



The Distributor

Smokey Point Distributing, Inc



December 2007
Volume IV, Edition XII

Merry Christmas & Happy Holidays

SPD's annual Christmas party will be held:

Friday, December 21st at 5:00 PM

At the Hawthorn Inn & Suites in Smokey Point

All employees are welcome to come, and the invite is always open to all significant others. Come enjoy the dinner, drinks, and gifts! Please RSVP as soon as possible to help us get you here in time!

May the 2007 holiday season bring you joy and peace. Whether you celebrate a holiday or not, the wish of a happy holiday season is meant to show thoughtfulness and share joy with others.

May you have loved ones that surround you.

Joy that fills you.

Laughter that brightens you.

And merriment throughout the coming year.

** Giving trees are located at most major malls for those of you that are able to share holiday gifts with the less fortunate.



Happy Birthday!!

We would like to wish all of you December babies a very merry birthday! We hope that your birthday joy extends through the year.

- ★ Jerry McCormack Dec. 3rd
- ★ Lamont Killian Dec. 6th
- ★ Lisa Leoso Dec. 22nd
- ★ Tracy Schmitten Dec. 30th

Happy Anniversary!!

Another year passed is another year we have enjoyed spending with you. Celebration is in order in honor of your loyalty and dedication!

- ★ Greg "Dallas" Metzger 1 year
- ★ Ailton Testa 5 years

★ Virgil Perry

7 Years

(Be a Good Listener)

Here's How:

1. **Listen, Listen, Listen.** Ask your question, and then stop talking. Maintain eye contact with the speaker and block out other distractions. Listen to what is being said rather than planning what you are going to say next.
2. **Rephrase What You Hear.** Summarize and repeat back your understanding of what they're saying so they know you're hearing them. For example, "So what you're saying is..." or "If I understand you correctly..."
3. **Remain Focused.** Rather than delving into a related story of your own, or moving onto another topic/story, make sure that you focus on the conversation on hand; getting off on tangents tends to distract from the original conversation and makes it harder to remember what was discussed and/or solved.
4. **Don't Interrupt.** Let the speaker speak. When it is your turn to speak you will want the same attentiveness and respect.
5. **Help Brainstorm.** If you are helping to solve a dilemma, be part of the process. But if you are seeking advice or need something try, "So, I was thinking... what do you think?" By using the conversation as an involvement tool, the participants will feel more satisfied with the solution and the relationship will build.
6. **Retain the Information.** Write it down if you have to. This way you do not have to go over it again and you will remember the information; date, time, solution, ideas, etc.

And Remember:

- **Don't Get Defensive.** Being defensive never helps anyone in a conversation, it just makes the other person put up their guard as well; they will also be less inclined to tell you the whole truth

or help you with your problem. Remain calm and revisit the conversation later if needed.

Health Stop

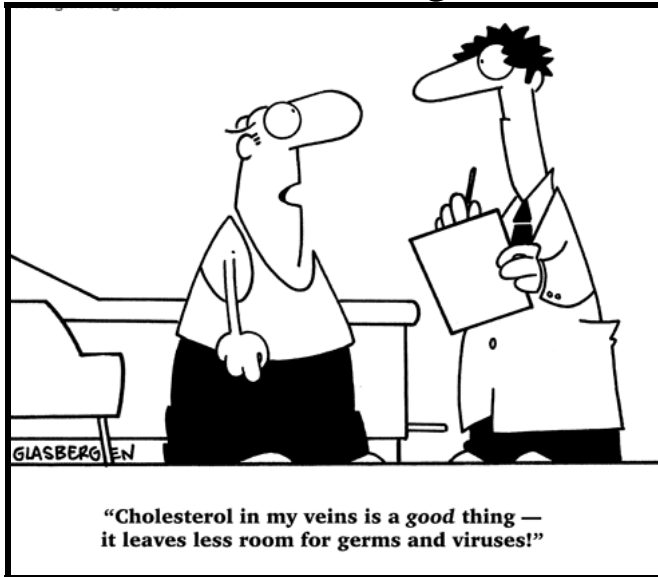
Your Medical Deductible

The medical coverage requires a deductible to be met before your medical treatment is covered. This deductible runs on a fiscal year, therefore it carries over into next year.

