How Is Your Wok?

Years ago, my wife and I were members of a particular Sunday school class. Each week, after the teacher finished his lesson, a guy from Boston got up to say a few words and close the class in prayer. Every Sunday he started his comments with the exact same question, “How is your WOK?”

The first time we heard this, Pat and I looked at each other very confused…”How is your wok??” We didn’t even own a wok! Isn’t that something used to cook Chinese food? We had a big laugh when we finally figured out what this guy with the heavy Boston accent was asking us—“How is your walk?”

Every single week he asked the same question, “How is your walk?”

To be honest with you, for years I didn’t appreciate the wisdom of this question. I was having more fun laughing to myself about his accent than I was truly reflecting on a very important question.

Scripture talks about the importance of walking with God. In Genesis 17:1, God said to Abraham, “I am God Almighty; walk before me and be blameless.” My favorite verse for walking is in Micah 6:8: “And what does the Lord require of you? To act justly and to love mercy, And to walk humbly with your God.”

So God desires for us to walk with Him. Walking is something non-dramatic, rhythmic—it consists of steady, repeated actions you can keep up in a sustained way for a long time. God did not tell Abraham to “somersault before me” or “run before me” because we are unable to keep up such behavior day in and day out.

There are many people who think of spiritual growth like skydiving. They say, “I am going to give my life to the Lord! I’m going to change all my bad habits and in six months I’m going to be a different person.” This is not what a walk is.

Author Timothy Keller describes a walk like this—“A walk is day in and day out praying; day in and day out Bible reading; day in and day out obeying, talking to Christian friends, going to corporate worship, and committing yourself to and fully participating in the life of a church. It is rhythmic, on and on and on. To walk with God is a metaphor that symbolizes slow and steady progress.”

I don’t laugh at my Bostonian friend anymore, as he really was asking the right question. How is your walk?
Florence Celebrates 65 Years of Service

Located at 1421 West Darlington Street in Florence, South Carolina, the Florence service center opened for business in June of 1953 with a handful of dock doors and one associate.

Since then, the facility has grown to 67 dock doors and 63 associates, with one associate—our original Service Center Manager now Chief Executive Officer, Mr. W.T. Cassels—also celebrating 65 years with the company.

Southeastern's roots have grown deep in the Florence community. Our team continues to permeate the area as our tight-knit family provides a high level of service to the Pee Dee and surrounding communities. Southeastern has maintained a reputation of quality service as our team advances and cultivates the vision of our company.

"From the tobacco warehouse where our founder's son faithfully took care of the facility, to operating out of a mess hall in the Florence airport, the Florence service center's humble beginnings truly reflect the storied history of our great company," said John Calhoun, Service Center Manager. "We're excited to not only celebrate this important milestone with Mr. Cassels and the rest of the Florence team, but also recognize how they've continued to exhibit a serving attitude and passion for excellence over these past 65 years. We can't wait to see how our service center continues to grow and expand in the years to come."

The Florence service center was the third service center opened by Southeastern Freight Lines since its founding in 1950.
We are happy and proud to report that The Home Depot honored Southeastern by naming us the 2018 LTL/Carpet Carrier of the Year. Tobin Cassels and Woody Lovelace had the privilege of receiving this award on behalf of the company during Home Depot’s annual Executive Carrier Conference on January 25th.

This recognition considers our performance in their key metrics, general ease of doing business, and our responsiveness to special request and disaster recovery. Their metrics, called the Rack and Stack, measure our adherence to transit time standards, gap time of final delivery, and our ability to provide electronic status updates within their defined timeframes.

The Home Depot has a very large and sophisticated supply chain and an annual freight spend of approximately $3.5 billion. With hundreds of transportation providers, we were one of only 13 domestic transportation providers recognized during their annual conference.

Receiving this award is a great reflection of Southeastern’s Belief, Alignment and Teamwork. Our service centers focus and work through obstacles every day to provide a reliable and consistent service, our IT area created the systems to provide the required visibility, revenue accounting worked very closely with Home Depot’s freight payment group to streamline the invoice process and payment exceptions, and our national account and executive team manages the overall relationship with great care and integrity.

Thanks and congratulations to everyone at Southeastern who serves this key account!
16 – Regional Associates of the Year

SUBMISSION / PHOTO GUIDELINES

When submitting photographs to be included in the Eagle Eye News, be sure the photo size setting on your camera/phone is selected for the largest photo size and resolution (preferably 300 dpi). When sending photos from your cell phone, please DO NOT reduce photo size. Make sure to capture the image in proper lighting and get as close to your subject as possible. Close-up photos of individuals should be framed from the waist up. Walls and distracting backgrounds will be cropped out for publishing, so fill the frame with your subject. Please submit high-grade photos only. Photos that do not meet standards may be rejected. Remember… Quality is our goal!

