

VANGUARD VIEWS

VANGUARD: An Industry Leader Since 1958

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50 Years of Excellence
1958 - 2008

Fall 2007

Tips to Avoid Holiday Stress

With the holidays soon at hand, many people begin to feel the financial stress of the season. You can lessen the anxiety you may feel during this time of the year by planning purchases in advance. Consider the following tips for a more enjoyable holiday season:

- Make a list of the people you will need to buy for and how much you plan on spending for each person.
- Determine how much in total you plan on spending, and if this figure seems too high, make adjustments in your planned purchases.
- Try to avoid the temptation of paying for all of your purchases with a credit card when you do not have the money to pay it off. Avoid thinking that you'll just "pay it off later." If you cannot afford a particular item, look for something similar but less expensive or search for an alternative present. Set a limit and try to stick to it.
- Be wary with department store promotions. Offers of "buy now and pay later" sometimes have hidden clauses that allow interest to accrue until your first payment. Read through all paperwork before signing it, and do not be afraid to ask the store clerk questions regarding the promotion. Remember, if it sounds too good to be true, it probably is.
- Be creative with your gifts. Try making homemade items or give personalized gifts offering your services for things such as an evening of free babysitting.
- A donation to a local charity may make more of a lasting impression than a store-bought gift. Use money that you would have spent on friends and family to make one larger donation to one specific charity or give smaller donations to each family member's favorite charity. Call local food pantries, shelters and charities to find out what they need during the busy holiday season. If you're hosting a family dinner, ask others to bring a dish.



- Pay attention to return policies for items you purchased.
- Keep your receipts. If you need to return something later, having your receipt will speed up the process and you will have a better chance of getting your money back.
- Shop alone. A tired spouse or child may encourage you to impulsively buy some items so they could get home sooner.
- Avoid high pressure sales tactics. Know what you're looking for before you enter a store or tell the sales clerk that you are looking and will let them know if you need help with something.
- Search through clearance racks for sale items. Shop at discount stores for gifts for children, neighbors, and co-workers.
- Don't wait until the last minute to do your shopping. You may be more tempted to purchase higher priced items if you are in a hurry or don't have time to comparison shop. If you spread your shopping out over several weeks/months, you won't have to come up with so much money at once.
- After the holiday season, start saving for the next one. Put aside a little each month or look for sale items through the year that could be saved for the holiday season.

Vanguard to Mark 50th Anniversary

by Kyla Hamilton, Business Development Associate

Vanguard welcomes you to join in the celebration of our 50th Anniversary coming up in 2008. Most people would ask the question, "What can a company accomplish in 50 years?" At Vanguard Services we have developed new processes and pioneered new programs over the years that have led us to enjoy one of the best employee-employer relationships in business. This is one of the most important assets in the employee leasing industry. We've grown from a single building with three in-house employees prior to 1966 to around 50 in-house employees since 1995. We now operate on a regional basis, specializing in driver-employee leasing, and have grown to five locations over the United States to provide companies with quality, qualified drivers to support their operation and fleet needs. Through the building of these great relationships with our customers and driver employees, we can say that our longest tenured customer and employee have been with Vanguard for 34 years. On average, our safety awards represent ten years of safe individual driving. The President of Vanguard (being with the company for 43 years) observed, "While some drivers have left Vanguard to pursue other opportunities, many of them have come right back to rejoin Vanguard because we are like their family. We relate to individuals on a more personal basis than on a plain employee-employer relationship level".

One thing has remained the same throughout this Vanguard journey. Our company's philosophy is to be safe, committed service providers of highly qualified logistics personnel, especially drivers, who exceed the expectations of our clients. Over the past fifty years, we have become more in tune to the innovative resources available to be effective and sustain our reputation of integrity and trust.

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VANGUARD VIEWS VIEW

What is Asthma?

What is Asthma?

Asthma is a disease that affects your lungs. It is the most common long-term disease of children, but adults have asthma, too. Asthma causes repeated episodes of wheezing, breathlessness, chest tightness, and nighttime or early morning coughing. If you have asthma, you have it all the time, but only have asthma attacks when something bothers your lungs.

What is an Asthma Attack?

An asthma attack happens in your body's airways, which are the paths that carry air to your lungs. During an asthma attack, the sides of the airways in your lungs swell, and the airways shrink. Less air gets in and out of your lungs, and mucus that your body produces clogs up the airways even more. The attack may include coughing, chest tightness, wheezing, and trouble breathing.

How is Asthma Treated?

Your health provider will work with you to develop an action plan for treating your asthma. Your treatment might include making changes in your lifestyle and medication. There are two main types of medication – quick relief and long-term control. It is important to take your medication. If you don't, your asthma may get worse.

