

September 2017



TANDEM TALK

A monthly news publication of CPC Logistics, Inc.



Bruce Otte

CPC HEROES IN PUERTO RICO



The Best Drivers Drive CPC



MEET BRUCE OTTE Bruce Otte is one of CPC's best drivers. He has been employed since March 1989 and he is the senior driver at the Walgreen Company domicile location in Jupiter, Florida. Throughout his career, Bruce has shown himself to be a model employee. He is a dependable driver who shows up for work every day and does his job with safety and professionalism in mind. He is highly regarded by the Walgreens Transportation Department for the way he approaches his daily work load and for his outstanding commitment to safety.

Bruce is always willing to help his fellow drivers perform at their best. His knowledge of the job makes him a much sought after mentor when other employees need assistance. Bruce is a true example of what a professional driver is all about.

When asked about his work ethic and values, Bruce stated, "Growing up as a child on a family run farm I learned the importance of a strong value foundation which I continue to live by today. A strong work ethic, treating others with respect, and having pride in my work quality have always been important to me. Over my 28 years with Walgreens I strived to maintain on-time deliveries, outstanding safety records, and have formed many relationships with drivers and Store Managers. I am proud of the role I play at Walgreens as well as their quest in supporting everyone's right to live happy and healthy."

THANK YOU, BRUCE, for all of your years of dedication and service! Your commitment to performing your job professionally and safely while helping others is why we can say.....

The Best Drivers Drive CPC!



CPC HEROES IN PUERTO RICO

When Puerto Rico was hit by Hurricane Maria last week it was one of the most power storms to strike the island in more than 80 years. It ripped roofs off of buildings, filled homes with water and knocked out power to the entire population. While a handful of hospitals have had power restored, it is estimated that 1.6 million customers will be facing months of hot days and dark nights as the work to restore the island's electricity-generating plants and grid begins.

In spite of the personal losses suffered by our CPC Logistics drivers who work out of the Walgreen Company domicile in San Juan, Puerto Rico, 31 drivers were able to report to work on Tuesday, September 26th to deliver water and life-saving supplies to people on the Island. This selflessness and dedication is a true expression of the word, "Hero!" We know the tremendous challenges these drivers are facing and we are very proud to have this team in place representing CPC Logistics and Walgreens as the best drivers on the Island. Please continue to remember this group of drivers, their families and all of the people of Puerto Rico in your thoughts and prayers both now and in the coming days.



DIVISIONAL DRIVERS OF THE MONTH

EASTERN DIVISION

Daniel DeClue has been selected as Driver of the Month for August 2017 for the Eastern Division. He has been assigned to Walgreen Company in Anderson, South Carolina since August 2008. Dan is part of the 'old guard' in Anderson and is one of the most consistent performers in the fleet. In the 9 years with CPC Dan has never been involved in a preventable accident. This is truly something to be proud of as Dan takes bids that run him into the most congested areas in and out of Anderson, including Atlanta and Washington, DC. He is respected by his peers as well as by the fleet management as they know that Dan will always get the job completed on time and without incident.

Jerry Harrison has been selected as Driver of the Month for August 2017 for the Eastern Division. He has been assigned to Walgreen Company in Rosedale, Maryland since November 2014. Jerry is a peddle driver who delivers floor loads to Baltimore and northern Virginia. He was also the night shift relay driver for several years. Jerry is dependable, cooperative and maintains a professional attitude. He has remained accident and injury free during his employment with CPC. His efforts are greatly appreciated by both CPC Logistics and Walgreens as his deliveries are always on time and his unload rate is higher than average.

MIDWEST DIVISION

Carlos Iglesias has been selected as Driver of the Month for August 2017 for the Midwest Division. He has been assigned to Walgreen Company in Houston, Texas since February 2013. Carlos is always in uniform and conducts himself professionally at all times. He keeps a positive attitude and is a fantastic influence on his co-workers. Carlos works safe and efficiently at all times as evidenced by his work record.

WESTERN DIVISION

Herman Johnson has been selected as Driver of the Month for August 2017 for the Western Division. Herman has been assigned to Walgreen Company in Moreno Valley, California since August 2004. He is a Million Mile Award recipient and he continues his 13 years of accident and injury free employment with CPC. Herman has been a peddle driver in the past but currently is working relay. He consistently remains on schedule with his deliveries assuring that all product is delivered at a high level of professionalism. He is admired by his peers and appreciated by our customer for his courteous service.