Material for possible inclusion in future issues should be directed to:
EagleEyeNews@sefl.com

Photo by Angie Melde
Cover photo by John Calhoun
The Asheville service center opened for business on May 3, 1993, with 13 dock doors and 10 associates. Since then, the facility moved to 200 Mills Gap Road and has grown to 37 associates and 100 total doors. The facility is also celebrating the anniversaries of six original team members—drivers Cris Caswell, Hugh Bridges, Larry Holbert, Michael Hyatt, Richard Lindsey, and Rick Hoots.

Last year, the facility went through a major remodel to make this service center up-to-date and one of the nicest in the area. The Asheville team is committed to providing Quality service to the Asheville, North Carolina, area for many more years and is dedicated to serving the community. In December 2018, the team partnered with Angel Tree to provide gifts for children with incarcerated parents. They held a Christmas party complete with Santa and Mrs. Claus to give out these presents!

The Asheville service center was the 37th service center opened by Southeastern Freight Lines since its founding in 1950.
Russ Burleson — Passing the Baton

After 35 years, our Chief Financial Officer, Russ Burleson, has retired. He first became affiliated with Southeastern while he worked as an auditor for J.W. Hunt & Company.

Through his work on the Southeastern financial audit, Russ became very knowledgeable in Southeastern’s operating procedures, especially in the finance area. As a result, Mr. Cassels hired him in June of 1983 to lead the company’s Accounting and Finance Department. Mr. Cassels believed Russ provided an “extra dimension to our management team that we need to meet the challenges of the future as the trucking industry continues to undergo changes brought about by deregulation.”

To put things in perspective, Southeastern had 1,200 associates and operated in 3 states (North Carolina, South Carolina, and Georgia) when Russ joined the company in 1983. With operations now in 13 states and over 8,400 associates, Southeastern has grown substantially over the years, and Russ was committed to maintaining the company’s financial strength.

Russ ensured the Accounting and Finance team was staffed with talented associates and the necessary resources to get the job done. He believed in teamwork and nurturing relationships, not only within the Accounting and Finance Department, but outside of the department as well. We will all miss Russ, personally and professionally. Not only has he been an outstanding leader in the finance area, but he has also been a good friend.

While sad to see Russ retire, we are fortunate that he has passed the baton to John Dampier. While new to the transportation industry, John is well versed in Accounting and Finance. John graduated from the University of Wisconsin in Economics. He then went on to obtain an MBA from the University of Chicago (Booth School of Business) and became a CPA. He gained extensive experience in financial planning and analysis at companies like Honeywell, AON Hewitt, PepsiCo, and General Electric.

The Southeastern family is grateful to have had Russ as one of our key leaders for the last 35 years. We are also fortunate to have someone as capable as John Dampier to take the baton and continue the race!
In October 2018, the Wilmington service center sponsored “Game Day” for The Miracle League of Wilmington.

The Miracle League is an accessible baseball league for children and adults living with disabilities. This day—which was also costume day—was filled with joy, dancing, and home runs. Our team of volunteers served hot dogs and had treats on hand for all who came out.

One of the best experiences of the day was being Game Day Buddies to individuals playing in the League. Whether we were running or walking beside them, holding on to our buddy for support, or simply cheering them on as they ran from base to base, it was truly a life-changing experience that we will all hold close to our hearts.

Once we started researching this event, it became clear to us why we should sponsor it. One of our very own associates has a grandson who plays in the League. RJ, otherwise known as the Black Panther on this day, is the 8-year-old grandson of P&D Driver, Anthony Scalfaro. RJ has enjoyed being a part of this League for three years and can’t wait to start playing again in March. Our team is looking forward to sponsoring another Game Day in 2019!
Over 40 Years of Safe Driving!

Congratulations to the following drivers for these remarkable safe driving milestone award accomplishments! This group represents tens of millions of miles driven, and many hundreds of thousands of deliveries and pickups made over their careers. These results were not achieved by "accident," they are a direct reflection of their commitment to pursuing Error-Free Work in their daily lives. Our sincerest thanks for all they have done to keep everyone safe!