What Can Trigger an Asthma Attack?

Allergens

- Animal dander
- Dust mites (in house dust)
- Cockroaches and other pests
- Mold (indoor and outdoor) and Pollen

Irritants

- Cigarette smoke
- Air pollution
- Cold air and changes in weather
- Strong odors (from painting or cooking)
- Strong emotions (stress, crying, laughing, etc.)

Other Triggers

- Medications such as aspirin and beta-blockers
- Sulfites (like found in dried fruit or red wine)
- Worksite chemicals or dust

What if My Child has Asthma?

1. Talk with your child's health provider.
2. Develop an Asthma Management Plan.
3. Make sure you know the answers to questions like:
 - What triggers my child's asthma attacks?
 - How should she use her medication?
 - What do I do if she has an attack?
 - When should I call the doctor?
 - Who should I call in an emergency?
4. Talk with your child about her asthma. Make sure she can answer the questions above for herself. Help her follow her treatment plan and watch for problems.
5. Asthma proof your home. Remember that asthma attacks can be triggered by things like mold growing on shower curtains or tiny dust mites that live in blankets.

Source: CDC & American Lung Association Websites
Article provided by: www.WellnessProposals.com

2007 Vanguard Services Drivers: Mobile Business Managers

Terms that arise in business involve relatively new concepts often that shape many other aspects of life. Nowhere is it more important to be efficient, focused on the core issues of the fleet operation and sensitive to offering value as in the jobs Vanguard staff perform, driving and delivering goods. It is individuals, people, using the latest business concepts to help customers, and even help the customer's customers to continuously improve targeted business results. Improvements can come from looking at operations as a thinking, mobile business manager would.

Companies more efficiently sell more goods when they can reduce order cycle times. Decreasing the time it takes from when something is ordered till the time it is sold and the bill is paid helps company's profitability. When it is then reproduced and the process begins again toward the product being restocked, compressing that process can significantly help a company's bottom line. Looking at a few of the latest business concepts and understanding them better can help in other aspects of life.

Lean Management: Focusing every resource and decision in the business on just the core business and mission of the company and of the department.

Six Sigma: A business management and analysis approach that works toward reducing variability and improving consistency in order to achieve greater efficiency.

Value Chain Management: This broad based approach, first described in the 1985 book, *Competitive Advantage: Creating and Sustaining Superior Performance* states that inbound and outbound logistics, production operations, marketing, sales and services, such as parts or maintenance activities, establish the value for a customer. Support activities, such as administration, infrastructure management, HR management, R&D and procurement facilitate creation of value in the chain. Ultimately a committed customer, over the long period of a business relationship, has a quantifiable revenue due to the allegiance, the level of business transacted, the revenue related to goods or services traded, and the customer service they perceive they have gotten.

When a customer gets what they want and have enjoyed a kind of "knock-your-socks-off" level of customer service, business managers of every type can expect to achieve the ultimate goal, exceptional 'Customer Service'. The customer keeps coming back for more, or tells others and expands the market for the service or the product. One approach that helps to ensure reliability and consistency can be developed from proven, advanced logistics and supply chain management techniques, while another may be developed through applications of technology, improvements in processes or improving efficiencies for the people performing the tasks. Blending these approaches, business managers

can identify business solutions that involve aligning the people with the supply chain goals and objectives.

The mobile business manager, can be a logistics problem-solving resource. Developing actual improvement plans requires understanding why procedures are established the way they are, and working, sometimes slowly, to improve business processes for the future.

When improvements in time management or process improvement are carefully considered and implemented, customers can definitely benefit. That means their customers will likely recognize a higher level of satisfaction when they do business with our customers.

Speak the language of the customer. Listen to understand customer requirements and those of their suppliers. The people embracing Lean principles and Six Sigma techniques follow a process. They -

- define what is going on
- measure and keep track of what is being done
- information analysis is performed
- adjust to make the most of the time and resources available
- control processes to avoid deficiencies in reaching targets
- revisit each element periodically for continuous improvement

Those who recognize value are usually eager to embrace this kind of approach and break down the kind of separate silos that exist due to lack of effective teamwork. Introducing the process by itself creates goals and improvements as it is developed and targets are refined.

Safety-conscious, trained qualified quality delivery drivers take on these roles every day. As mobile business managers, shouldering the responsibilities includes delivering customer service, not merely delivering just goods in a trailer. Vanguard is proud of its mobile business managers and the conscientious jobs they perform.

