply of long-term medicines. This may reduce what you pay out of pocket, and includes free standard shipping.
- Prescriptions are delivered to the address of your choice, within the US.
- You can order from the comfort of your own home – either online or over the phone. Your doctor can fax or send your prescription electronically to Walgreens mail service.
- You can receive up to a 90 day supply of long term medicine at a time.
- You can ask for refills online or over the phone.
- Plain-labeled packaging protects your privacy.
- You can receive notifications by email, phone, or through the mail when your prescription is received and when your orders are shipped.
- You can reach service agents 24/7 by going online at [Walgreens.com/primemail](http://Walgreens.com/primemail) or call 877-357-7463.
- Licensed, US based pharmacists are available seven days a week.

ble seven days a week.

- Choose to receive refill reminder notifications by phone or email.
- Standard delivery is included at no additional cost
- Walgreens Mail Service pharmacies are located in the US.
- Walgreens mail service will notify you when your prescription is received, when it ships, and when it's due for a refill.

To sum it up, Pierce Distribution is able to offer its associates two convenient ways to get the medications you need to maintain your health.

If you have any further questions, please see your local HR rep or contact Chris Cacciatore at the Pierce Corporate office.

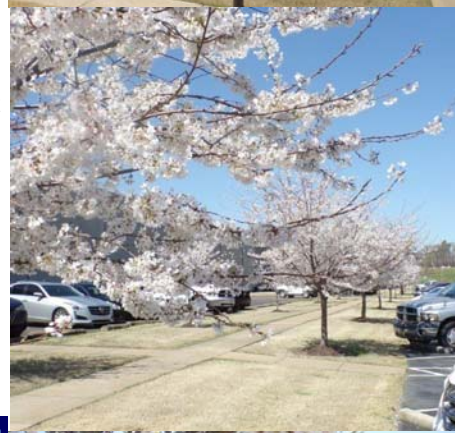


**Chris  
Cacciatore  
HR Generalist  
& Payroll**

## RIPLEY CONTINUES...

Here are some pictures of our beautiful Cherry trees in full bloom in our parking lot! They are simply gorgeous and I just wanted to share with you. The beautiful bouquet of "mixed" flowers are from my yard and setting on Gloria's desk in the plant lobby. The TN temps change daily, but today we are loving the 78 degrees!

Yes, Spring has Sprung!





## Ripley Continues...



L-R: Back row: Kristi Taylor, Tabitha Chandler & Debbie Chipman. Front Row: James Story

## TOGETHER WE CAN!

Congratulations to Ripley's first shift Back-Up Supervisor, James Story! On March 28, 2021, James completed 10 years as a full-time Pierce associate. He actually has 5 additional years with Pierce as he worked 5 years as a temporary associate in the Humboldt plant. James' words of wisdom, "never lend your supervisor any money". It all started in the Woodshop department, moved to Field Campaign, Kits Department (became a Line Lead in Kits on 2nd shift), helped turn around 3rd shift with the assistance of Debbie Chipman, and most recently became 1st Shift's Back-Up Supervisor. Tabitha Chandler is the first shift Floor Supervisor and together, she and James, make quite a team! James has proven himself as our "go-to-guy"; when the going/challenges get tough - James jumps in and makes it right and gets everything back on the right track! A great working relation with all associates - James has seen lots of changes through the years and endured by quickly adapting and always learning. Thanks, James, for what you do!

## SOMEBODY IS ALWAYS LAUGHING

MIKE MOORE

March 28, 2021, marked the 10 year work anniversary of Ripley's Plant 7, Brian Cutts. Presenting Brian with his 10 Year Certificate was Woodshop Supervisor, Tony Strawn, who had nothing but praise for Brian. In just a few words, Tony explained that Brian is simply "quality". Brian is what every supervisor wishes for - always present and always on time! He knows the Woodshop department inside to out - can handle every single job in the department. Echoing the same sentiments included Woodshop Line Lead Jerry Hankins. I appreciate all the guys I work with in the department -

they are "my brothers" and we all get along! We laugh at everything, Ups & Downs (there have been more Ups) and at the end of each day we always look after each other. Brian moved his family from Carroll County (near the Humboldt, TN plant) to Ripley when the plant relocated. Brian remembers his son, Christopher, was only a teenager when they moved to Lauderdale County. Now Christopher is married and has three kids (2 boys & a girl) which really makes Brian proud. Keeping Brian "in line" is his spouse, Beth, and we know this is a BIG job. Thanks Brian for your dedication to Pierce Distribution - we couldn't have done it without you!