MALCOLM BRYANT  
51 YEARS  
COLUMBIA, P&D

WISE CRAPPS  
47 YEARS  
COLUMBIA, LINEHAUL

LARRY SPINKS  
47 YEARS  
ATLANTA, P&D

MICHAEL CRAPPS  
46 YEARS  
COLUMBIA, LINEHAUL

WAYNE SMITH  
45 YEARS  
COLUMBIA, LINEHAUL

LYMAN MARTIN  
42 YEARS  
NORTH ATLANTA, P&D

CARROLL RICKER  
42 YEARS  
CHARLOTTE, LINEHAUL

BERNIE BURRIS  
40 YEARS  
CHARLOTTE, LINEHAUL

MACK HALL  
40 YEARS  
WEST ATLANTA, LINEHAUL

DONALD ROWE  
40 YEARS  
COLUMBIA, LINEHAUL

JEFF WADE  
40 YEARS  
CHARLESTON, P&D
2018 Platinum Service Centers

Platinum Service Center of the Year is the highest level of operational excellence! Platinum is earned when a service center excels in all of their key processes for the entire year. Every service center has the opportunity to earn the annual “Platinum” award by making 86% of their platinum goals in the following seven key processes:

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<tr>
<th>Part A of Quality</th>
<th>Part B of Quality</th>
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<tr>
<td>Satisfying Every Customer Completely</td>
<td>Becoming more and more efficient in the process</td>
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<tr>
<td>Inbound Transit Time</td>
<td>Revenue Attainment</td>
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<td>Outbound Transit Time</td>
<td>Load Average</td>
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<td>Claims Ratio</td>
<td>P&amp;D Cost Ratio</td>
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<td>Dock Efficiency</td>
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In 2018, FIVE service centers achieved Platinum Service Center of the Year! These outstanding results are made possible by the Belief, Alignment and Teamwork of the service center associates. This is a great example of what we mean by: A Unified Team is a Competitive Weapon!

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<thead>
<tr>
<th>Service Center</th>
<th>Platinum % of Goals Attained for the Year</th>
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<tr>
<td>Charlotte Shipment Distribution</td>
<td>96%</td>
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<td>Roanoke</td>
<td>92%</td>
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<tr>
<td>South Charlotte</td>
<td>88%</td>
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<td>Garland</td>
<td>87%</td>
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<td>Charlotte</td>
<td>86%</td>
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“Congratulations to the Charlotte Shipment Distribution team for earning the Platinum Service Center award for two consecutive years! This is a distinctive award and requires Belief, Alignment and Teamwork from the entire team. Their continued excellence in all processes has allowed us to serve our internal and external customers at a high level.”

“We are so proud of the Roanoke team for earning Platinum Service Center of the Year! This team performs at high levels while embracing our Culture and Quality Improvement Process. Great job, Roanoke!”

“2018 proved to be another great year for our South Charlotte service center, earning their fifth Platinum Service Center award! This team is committed to our unique Culture and embraces our Quality Improvement Process. Every team member is engaged and they all work together to produce excellence. South Charlotte’s Belief, Alignment and Teamwork is a competitive weapon.”

“The Charlotte team is committed to Satisfying Every Customer Completely and Becoming More and More Efficient in the Process while enhancing our unique Culture. Congratulations to the Charlotte associates for earning Platinum Service Center two years in a row!”

Trey Fudger and Kim Shore
Regional Vice Presidents, Region 2

“Congratulations to the Garland team for earning Platinum Service Center of the Year! Garland opened in February 2017, making 2018 the first full year of operation. This team worked together to produce Continuous Measurable Improvement in both Part A and B of Quality. Congratulations on achieving this tremendous accomplishment—we look forward to another great year in 2019!”

Ken Bazzell and Jim Jones
Regional Vice Presidents, Region 5
A Unified Team is a Competitive Weapon!

Each service center can also be recognized for having a **Platinum Process**. This occurs when the process meets or exceeds the Platinum goal 9 out of 12 months for the year. These excellent results are made possible by the Belief, Alignment and Teamwork of the associates. Congratulations to the following service centers:

**Our Team had 187 Platinum Processes in 2018!**

### A = Satisfying Every Customer Completely

<table>
<thead>
<tr>
<th>Inbound Transit Time</th>
<th>Outbound Transit Time</th>
<th>Claims Ratio</th>
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<td>Asheville</td>
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<td>Cincinnati</td>
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### B = Becoming More and More Efficient in the Process

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<th>P&amp;D Cost Ratio</th>
<th>Dock Efficiency</th>
<th>Lead Average</th>
<th>Pre-Fuel Revenue Attainment</th>
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Each year, motor carriers from all 50 states, representing every type and size of operation, enter the American Trucking Association’s Truck and Industrial Safety contest. Carriers are judged on their safety record regarding vehicle accident rates and injury frequencies relative to carriers within their class of competition. This past November, the ATA honored the top three carriers for the previous year (2017), and once again, Southeastern stood out against the competition. Congratulations to everyone for these outstanding achievements.