Congratulations to the following drivers:

Hugh S. Cunningham, John Thompson, Wayne Thornton, William Daugherty, Robert McNabb and David L. Crossley.

They all received a gift for promptly responding to our Accident Countermeasures Question Page. We received several responses and the drivers mentioned above were randomly selected to receive a gift. We greatly value our drivers willingness to participate in this program. Please look for future opportunities to win a prize for responding to the Accident Countermeasures Question Page



Safety Awards

The following awards were earned from January to October 2007.

1 YEAR SAFETY

Ernesto Aday
Timothy Ahner
Eddie Aiken
Charles Alexander
Michael Author
A. Charles Auzenne
Paul Bailey
Daniel Baker
Brian Ballenger
Glen Barrett
Michael Bell
Brent Bennett
Bobby Brown
Walter Bryant
Robert Burt
Gordon Calhoun
Derrick Carey
Brian Clark
Sanmy Conde
Kevin Cooke
James Cox
David Crossley
Richard Cuiper
Christopher Edwards
Keith Emrich
Gabriel Esquivel
Billy Fann
Danny Folds
Doug Hausler
Corey Hawkins
Brian Hay
Fred Hegwood
Lynette Heisel
J. Helt
Donald Henry
Roy Henson
Kenneth Hewitt
Arrick Hinson
James Hone
Umberto Inchima
Michael Johnson
Rodney Johnson
Michael Juarez
Willie Keys
Jon Keyser
Donald Kinney
Michael Laliberte
Wayne LaPenna
Thomas Lohr
Corby Lokken
Sidney Madtes
Wharton Marks
William McDonnell
Jeffrey Morris
David Moyer
Mark Noble

Keith O'Brien
James Outlaw
Michael Ozuna
Don Pannell
Juvseve Parks
Walter Partee
Charles Patterson
Josephus Payton
James Peters
William Pierce
Patrick Poitras
Jeffery Price
Jeffrey Raines
Steven Rigdon
David Ryder
Steve Schmitt
Edward Sheridan
Gordon Smith
Angel Solivan
Melvin Spence
Timothy Styers
Michael Turner
Donald Vierra
Harry Walker, III
Kenneth Waters
Loyal Wengerd
Thomas Wichser
Donnie Wood
Bruce Wright
Lee Roy Young, Jr.

2 YEAR SAFETY

Ismael Avenancio, Jr.
Richard Barela
Hubert Barrett
Timothy Bentley
Harry Bolling
Paul Borton
Guy Carter
Jerry Clement
Angela Clement
Wayne Covely, Jr.
Loren Delk
Theodore Dixon
Scott Doll
Clark Dowling
Raymond Elrod
Robert Ferris
Jose Galloway
Raul Hernandez
William Hetherington
Roberto Iraheta
Howard Jones, Jr.
Charles Kleinhans
Roberto Martinez
Kenneth McConnell, Sr.
Charles McNeely

Clyde McRae
Steven Milem
Joseph Osko, Jr.
Javier Perez
Michael Petrides, Jr.
Steven Pipher
Terrance Procick
Roberto Rodriguez
Chet Scott
Scott Smay
Kelly Smith
Calvin Smith
Timothy Spiker
Joseph Sullivan
Raymond Swiney
Roy Taylor
Raylee Wade
Richard Wehling
Robert Whitten
Timothy Whitten
Ronnie Wilkes

3 YEAR SAFETY

Norman Ashley
Clay Boykin
Jeffrey Brandt
Clarence Brown, Jr.
Danny Canipe
Joseph Chapman
Judy Cowan
Larry Daigle
Randolph Dawkins, Jr.
Miller Dickson
Corby Gillion
Johnny Gooch
Joseph Gorman
Robert Ivey
Erol Lassere, Jr.
Harry Ledford
Scott Light
Ronald Lorenz
La Mar Madtes
Bryan Martin
Torry McCarty
Alvin Monroe, II
Jean-Guy Moreau
Kevin Myers
Daniel Nanez
Matthew O'Brien
Boyd Paul
Jerry Perkins
Andy Porter
Sundae Radebach
Clarence Schanfish
Neal Simmons
Frank Smith
Craig Thompson
Michael Vrensen
Ernest Wellman
Stevan Wiebenga
Rodney Willett

4 YEAR SAFETY

Brian Barcroft
Jerry Bingham
Geoffrey Brown
Luiz Camargo
Jerry Cook
Salvador Cortes
Stephen Daniels
William Daugherty
Mark Duncan
Ronald Ford
Steven Haven
Florencio Hernandez
Edward Hooker
Gary Johnson
Neil Johnston
Raymond Keller
Perron Matherne
Joe McClellan
Thomas McCormack
Rudy McGowan
Larry Stanley
Neil Swartz
Norman Talley
Charles Touchton
Mark Vigier
Michael Warren
Ruby Warren
Jeffrey Webster
Theodore White
Claude Wisner
Charles Wright