So, if you have already contributed to your deductible in the fourth quarter of this year, it will count toward your deductible until the beginning of the next fiscal year; which is 4th quarter 2008.

Please direct any questions regarding the medical coverage to Chris in the main office.

Just for Laughs



Cough Remedy

**Submitted by Virgil Perry and Red Baldwin

Some of us have used Vicks Vaporub for years on chapped lips to sore toes and many parts in between. I've never heard of this, it works 100% of the time although scientists at the Canada Research council aren't sure why.

To stop nighttime coughing, put Vicks Vaporub generously on the bottom of the feet at bedtime, and then cover with socks. Even persistent, heavy, deep coughing will stop in about 5 minutes and stay stopped for many, many hours of relief. Works 100% of the time and is more effective in children than even very strong prescription cough medicines. In

addition it is extremely soothing and comforting and they will sleep soundly.

MRSA

What is MRSA?

Methicillin-resistant staphylococcus aureus, MRSA, is a tougher staph infection, because it's resistant to some commonly used antibiotics, so it is sometimes called a "superbug." It was discovered in 1961.

Most often, it causes mild infections on the skin, causing pimples or boils. It can also cause more serious skin infections or infect surgical wounds, the bloodstream, the lungs, or the urinary tract.

What causes it?

Garden-variety staphs are common bacteria that can live on our bodies. Plenty of healthy people carry staph without being infected by it. In fact, 25-30% of us have staph bacteria in our noses.

Who gets MRSA?

MRSA is spread by contact. You could get MRSA by touching another person who has it on the skin. Or you could get it by touching objects that have the bacteria on them. Infections are most common among people who have weak immune systems and are living in health care centers.

What are the symptoms?

The symptoms depend on the area infected. It most often appears as a skin infection, like boil or abscess, and can be mistaken for a spider bite.

- Swollen
- Painful
- Puss Filled

It can cause many other symptoms since it can infect the urinary tract or the bloodstream.

How can I prevent MRSA?

Here are some of the best ways to prevent MRSA:

- Wash your hands. Use soap and water or an alcohol-base hand sanitizer. Experts suggest that you wash your hands for as long as it takes you to recite the alphabet.
- Cover cuts and scrapes with a clean bandage. This will help the wound heal. It will also prevent you from spreading bacteria to others.
- Do not touch other people's wounds or bandages.
- Don't share personal items like towels/razors.
- Drying clothes, sheets, and towels in a dryer rather than air drying- helps kill bacteria.

Conclusion-

In most cases, MRSA is easily treated, but don't ignore signs of infection. See your physician if you have health concerns or questions.

Safety Corner

(2007 Safety Goals Revisited)

The end of the year is here! It's that time again to evaluate our performance (as a team) and find our opportunities for improvement.

Here is the list of 2007 goals and how the fleet performed in each area:

- ◎ L&I Goal- Injury-free 2007
 - ➔ We had 19 reported injuries in 2006 and 19 reported injuries thus far in 2007. (Injury severity ranged from minor- one doctor visit- to severe- requiring multiple months off work.) Improvement greatly needed.
 - ➔ It is our goal to provide a safe work environment for all employees and visitors to SPD. If you have safety concerns or suggestions for injury prevention, please contact Safety.
- ◎ Accidents Goal- Reduce by 50% from 2006
 - ➔

Year	Accidents	Decrease
2005	48	
2006	28	42%
2007	12	57%
 - ➔ AMAZING!! You surpassed the goal!
 - ➔ We attribute the significant decrease in accidents to driver awareness and effort and an increase in driver training.
Accidents are down 75% from 2005!
- ◎ Cargo Claims Goal- Reduce by 50% from 2006
 - ➔

Year	Accidents	Decrease
2005	26	
2006	10	62%
2007	6	40%
 - ➔ So close! Way to go! We had some close calls, but most of the damages with those turned out to be improper packaging where the receiver was liable.
 - ➔ At any rate, the decreases from the past two years are huge!
Cargo claims are down 77% from 2005!
- ◎ Logs Goal- Turn in logs within 13 days
 - ➔ Did better this year, good work! Still working on getting everyone on track with

this, but a vast improvement from previous years!