- Linehaul Drivers: First Place - Lowest accident frequency over 100 million miles
- P&D Drivers: Third Place - Lowest accident frequency between 10 to 100 million miles
- All Associates: Third Place - Lowest injury frequency over 5,000 employees

Results like these are produced by dedicated associates with a passion for excellence in safety. Producing Continuous Measurable Improvement in accident and injury frequencies is a reflection of valuing our people, our equipment, serving our customers, and supporting our Mission. We are so proud of your exceptional accomplishments and efforts to build a stronger Safety Culture. When we work safe, we all win!
Results like these are a great example of associates who demonstrate a commitment to Individualized Quality. Performing Error-Free Work in our accident and injury processes is the single most important aspect of our Quality Improvement Process because it is so personal to each one of us. Significant results like these are intentional, with a focus on awareness and prevention. Building a stronger Safety Culture and striving to produce Continuous Measureable Improvement as it relates to safety is good for everyone. Congratulations to all of our Best in Class safety performers!
At Southeastern Freight Lines, we use our Quality Improvement Process to help us achieve our Mission to Live Our Culture, Provide Quality, and Create Financial Strength.

A key component of our Quality Improvement Process is to have “People Committed to Individualized Quality,” and a great example of this is the Administrative Key Measures—Quality Champions Program.

The Administrative Key Measures—Quality Champions were established in 1999 as a way to monitor and improve the key administrative processes at each service center. Each measure is assigned to a Quality Champion(s) whose role is to not just reduce the numbers on a report, but to improve the administrative processes at the service center. In 2018, our administrative associates achieved an Administrative Efficiency of 99.23 percent!

While each service center contributed to our overall success, we recognize those that earned our Platinum Award, and those that earned Service Center of the Year honors. We are proud to recognize the following service centers and Quality Champions as our 2018 Administrative Key Measures award winners:

**ADMINISTRATIVE SERVICE CENTER OF THE YEAR**

The Administrative Service Center of the Year Award is presented to the service centers that achieved the highest levels of administrative efficiency during the year.

- **ABILENE**
  TERESA HUTCHINS, RODNEY SMITH

- **ASHEVILLE**
  DEBRA LUNSFOORD, CYNDI BANNER

- **AUSTIN**
  ABBY LANG, RICHARD GAMMELL

- **BATON ROUGE**
  TAMMY LANDRY, STEPHEN TAYLOR, ASHLEY GARRETT

- **BOWLING GREEN**
  ALEX MASTERMAN

- **CINCINNATI**
  IRENE MARTINEZ

- **CORPUS CHRISTI**
  COURTNEY CANON

- **FLORENCE**
  CINDY MCELVEEN, SARA SMITH, KAREN WILLIS

- **GREENVILLE**
  GRANT GRIFFITH, LINDA MCCALL, ROSA LITTLE, SHERRY MORGAN, JOHN SEAY, VICKIE RAY

- **HAZLEHURST**
  TAMMY FORREST, KAITI JONES
The Administrative Key Measures Platinum Award is presented to service centers that achieve an administrative efficiency of 99.75 percent or higher for the year.

By applying the principles of our Quality Process and taking ownership of every aspect of our job, we can continue to provide the level of service our customers have come to expect from Southeastern, and become more efficient in the process. Our Quality Champions continue to meet this challenge each day as they focus on producing even greater results in 2019.
It is our pleasure to announce the 2018 Southeastern Freight Lines Regional Associates of the Year! Regional Associate of the Year is the highest recognition that can be earned by an associate. This is a significant career achievement and less than 1.0 percent of our associates will be selected for this honor. Passion for our Culture and commitment to Quality are traits these amazing associates live and display on a daily basis. The winners were nominated by their service center leadership, then selected by regional leaders from Operations, Sales, Fleet Services, Safety, and Human Resources. Congratulations to these exceptional associates—they are truly among the Best of the Best!
Steven Huffman – South Charlotte
2018 Fleet Services Associate of the Year

It is with great pleasure that we recognize Steven Huffman as the Fleet Services Associate of the Year for 2018! Steven came to Southeastern in 2012 as a Check Lane Technician. His serving attitude and witty personality made him a great fit for South Charlotte and our company. Within a short period of time, Steven's abilities showed and he was promoted to second shift Power Technician. Steven's natural leadership abilities have earned him the responsibility of leading second shift fleet service in South Charlotte. He is pursuing a B.S. degree in Computer Science and Programming from UNC Charlotte (with a focus on Artificial Intelligence), which has enabled him to excel with engine diagnostics.

Steven is highly involved in the Quality Improvement Process through ACTIONs and valuing people with recognitions. Honored as a Quality Achiever, Steven has 114 entries in the Quality Improvement Process. He was named Associate of the Quarter in 2018's second quarter, which led to Associate of the Year for 2018. Steven enjoys spending time with his wife Samantha, playing golf, and camping. He and Samantha are expecting their first child in June. Congratulations, Steven—South Charlotte Fleet Services looks forward to a long and bright future with you on our team!