MIKE MOORE



L-R: Tony Strawn, Brian Cutts & Jerry Hankins



## Ripley Continues...



L-R: Zachary Sanders, Nicholas Wooster, Donna Sangster & Mark Strawn

### FIVE YEARS STRONG!

Welcome to our 5 Year Work Anniversary crew Zachary Sanders, Nicholas Wooster and Donna Sangster. All three associates joined Pierce Distribution on March 7, 2016. Ms. Donna is part of our Service Parts team and serves as a Trainer for new associates as she enjoys her Line Leads, Balinda Hairfield and Misty House, - quite a character and loved by all. (We call her the Bank lady, don't we Geneva Paris & Violet Glenn?) Nick and Zack are the backbone of the Allocations department and keep things "moving" right along for their Line Lead Felicia Bonds. Floor Supervisor, Tabitha Chandler, is proud of all three associates - we couldn't do it without each of you. Making the presentation is Plant Manager, Mark Strawn, who presented each associate with the beautiful watch and 5 Year Certificate.

### MIKE MOORE

### WINNER OF THE EASTER BUNNY CONTEST!!!



In an effort to promote our Food Pantry Project in Ripley, names of any associates who provided food items and/or donations was entered into a drawing for the large Easter Bunny. (The bunny was the designated driver of our Pierce truck in our lobby). Congratulations to Kim Tucker. Ms. Kim immediately fell in love with her new furry friend with big floppy ears! Special thanks to all our associates who made donations to this special project!

Pictured: Kim Tucker (left) and the Easter Bunny



# Our C.F.O. Writes...



## Well-Being Website March 2021

Each month Williams-Manny provides The Wellness Well-Being newsletter as a service for distribution to your employees. The newsletter includes information on health, wellness, nutrition and disease. Do take the time to access the newsletter because it's chock full of useful information!

Start utilizing this toolkit at [www.ajg.com/livelifewell](http://www.ajg.com/livelifewell) and select "download resources."

## Protect Your Energy with Healthy Boundaries

Boundaries protect your energy. They represent your limits and communicate to others what is and what is not okay. Healthy boundaries can improve your relationships, and they can also preserve your energy for the things you value most.

Even so, boundary-setting can be awkward. Saying no means you might end up disappointing some people you care about, but it also makes it possible for you to allocate your energy more effectively and efficiently.

### Here are three easy steps for setting healthy boundaries:

#### Define your boundaries.

Get clear about what is acceptable and what is not. For example, is it okay for your friend to call you in the middle of the night with a non-emergency issue? Is it okay for a colleague to demand something at the last minute? Knowing your limits is the first step to setting a boundary.

#### Communicate your boundaries.

Next, you will need to communicate your boundary. While it would be nice if others could read your mind, they cannot. You have to be clear about your boundaries if you expect others to respect them.

#### Honor your boundaries.

Boundaries are nothing more than ideas unless you honor and enforce them. You must be willing to be vocalize when someone violates a boundary, and take necessary action to correct the situation when possible and appropriate. Declining unreasonable requests, suggesting alternative solutions, and having honest, uncomfortable conversations are all forms of enforcing boundaries.



*Boundary-setting is a delicate art that requires practice. It can take time to build skills in this area. It is not necessary to be curt or abrasive when setting boundaries. In fact, you will be much more effective when you do it with grace and kindness.*



## April ANNIVERSARIES

Name	Day	Plant
Maria Medrano	4/23/01	2
Nate Anderson	4/14/03	C
Jason Smith	4/14/03	C
Felicia Bonds	4/16/12	7
Johnny Ward	4/16/12	7
Chad Hawks	4/27/15	7
Loyd Argraves	4/27/20	2
Sara Stanley	4/20/20	3
Amisha Wadia	4/06/20	C

## April BIRTHDAYS

Name	Day	Plant
Mark Strawn	1	7
Terry Johnson	3	7
Frederick Nixon	6	7
Tony Chiodini	7	C
Stacey Dupree	7	7
Neng Nguon	7	ICP
Erick-Armenta-Adame	8	ICP
Demarco Clemons	9	7
Seung Chheung	10	ICP
Mark Powell	12	7
Brett Downey	12	ICP
Israel Galvan	12	2
Quenton Pettigrew	14	7
Lois Patmythes	14	2
Marcko Clemons	15	7
Mary Quinton	15	7
Todd Johnson	17	2
Tiffany Robinson	19	7
Andrea Scott	23	2
Taylor Schmitt	26	7
Brenda Combs	27	2
Bradley Herr	29	ICP
Mark Tavarez	30	10