All around, it's been a successful year in safety, if we don't look at injuries. With injuries considered, however... it has not been an overly successful year; looks like the accidents and cargo claims that were reduced this year, transferred into injuries. The goal is to have all around safety, so that no matter what you are doing, you and the truck, trailer, motorist and property all remain intact.

At the closing of 2007, we would like to thank all the drivers that took it upon themselves to practice and promote safety this year. We hope that everyone has a reason to be proud of a job well done this year, and sets goals for next year; don't worry; we will help you on that one!

Regardless if you had an incident-free year or not, remain positive and point out the things you did accomplish. Stay focused and remain optimistic for an even better 2008!

Safety Bonuses

Safety bonuses will be distributed at the company Christmas party on Dec. 21st.

Your miles are calculated from December 1st, 2006 through November 30th, 2007 (12 months). Deductions are calculated from the day the last bonuses were handed out until you receive your bonus this year. In essence, your bonus is subject to deductions until you receive it.

Each year, the bonuses are handed out at the Christmas party; which could be at any point in the

night. Please refrain from discussing your bonus with Safety or Dan at the Christmas party; it is neither the time nor the place for such a conversation.

Each driver that has deductions charged to their safety bonus should have already received a notice. If

you have a question regarding your safety bonus, besides the amount, please contact Safety.

Your bonuses are not calculated until shortly before the Christmas party, as your miles are not available until mid-December.

The office will re-open on December 26th, 2007 if you have questions after you receive your bonus.



Your cooperation and understanding at this busy time is greatly appreciated!

Pointless Trivia Quiz

1. What state has the highest percent of people that walk to work?
2. What is the approximate cost of raising a medium size dog to the age of eleven?
3. What is the average number of people airborne over the U.S. in any given hour?
4. What are the only mobile U.S. National Monuments?
5. What is the most popular boat name?
6. If you had to spell out numbers, how far would you have to go before using an "A"?
7. What do bulletproof vests, fire escapes, windshield wipers, and laser pointers have in common?
8. What is the only food that doesn't spoil?
9. Which day are the most collect calls placed?
10. What % of North America is wilderness?

Passenger Ride-a-longs

Passengers are to be authorized two business days before departure. This allows enough time to gain authorization and complete the proper paperwork.

Training Time!

We have new videos available in the Safety Office for your training pleasure! We currently have:

- ➔ Master Driver: Extreme Weather
- ➔ Master Driver: Speed & Space Management
- ➔ Master Driver: Accident Procedures
- ➔ Slips, Trips, and Falls
- ➔ Hours of Service

Please set some time aside to complete some training on your next visit to the yard. Try and let us know you are coming in, if you can, and we will have the videos set up for you; most of which are 7-30 minutes long. Build your training file, refresh your skills, and protect yourself and others on the road this winter and always.

Driver Manual Update

Page 16 of your driver manual is where your emergency contacts are listed. Please remove the

home phone number for Ken DeRocher from that list; this is no longer his phone number. In case of an emergency after hours, he can be reached on his company mobile line 425-754-2097.

Driver Appreciation

Russ Kemner, for getting his third consecutive clean inspection! You rock Russ! -Krystle
Randy Haberman, for upholding his professionalism when dealing with a verbally abusive customer and for time spent on something that fell through. -Dave

You and your Seatbelt

Why should you wear it?

- In a frontal impact collision, a person weighing 160 pounds and moving at 30 mph would impact the steering wheel, instrument panel, or windshield with approximately two tons of force; causing serious injury or death.
- Most people "thrown free" of vehicles are killed or suffer very serious injuries.
- Less than 2% of all incidents involve burning or submerged vehicles.