Nicky Forbis – South Charlotte
2018 Fleet Services Supervisor of the Year

Congratulations to Nicky Forbis for being named the 2018 Fleet Services Manager of the Year! Nicky has had an excellent track record in both Culture and Quality over his tenure at Southeastern, and 2018 was a great example of this. Nicky and the South Charlotte team produced outstanding Continuous Measurable Improvement in efficiency and continually reduced their indirect labor time each month of the year. These efforts and process results translated into reduced equipment down time and lower cost of repairs per unit.

On a personal level, Nicky also lives and breathes Southeastern Quality. With 51 ACTIONs submitted, 83 group and 112 individual QWQ nominations, and a total of 547 activities in the Quality Improvement Process, Nicky is leading the charge for our shop in South Charlotte! With Nicky’s leadership, the South Charlotte shop is a living example of Belief, Alignment and Teamwork in action. We look to Nicky and his team for continued excellence in both the A and B parts of Quality!
We are proud to announce that John Moore of the Columbia shop has been selected as the Fleet Services Associate of the Quarter for the fourth quarter of 2018!

John started his career with Columbia Fleet Services in October of 2007, working in the trailer shop on third shift. His talent and skills were quickly noticed, based on his steady demeanor and quality of work. John has since moved to first shift and works on various specialized crews in the trailer shop. He is extremely motivated and a pleasure to work with. He always serves his internal and external customers with a smile. John is currently working with an “innovative think” team to streamline our trailer PM process, and has exceptional ideas on how to improve this process.

When John is not working in the shop, he enjoys spending time with his wife Brittany, going to movies, and attending high school football games. John served for six years with the Marine Reserves and enjoys target practicing in his spare time. As with all our veterans, we thank him for his service to our great country. Please join us as we congratulate John for being selected as the Fleet Services Associate of the Quarter!
Our New Hire Training for the first quarter of 2019 was held for a full week in January. This event was a concentrated mix of training, challenging testing, and relationship building. All topics were addressed with definitive emphasis on the quality of the diagnosis and execution of the repairs.

The training covered subjects such as 5th wheels, air brake pneumatics, vehicle alignment and tire mounting, Cetaris usage, and wheel end maintenance and adjustment. Culture was incorporated from start to finish—including a quiz and explaining why we have a Quality Improvement Process. The event culminated with a focus on Quality by Kerry Stritt and Richard Bogan, a Top Tech Award ceremony, and a tour of the Support Center. We hosted technicians from 12 different shops and one leader. Also attending and serving as a trainer was Assistant Fleet Services Manager Daniel Bloodworth of the Atlanta shop.

Attendees this quarter were:
- Brandon Bristol – Nashville
- Michael Castelli – Charlotte
- Raul Chavez – Fort Worth
- Bill Dennard – Jacksonville
- Raymond Gonzales – San Antonio
- Kevin Gravitte – West Atlanta
- Edwin “EJ” Landrau, Jr. – North Atlanta
- Pablo Lopez – Houston
- Gerson Morales – South Houston
- Matthew Pegram – Memphis
- Matt Powers (leader) – West Atlanta
- Daniel Sotelo – Dallas
- Thurston Valentine – Atlanta

Sincere thanks to our hosts Jeff Eargle and the Columbia shop crew for providing the bays and equipment needed for the training. We could not do it without you. Please join us in congratulating and thanking all of our new hire technicians for an intense week of training!
Orlando kicked off the third quarter of 2018 with laser focus on Outbound Departure Compliance. Our linehaul drivers, office associates, outbound dock, and leadership utilized Belief, Alignment and Teamwork to improve the process to create a positive shift. Their commitment and unified approach to the process created zero minutes late on November 13, 2018, while dispatching 22 drivers! This record-breaking result was celebrated with a cookout on November 28th. We could not be prouder of the Orlando associates for achieving this great result, and we look forward to having even stronger results in 2019.
At their annual carrier conference in January, GlobalTranz presented Southeastern Freight Lines with the Southeast Regional Carrier of the Year award for the first time ever! Criteria for earning this award was based on transit time, claims ratio, customer service, problem resolution, and ease of doing business. In 2018, Southeastern handled over 140,000 shipments with over $17 million in revenue for GlobalTranz. This was through their blanket pricing program and customer-specific pricing for customers such as Rexnord Zurn, Distribution International, Frameworks, Hose Power, Topaz Lighting, and many others.
Southeastern Freight Lines is an expert at the fast, efficient, and safe movement of freight. That physical activity of driving the trucks, unloading, and loading freight is a critical skill set for our success, and we believe that we have the best associates in the industry executing these processes. However, this short article is just a little reminder that we must also be experts at moving and providing information. It has become a little cliché that moving freight is simply not good enough without providing the supporting information. As the supply chain becomes more complex and the customer expectations increase, this becomes truer every day.

A key element of freight information is “visibility.” That is the up-to-date status and location of the shipments. Based upon the customer’s requirements or capabilities, we offer many ways to obtain and even integrate this visibility. A few of the options are web tracing, EDI, API, customized manifest, e-mail, and text notifications. At this time we are happy to report that we recently introduced another incremental improvement in our shipment visibility.