CANADA DIVISION

Dennis Gilbert has been selected as Driver of the Month for August 2017. Dennis has been assigned to John Deere Canada ULC fleet in Grimsby, Ontario since October 2016. Dennis has proven to be reliable, professional and operates with safety as a priority. Dennis is always ready for his dispatch assignment and is continuously willing to go the extra mile. During his down time, Dennis enjoys camping with his family.



Herbert Morton
Safety Manager

CVSA Brake Safety Day September 7, 2017

Operation Airbrake is a comprehensive campaign designed to help educate drivers and technicians on brake safety, encourage brake safety compliance, and enforce the regulations designed to ensure safe operation. This Selective Traffic Enforcement Program (STEP) model has been used successfully in other areas of traffic concerns (most notably seat belt usage), and has been adapted to address the issue of brake violations. The Operation Airbrake Campaign was initially developed in Canada in 1998.

PURPOSE: Operation Airbrake is an international truck and bus brake safety campaign dedicated to improving commercial vehicle brake safety throughout North America.

OBJECTIVE: The goal of Operation Airbrake is to reduce the number of highway crashes caused by faulty braking systems on commercial vehicles by conducting roadside inspections and educating drivers, mechanics and others on the importance of proper brake inspection, maintenance and operation.



HAVE YOU CHECKED YOUR BRAKES TODAY?

Out-of-adjustment brakes and brake system violations combine to represent half of all out-of-service violations issued for commercial vehicles on the road. Brake systems that are improperly installed or poorly maintained can reduce the braking capacity and stopping distance of trucks or buses, a serious safety risk. Drivers should inspect their brake systems every day. Even if you can't go under the vehicle, you can listen for air leaks, check low air signals and look for component damage. These checks should be done during Pre and Post Trips, as well as any time the vehicle is stopped or coupled. Is there any pulling to the side when braking? Do they feel like they are grabbing well or does it take longer to stop? Did you open or close air valves correctly on sets? Communicate any issues to the shop to get them resolved, prior to setting out or upon arrival back to the home terminal. If issues arise on the road, communicate them prior to arrival back. Do your part and inspect your brakes and vehicle to help ensure you arrive home safely!

SPECIAL RECOGNITION



JOE TURLEY

CPC would like to recognize employee **Joe Turley** for recently receiving not just 1, but 2 No-Violations Inspections with a month! Joe is assigned to One World Logistics in Lincoln, Alabama.

GREAT JOB, JOE!

Focus on inspecting your vehicle at Pre and Post trips to ensure safe and proper operation.

Anticipate stopping requirements for the weight and type of vehicle. Brake shoes and pads wear out over time, especially in high traffic and mountain regions, making it important to inspect them regularly.

Correct your inspection habits, if not in line with company policy and DOT requirements. Use Pre-trips to catch equipment issues before heading out, and Post trips to allow proper repair of issues before your next trip. Make sure to stop air leaks at glad hands for optimal pressure.

Talk about things out of the ordinary that are found during inspections. Get advice from shop personnel on the things that stand out to you and you are not familiar with.



National Truck Driver Appreciation week is September 10-16, 2017.

At CPC, we appreciate our drivers and their ability to overcome obstacles to arrive home SAFELY!

RECENT CPC SAFETY MEETINGS

Walgreen Company – Little Rock, AR – September 24, 2017



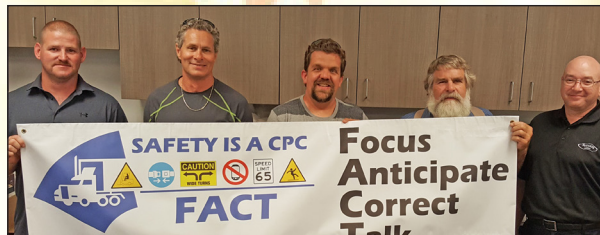
L-R: Gerard Marsh, Robert Bronson, Chris Johnson, James Case, John Schlichter, CPC Safety Manager

Walgreen Company – Denver, Pueblo & Security, CO – August 28, 2017



L-R: Mike Jones, James Sullivan, Terry Henderson, Ron Alire, Richar Hernandez, Mike Morton, Eddie Akin, Luis Hernandez, Delmore Walton, Gary Dovel, Ray Manzanares, Ken Baca, Lowen Bentosino, Karl Gurule, Cristobal Guerra and Andrea Rodate