Tips for proper fitting/placement of belt-

- Do not allow the buckle to be located in the stomach or abdomen area.
- Do not wear the shoulder strap under your arm or behind your back.
- Don't let the belt become loose as you travel.
- Do wear the lap belt low on the hips, two to four inches below the waist, and against the thighs.
- The shoulder strap should sit across the center of the chest and the corner of the shoulder.

Wear your seatbelt... it's the law, it's for your safety, and for your family!

Error/Corrected Logs



Error logs continue to be distributed to your mailboxes. The box with the files in it is gone.

The corrected log file has been moved to the filing cabinet next to the door in the Safety Office.

Please correct logs and return them in a timely matter. Thank you!

OOS Inspections

Please remember... driver OOS inspections need to be reported to Safety. OOS inspections damage our safety rating, which determines how often you get pulled into scales. Our ISS rating is up to 36; which hit a low of 32 this year. Let's get it back down.

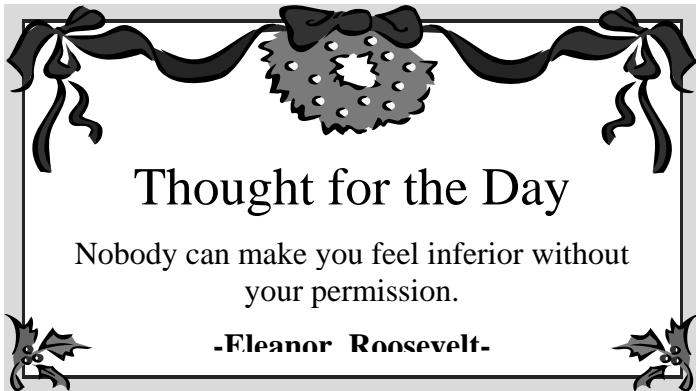
Shop Talk

(Clap On, Clap Off)

Okay, not really... however, there are lights for you to turn on after dark, if you need to work outside the shop; the lights will stay on for up to an hour. The switch is located near the outside driver bathroom. If you need help locating the switch please ask one of the shop personnel for assistance.

Shower Rooms)

Colder weather means more use of the heaters. The heaters **MUST** be turned off once you are done using the shower room. Unattended, running heaters are fire hazards and waste money on heat no one is using. Remember to turn the heaters off, or Mike will remember to disconnect them (and for those of you that remember last year, he does know how).



Extra! Extra! Christmas Wishes

It's the time of year for spreading holiday joy and sending merry wishes in the mail (Christmas cards). E-mail is circulating with the following address on it, asking to be included on your card list this holiday season. The address is to a military hospital that cares for injured soldiers. Whether you are for or against what is going on in the world today, remember... supporting our troops is not a political issue, it's an American issue.

Here is the address for those of you that wish to send a card or two:

A Recovering American soldier
c/o Walter Reed Army Medical Center
6900 Georgia Avenue NW
Washington, D.C. 20307-5001

Welcome to SPD!

A couple new faces will be hanging around the office; Dana has joined our Dispatch team and Lisa will be helping out in Payroll.

Feel free to introduce yourself when you are in!

Dispatcher Lunches

Thank you to the veteran drivers that have altered their phone calls to their dispatcher's lunch schedules over the years.

This is a little reminder to those who may not remember, or new drivers that may not know, of the set lunch times for the dispatch team:

Dispatcher	Start	End
Steve	11:30	12:30
Dave	12:00	1:00
Dana	12:30	1:30

Please schedule your phone calls accordingly to cutback on unnecessary calls and frustration on everyone's part. Thank you for your cooperation.

Things to Ponder

- ★ Good judgment comes from experience, most of which comes from bad judgment.
- ★ If you get to thinking you're a person of some influence, try ordering somebody else's dog around.
- ★ You cannot unsay a cruel word.
- ★ Don't judge folks by their relatives.

Pointless Trivia Answers

1. Alaska
2. \$16,400
3. 61,000
4. The San Francisco Cable cars
5. Obsession
6. 1,000 / One Thousand
7. All were invented by women
8. Honey
9. Father's Day
10. 38%



**Merry Christmas to all
and to all a good-night.**