Effective October 2018, we began supplementing our tracing information with the latitude/longitude of the approximate shipment location. This information is automatically provided in our various tracking methods and is especially easy to use within our web tracing. In addition to providing the information in our trace response, we offer one click access to the shipment’s location on the map. We also offer the same single click access to the shipper and consignee locations. This map is displayed in a separate window, making it easy to simultaneously view the trace detail and shipment location. From a practical standpoint, we receive this GPS location data every 5 minutes or during an update such as dispatch, arrival, delivery, etc.

This is just another example of Continuous Measurable Improvement and Southeastern’s commitment to providing the best LTL service in the Sunbelt.
Since 2011, the McAllen linehaul team has driven an estimated 6.3 million miles. This elite group of drivers has 82 years combined experience serving Southeastern Freight Lines and our valued customers. It’s truly a blessing to have these veteran drivers, who are tasked with the responsibility of pulling the right trailer to the right destination, night after night, on our team.

Service Center Manager Art Rendon says, “The McAllen linehaul team really runs like a well-oiled machine. They know and understand their job and understand what is expected of them. It’s amazing how they each have their own likes and dislikes and have different interests outside of work, but while at work the one thing they all have in common is safe driving and on-time arrivals. McAllen has a great team and we would like to thank our P&D drivers who volunteer to cover linehaul when drivers are out. These drivers also live our Culture and meet and exceed all expectations!”

In recognition of this impressive accomplishment, McAllen’s linehaul team was honored with a celebration dinner on September 24th at Saltgrass Steak House. Everyone received a commemorative Yeti cup with their name engraved on it. Greg Holleran, Regional Safety Manager, Brian Rodriguez, Safety Specialist, and Tara Gray, Regional HR Manager, were able to join this momentous event. Seven years and counting…let’s Keep On Trucking!
In March of 2018, we identified that the Dallas outbound operation had a real opportunity with preventable injuries, so the leadership team decided it was time to take action. A team consisting of several Service Center Managers and Regional Safety Managers was formed to identify opportunities to improve results and keep associates injury free.

The outbound shift in Dallas averaged 8.5 injuries in each of the four previous years. The team came to Dallas to work with the outbound leadership and freight handlers to see what could be done to improve this. After identifying several potential causes of the poor results, the overwhelming consensus was that the environment wasn’t what it needed to be. Many conversations and a lot of coaching took place with the associates during this week on how to create an environment of grace. Soon the operation became much cleaner, neater, and organized. It was clear that the associates in Dallas took pride in making their shift a great place to work.

While 2018 was not injury free, having two injuries for the entire year was a significant improvement. The improved preventable injury result mirrors most of the other operational results that this team produced in 2018. The team is planning a celebration for their accomplishments in the coming weeks.

We all know injuries can be costly to our company, and for the associate potentially losing time at work. Not to mention the pain and discomfort of dealing with an injury that in most cases can be prevented.
Wayne Smith recently retired after serving Southeastern for 48 years. He began his career with Southeastern in 1970 as a P&D Driver at the Columbia location—driving a straight truck downtown. He was running Sylvania, Georgia, when he moved into Linehaul in 1985. In Linehaul, Wayne was always on time and did an exceptional job serving our customers. He served Columbia in that role until his retirement in January 2019. Wayne will spend some of his retirement working outdoors to take care of his cows and home place. Thank you for 48 years, Wayne, and for leaving your legacy, your son Christopher, to work with us!

David Deuerling—Greenville

Congratulations to David Deuerling for his 42 years of service with Southeastern! David began his career in 1977 at our Greenville service center, and served as both an Inbound Freight Handler and Outbound Freight Handler. For the first 30 years of his career, he worked the Inbound shift before moving to the Outbound. Over the last 11 years, he also served our largest customer in Greenville by working offsite at the Grainger location. David will certainly be missed by our customers and the other associates in Greenville. As he heads to retirement, he is looking forward to traveling and spending time with three sons and two grandsons. David, thank you for all of your years of service and good luck in your retirement!

Scott Sanders—Columbia

The Columbia service center would like to congratulate Scott Sanders on his 40 years of service. He started his career with Southeastern in 1978 as an Inbound Freight Handler, and served in that role at the Columbia location until his retirement in February. Scott has seen many changes in our company and industry over his years of service—from moving shipments by bill of lading, to moving them by handheld computer. His knowledge of how shipments should be routed and loaded was instrumental in helping with these changes over time. We are lucky Scott passed his knowledge on to others, as it will be used well into the future. His smile and fun-loving attitude will be greatly missed by everyone here in Columbia. We hope Scott has many well-deserved years of retirement ahead!