Success Logistics – Wichita, KS – July 25, 2017



L-R: John Williams, David Cohrs, Jorgen Slavenburg, Ivan Hargis and Rick Searcy, Success Fleet Manager

Walgreen Company – Roanoke Rapids, Rocky Mount & Wilson, NC – September 18, 2017



1st L-R: Willie Fobbs, Maurice Hedgepeth, Jimmie Hilliard
2nd L-R: Stephenie Stanley, Eric Avent, Rodney Richardson, Tim Mingia, Mark Sears, Jim Tomlinson, Greg Basnight

Bridgestone Americas Tire Operation – Winston-Salem, NC – August 23, 2017



1st L-R: James Miller & Dominic Williams

2nd L-R: Joe Morrison & Anthony Gann

AUSTIN STEVENS assigned to New South Express in Lincoln, AL was recently presented the June 2017 Driver of the Month Award.



Pictured L-R is Austin Stevens and CPC Regional Manager Greg Boyington.

TMH Fleet Manager Frank Nodwell recently presented the May 2017 Driver of the Month Award to **STEVE MAY**. Steve is assigned to TMH/Tona Transport in Scarborough, Ontario.



L-R: Steve May & Frank Nodwell

DRIVER OF THE MONTH

BOB BRANDON is shown with his June 2017 Driver of the Month Award. Bob is assigned to BSCA in Mississauga, Ontario.



Pictured presenting the award to Bob is John Harrison, Director, Transportation Operations, CPC Logistics Canada.

CPC Divisional Driver **CHRISTOPHER DENNIS** was recently awarded the Driver of the Month Award for February 2017.



Pictured with Mr. Dennis is CPC Regional Manager Yves Thomas.

EDWARD ALRED assigned to Bridgestone Americas Tire Operation in Portland, OR was recently presented the May 2017 Driver of the



Pictured L-R are CPC Western Division Regional Safety Manager Herb Morton, Edward Alred and CPC On-Site Supervisor Dean Williams.

MARK OGDEN assigned to Walgreen Company in Woodland, CA was recently presented the Driver of the Month Award for January 2017.



Pictured left to right are CPC Regional Manager Yves Thomas and Mr. Ogden.



IT'S THAT TIME OF YEAR AGAIN!

Wellness and Benefits annual enrollment opportunities will be here soon. Please be sure to notify us of any address changes. Detail around

Benefits and Wellness participation will arrive through the mail in separate packets.

Watch for your packets and notify a Benefits Counselor at 800-941-7089

if you don't receive both sets of information by early October 2017. *Thank you!*



LEARN THE LANGUAGE OF HEALTH CARE

Let's face it. Understanding health and benefits terms is like learning a foreign language for most of us. Knowing the difference between coinsurance and copayment can be confusing. And deciphering an EOB from COB shouldn't require a PhD.

Fortunately, you don't need a foreign language professor or CIA code-breaker to understand all of these terms. That's because our own UMR team of language experts has already defined them for you, along with a few others. Check it out. Before you know it, you'll be speaking benefits as a second language!

WHAT IS A DEDUCTIBLE?

Definition: The amount you have to pay before your plan pays for specified services. Deductibles are usually an annual set amount. A deductible may apply to all services or just a portion of your benefits. It depends on your benefits plan.

WHAT IS A COINSURANCE?

Definition: A set percentage of costs that are covered by your plan after your deductible has been paid. Your plan pays a higher percentage. You pay a lower percentage. (Tip... think percentage)



WHAT IS A COPAYMENT?

Definition: A small set fee. It is paid each time you have an office visit, outpatient service or prescription refill.

The fee is determined by your health plan. Copayments don't vary with the cost of service. (Tip... think set fee)

WHAT IS AN OUT-OF-POCKET?

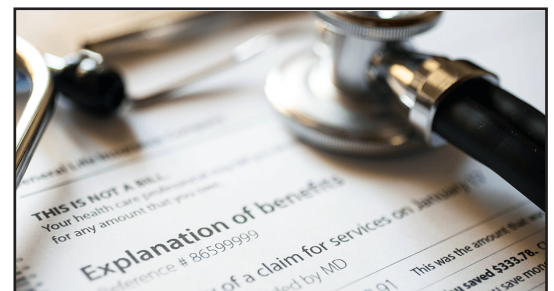
Definition: The amount you pay out of your pocket for particular health care services during a particular period of time. An out-of-pocket maximum limits the amount you have to pay during a particular period of time.

WHAT IS COORDINATION OF BENEFITS (COB)?

Definition: Many families are covered by more than one health plan. The coordination of benefits (COB) process determines which plan pays first. It also determines if the second plan will pay any remaining charges not covered by the first plan. The process makes sure your doctor doesn't get paid twice for the same service.

WHAT IS AN EXPLANATION OF BENEFITS (EOB)?

Definition: An EOB is simply the statement explaining your benefits activity. It includes the services provided, the amount billed and the amount paid, if any. You should review your EOBs carefully.





GETTING CARE

What you need to know and where to go

Your member ID card is your starting point for getting the care you need.

FINDING A PROVIDER On the back of your member ID card, you'll find your PPO network contact number and your pharmacy contact, if applicable.

EMERGENCIES - IMPORTANT: *If you are severely ill and/or this is an emergency, call 911.*

NOT SURE WHERE TO GO? Where you go for medical services can make a big difference in how much you pay and how long you wait to see a health care provider.

EXPLORE THE FOLLOWING TO HELP YOU DECIDE THE APPROPRIATE SETTING FOR YOUR CARE.

TELADOC is a national network of U.S. board-certified doctors who can treat many non-emergency medical conditions. Phone and/or video consultations are available in every state except Arkansas -- 24 hours a day, 365 days a year.

When to go: • Cold and flu • Bronchitis • Allergies • Skin problems • Respiratory infections

Wait time to expect: The average return time for a call is less than an hour and often less than 30 minutes

Cost: \$17.50 copay per consultation

YOUR DOCTOR'S OFFICE *Seeing your doctor is important.* Your doctor knows your medical history and any ongoing health conditions.

WHEN TO GO: • Preventive services and vaccinations
• Medical problems or symptoms that are not an immediate, serious threat to your health or life

Wait time to expect: 1 week or more (approximate wait time for an appointment)

Cost: Typically an office visit copay ranging from \$30 - \$45



RETAIL CLINIC/CONVENIENT CARE CLINIC

Retail clinics, sometimes called convenient care clinics, are located in retail stores, supermarkets and pharmacies.

WHEN TO GO:

• Colds or flu • Vaccinations or screenings • Sinus infections • Allergies
• Minor sprains, burns or rashes • Headaches or sore throats

Wait time to expect: 15 minutes or less (on average) **Cost:** Subject to deductible and coinsurance (\$50-\$100 average cost)



URGENT CARE centers, sometimes called walk-in clinics, are often open in the evenings and on weekends.

WHEN TO GO:

• Sprains and strains • Mild asthma attacks • Sore throats • Minor broken bone or cuts
• Minor sprains, burns or rashes • Minor infection or rashes • Earaches

Wait time to expect: 20-30 minutes (approximate wait time) **Cost:** Typically \$50 per visit



EMERGENCY ROOM Visit the ER only if you are badly hurt. If you are not seriously ill or hurt, you could wait hours and your health plan may not cover non-emergency ER visits.



WHEN TO GO: • Sudden change in vision • Sudden weakness or trouble talking
• Large open wounds • Difficulty breathing • Severe head injury • Heavy bleeding
• Spinal injuries • Chest pain • Major burns • Major broken bone

Wait time to expect: 3 hours - 12 hours (approximate wait time for non-critical cases)

Cost: Typically a \$250 copay plus deductible and coinsurance (\$1,200-\$1,500 average cost)

Note: Costs may vary based on your plan. Costs shown represent national averages.