Tim Powers—Atlanta

After serving Southeastern for over 37 years, Tim “Cosmo” Powers retired in January. He started his career as an Outbound Freight Handler in the Albany service center in 1981. A few months later, he became a P&D Driver. He transferred to the Atlanta location in 2014, and served there as a P&D Driver for the remainder of his career. Tim embodies the Culture that Southeastern strives to instill in an associate. He carried himself with great pride, integrity, and a willingness to serve our external and internal customers. Thank you, Tim—we wish you the best of luck in your next chapter!
Marty began his Southeastern career in 1983 as an Account Manager at the Greensboro service center. He moved into Operations in 1985 as an Operations Manager, and was promoted to Greensboro Service Center Manager in 1986. He held that role until retiring in February of 2019, after serving Southeastern for 35 years. Marty was responsible for developing and deploying many leaders during his career, and enjoyed building relationships with his associates over the years. He is looking forward to retirement and plans to spend time with his wife, three sons, and his parents. He also plans to lower his golf handicap, travel, do some freshwater fishing, and volunteer time to those in need. We will miss seeing Marty’s smiling face at the Greensboro facility and wish him all the best in his retirement!

GARLAND HARRIS — HICKORY

The Hickory service center would like to recognize and congratulate Garland Harris on his retirement. In 1985, Garland began his great 33-year career with Southeastern in Charlotte, North Carolina, as a Linehaul Driver. Garland spent a little over a year in Charlotte and then transferred to the Hickory location, where he served in Linehaul until the end of his career. Garland looks forward to spending more time with his wife Nona and helping with his church. The first thing on Garland’s “to-do” list is to finish the Old Testament of the Bible and start the New Testament. He and Nona plan to go on a mission trip with the church to help out where needed. Garland will be greatly missed by all, and we hope he has a wonderful and fulfilling retirement!

CARL DOOLITTLE — AUGUSTA

After serving Southeastern for 31 years, Carl Doolittle retired in February. He began in 1987 serving the Augusta service center as a P&D Driver. He moved to Linehaul in 2009 and served Augusta in that role until retirement. In P&D, Carl ran one of our longer, more challenging peddle runs to Swainsboro, Georgia. He always put our customers first and was well thought of by everyone on his route. Carl was a safe and dedicated driver during his career, and he will be missed. He is looking forward to spending time with his wife Angie and his grandchildren. Congratulations and best wishes, Carl!

LARRY LOWE — PENASCOLA

We would like to recognize Larry Lowe for his 30 years of service to Southeastern. Larry began his career at our Atlanta service center in 1988 as a P&D Driver. In 1992, he transferred and was one of the original drivers to start the Pensacola service center. Larry was Pensacola’s top seniority driver and later served in Linehaul for the remainder of his career. He will be missed by all, but we know he will enjoy spending time with family, especially his grandson Brice. Congratulations, Larry!

STEVE MCIver — COLUMBIA

Steve McIver began his career at our Columbia service center in 1988 as a Fleet Technician C3. He became a P&D Driver during the summer of 1993, and served Columbia in that role for the remainder of his 30-year career. Steve delivered to Chapin and the northern shore of Lake Murray. His customers will miss his friendly demeanor. In retirement, Steve plans to enjoy his Corvettes and Olds 442’s, which are show-quality restorations, as well as build a few engines in his spare time. We wish Steve the best—congratulations!

DALE ROGGOW — SUPPORT CENTER

Congratulations to Dale Roggow for serving in our Traffic Department for 30 years! He began his Southeastern career in 1988 as a Rate Auditor in the Pricing Department. He moved to the Traffic Department in 1995, and served as a Rate Auditor until retiring in January 2019. In retirement, Dale plans to move back to South Dakota, where he was born and raised.
Jimmy Ledbetter of the Atlanta shop retired after 29 years of dedicated service, and he will be genuinely missed. He began at Southeastern in 1989 as a Checklane Technician and advanced through the years to Trailer Mechanic/Fleet Technician. Jimmy was the hardest working man we've ever met—very few could keep up with the quantity and quality of his work. Not only was he talented in his trade, but he was a man with strong values and character. Jimmy loves the Lord and his family deeply, and he honored God in his work every day. He plans to enjoy retirement spending more time with his grandchildren. Everyone on our team was honored to call Jimmy a dear friend. Thank you, Jimmy, for all that you have given to us. We hope that you achieve your dreams in your days of retirement!

Joe Vick began his 27-year career with Southeastern Freight Lines in 1991 as P&D Driver at the Rocky Mount service center. Joe was very flexible and often volunteered to cover an assortment of P&D routes. When asked why he liked running such a variety of routes, Joe said that he enjoyed seeing all of the customers in our area. He built strong relationships with his customers and was respected by his peers. Joe is looking forward to fishing, hunting, and most of all, spending time with his family and wife Billie. Thank you, Joe, for all your years of service and we wish you the best in retirement!