SAFETY AWARDS

1 YEAR

Accardo, Joshua
Altman, Michael
Brown, Richard
Davis, James
Dotel, Ernesto
Durazo, Hector
Fenner, Richard
Fernandez, Joel
Hanson, John
Hughes, Jeremy
Humphrey Jr, Charles
Kirkham, Matthew
Kurelowech, Keith
Matheson, James
Miller, Mark
Montes, Diana
Morton, Jesse
Newton Jr, John
Nunn, Perry
Orona Jr, Jeronimo
Orona, Shannon
Rodgers, Jason
Romero, Jorge
Rood, Robert
Runnells, David
Vance, Brian
VanHorn, Dennis
Villas, Roman
Wheeler, Todd
Wickum, Douglas
Williams, Thomas

2 YEARS

Alexander, Lanard
Anfang, Patrick
Bradley, Lionel
Chesher, Jerry
Coogler, Jodie
Crowley, Timothy
Daniels, Trent
Ferrell, Charles
Green, Zachary
London, Christopher
Miller, James
Pepmiller, Charles
Radford, Kiven
Scurlock, Kenny
Sholtis, Craig
Staller, Ethan

Thomas, Dale
Vance, Maynard
Zyk, Kenneth

3 YEARS

Cole, Justin
Flanagan, Rodney
Frasier, Michael
Lowe, Tiffany
Mann, Steven
Melton, Justin
Miller, Kevin
Moreland, Derrick
Morney, Patricia
Moser, James
Plemmons, Charles
Ross, Linnie
Stallworth, Ezard
Stamm, Bradd
Steely, Ricky
Szweda, Thomas

4 YEARS

Bautista, Saul
Boles, Keith
Bonner Jr, Thomas
Caplinger, Timothy
Castellanos, Rolando
Centeno, Caleb
Dyer, Timothy
Erickson, Chic
Fenlon, Donald
Gibson, Roy
Ledford, Orvel
Pippin, Gregory
Rivas, Daniel
Seefong, Theodore
Shelton, William
Thomas, Leodis
Thompson, Stuart
Weil, Ralph

5 YEARS

Alred, Edward
Fuchs, Ralph
Harton, Lester
Mahan, Mark
Qualls, Scotty
Rodriguez, Ricardo
Zwilling, William

6 YEARS

Dixon, Theodore
Dykes, William
Hausler, Douglas
Henderson, Justin
Jones, Mark
Koenig, Brad
Leseman, Brian
Meyer, Michael
Nieto, Rodrigo
Null, Stephen
Partee, Walter
Reilley, Jr., William
Walls, Steven
Wills, Matthew
York Jr, Jewell

7 YEARS

Edelman, Kenneth
Fann, Billy
Miller, Ronald
Nunn, David
Patterson, Trenton
Ramos, Ramon
Sims, Anthony

8 YEARS

Beverly, Scott
Chavez-Perea, David
Devries, David
Osio, Ramiro
Ten Berge, Gerardus
Turner Jr, Lyonell
Valenti, Joseph

9 YEARS

Avery, Richard
Esparza, Mario
Fishleigh, Michael
Flores, Rodolfo
Gilliam, Frank
Gordon, John
Hurtado, Armando
Loucks, Cory
Maddy, Scott
McNeil, Frank
Ruiz, Raymond
Starr, James
Volante, James

10 YEARS

Donelson, Victor
Flores, Jose
Gregson, Bryan
Williams, Patrick

11 YEARS

Brown, Errol
Helton, Richard
Lutts, Kenneth
McElhenie, Larry
Mooney, James
Poe, Robin
Simmons, Nathaniel
Williams, Rodney
Zaragoza, Saul

12 YEARS

Ammons, Eugene
Chaffee, William
Higgins, Robert
Maldonado, Isaac
Morris, Jeffery
Rhymer, Jeffrey
Tamosaitis, Darius
Teyo, Raul
Trice, John

13 YEARS

Barcroft, Brian
Gonier, Travis
Greene, Patrick
Haro, Juan
Mentz, David
Nyberg, Michael
Palos, Luis
Sladek, Ernest
Tsagris, Edward
Wiser, Claude

14 YEARS

Johnson, Gary
Large, Larry
McCollow, Wade

15 YEARS

George, Michael
Lunderman II, John
Shoopman, Jeffery
Spellman Jr, Lawrence

16 YEARS

Connolly, Dana
McCants, James
Nemecek, Jr., Gerold
Soquet, John

17 YEARS

Bobkowski, David
Cryder, Todd
Diaz, Alexis
Rice, Robert
Sabin, Eugene
Wall, Richard

18 YEARS

Brimer, Ronald
Holland, John
Lewis, Julius
Sudberry Jr, Thomas
Tandal, Nathan

19 YEARS

Harmon, Barry
Mendez, Manuel

20 YEARS

Hall, Steven
List, Frederick
Stephens, Arthur

21 YEARS

Curtiss, Richard
Hooker, Jay