Mike Hembling began his 26-year career with Southeastern in Miami, Florida, as an Inbound Dock Supervisor and was named Assistant Service Center Manager in 1995. He was promoted to Service Center Manager in 1997, and served in that role until the end of his career. Mike's positive attitude was infectious with both the team and our customers. Under his leadership, culture and quality was taken to the next level. Over the years, Mike created deep relationships with our customers, which helped generate our significant growth. He plans to do a lot of traveling during his retirement. One stop among many will be Michigan to see his family. Mike will be truly missed!

Congratulations to Greenville's Calvin Milam on his retirement after more than 25 years of service! He started his career with Southeastern in 1993 as a part-time Inbound Freight Handler. In 2000, he was promoted to full-time and worked on the Inbound shift until his retirement in January 2019. Over the years, Calvin also volunteered to help the Outbound dock in the evenings. He looks forward to retirement so he and his wife Angela can spend more time with their family. They have six children, 27 grandchildren, and seven great-grandchildren! He also plans to go hunting and fishing, and work in his garden. Calvin, you will be missed in Greenville—good luck in your retirement!

Bill Dyess began his career at the Fort Myers location as a P&D Driver. He moved to Linehaul in 2008 and served Fort Myers in that position for the remainder of his career. Bill was an absolute pleasure to be around. He embodied our Culture in every way—being extremely humble and always maintaining a positive attitude. He possessed that unique gift of making people happy just by being around them. There is no replacing Bill Dyess—he will be sorely missed!

The Birmingham service center would like to congratulate Bobby Young on his 25 years of service. He started his career with Southeastern in 1993 as a P&D Driver. He was a Combo Driver from 2007 until 2013, and then served as a P&D Driver for the remainder of his career. Bobby served with excellence during his time at Southeastern. We wish him all the best in his retirement!
Columbus Serves
After Hurricane Michael

On October 7, 2018, Mother Nature unleashed one of the deadliest hurricanes to make landfall in the Florida Panhandle and southern Georgia.

With sustained winds of approximately 155 miles per hour, desecration of these areas would be the best description. People were left without homes, food, clothing, electricity, and water. Even the bare necessities of life were destroyed. People needed help right away, but had no money, no stores, and little hope. We all saw the pictures on the news—what once was the busiest tourist areas in Florida had now become a wasteland.

Many supplies were sent right away to the major tourist areas in the hurricane’s direct path. It is hard for us to comprehend a tragedy of this proportion, but what we could understand were the victims’ needs and the blessings we could share. One small town in southern Georgia, Cuthbert, had also suffered great loss. Many of those hit were farmers. The Columbus service center felt the need to reach out to this community, so we contacted Cuthbert’s Chief of Police, Tywon Heath. He knew of so many in his community in desperate need for assistance.

On October 14th, the Columbus team loaded a trailer with food, water, tarps, baby and hygiene products, and other needed supplies. These were delivered directly to Chief Heath to be distributed to the needy in this area. Even though Hurricane Michael meant devastation to so many people, God turned it around and “Miracles Increase Christ’s Hope At Every Level.”
FINANCIAL TURNAROUND FOR PARTICIPANTS AT SOUTHEASTERN FREIGHT LINES:

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It’s free and it works. Southeastern Freight Lines and BlueCross BlueShield of South Carolina offer free tobacco cessation resources to associates, covered spouses, and their covered adult dependents.

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*If you have problems enrolling in QFL, please call the dedicated customer service line at 855-264-9912.
**Complete five live coaching calls by April 30, 2019, to avoid the tobacco surcharge.

Quit for Life is a smoking cessation program provided by independent organizations on behalf of your health plan. BlueCross BlueShield of South Carolina is an independent licensee of the Blue Cross and Blue Shield Association.
Lunch and Learn in Charleston

BY WILL PRICE, ACCOUNT MANAGER

Charleston hosted the Customs Brokers and Freight Forwarders Association of Charleston (CBFFAC) at the service center for a “Lunch & Learn” event in October 2018. In this annual event, Charleston partners with the CBFFAC to educate the international community about the LTL industry in topics ranging from proper Bill of Lading completion to freight classification and density codes. The attendees were also educated on the differences between standard LTL transportation and the TL mode, helping to clarify some preconceived notions about how LTL trucking works.

The attendees enjoyed lunch while participating in a presentation and question and answer session. The Charleston team also spoke to the attendees about industry-wide challenges and opportunities that LTL motor carriers are currently facing. After lunch, attendees toured the facility and observed the dispatch team at work, walked the dock, and got up close and personal with one of Southeastern’s newest tractors. This annual event has continued to build Southeastern’s relationship with the local community and helped educate them on standard LTL trucking.