5 YEAR SAFETY

Gurney Bennett, Jr.
Charles Clark, III
Bradley Diehl
Robert Dover
Larry Eick
Felipe Hinojosa
Osborne Paules
Carl Robinson
Tim Stump
Richard Wise

6 YEAR SAFETY

Carl Bull
Stephen Cobb
Andy Gambrell, Sr.
John Jordan
Richard Kline, Jr.
Anthony Lackey
Ricky Moreno
Kevin Norvell
Dennis Peeler
Rhonda Robertson
Chris Schmac
Richard Schmig
David Shackelford
Patrick Sutton

7 YEAR SAFETY

Gary Brown
Ronald DeVisco
Randy Johnson
Charles Keeney, Jr.
Jay Schloo
John Zubalik, III

8 YEAR SAFETY

Aaron Alderman, Jr.
Robert Cooper
Randall Evans, Sr.
Erwin Frazier
Richard Glover
William Haddon
Stephen Henritzy
Craig Hoffman
Dean Husen
Terry Menefee
Todd Steward
James Tomlinson

9 YEAR SAFETY

Alvin Blackmon
Stevie Buckner
James Layfield
Joseph Mack, Jr.
Angela Stancell

10 YEAR SAFETY

Michael Ambrose
Thomas Loitz
Robert Messer
Grady Stone
John Troxell, Jr.
James Vollrath

11 YEAR SAFETY

Greg Carey
Wayne Dockery
Ronald Gindhart
Luke Pizzuto
George Scott
Michael Stolte

12 YEAR SAFETY

Timothy Grove, Jr.
Franklin Moravits
Brian Smith

13 YEAR SAFETY

Milton Grimes
Thomas Hunter, Jr.
Glen Murphy, Sr.
Ray Surman
David Walker

14 YEAR SAFETY

Larry Bowman
Joel Dixon
Charles Rogers, Jr.
Charles Sadler

15 YEAR SAFETY

Robert Blackmon, Jr.
Robert Chestnut
Eddie Lewis

16 YEAR SAFETY

Ernest Hinkle
Randy Pickering
Joseph Pierson
Edward Snyder

17 YEAR SAFETY

Morris Baldwin
Carthel Reese

18 YEAR SAFETY

Sylvester Oliver
Bobby Stevens
Sammie Striplin
Lonnie Williams

19 YEAR SAFETY

John Spearman

20 YEAR SAFETY

Furman Jordon

21 YEAR SAFETY

George Carter

22 YEAR SAFETY

John Capps
Sam Thompson

23 YEAR SAFETY

Earl Keller

26 YEAR SAFETY

Edward Davis

27 YEAR SAFETY

Larry Norris
Tommy Stoddard

31 YEAR SAFETY

Dorsey King

32 YEAR SAFETY

Charles Sutton

Correction: Gary Martin earned a 32 year safe driving award. His name was misspelled in the last issue of Vanguard Views. Gary, we sincerely regret the error!

10 Tips on Managing Difficult Employees

"Managing Difficult Employees, Avoiding Being the Difficult Employee"



A Roman philosopher once wrote, every morning when I leave my house, I say to myself, "Today I shall meet an ungrateful man, one who talks too much. Therefore, do not be surprised." It sounds like the Romans were faced with some of the same challenges that we deal with each day. Many of us work with someone who has annoying behaviors that we constantly try to figure out. Then, there are individuals who are just difficult, either with you, which might signify a communication issue in the relationship between the two of you, or with the people around you. In most cases, you are dealing with behavioral patterns. There are many ways to manage these behavioral concerns and to make it easier to be an attentive, agreeable employee.

Communication is so important to resolving problems. No matter what the person's attitude at the time, always show respect and courtesy. The old saying, "Count to ten!" brings patience to the issue. Your constructive response will hopefully help to steer the conversation in a more positive direction because the person is most likely not upset with you, but upset with a particular situation. To listen with patience and not to interrupt is another key component during the communication process with the employees you manage as well as work with. It will signify that you care about what the other person is discussing and this actually means a great deal to people. Always apologize for any problems and show understanding and caring toward the individual to show that you really do care about the

situation, while remaining calm to avoid any possible arguing. Try to use positive language, such as, "Let's see what we can do." Under these circumstances people tend to react in a more cooperative manner. Simply ask for the details and facts of the situation in order to steer the conversation away from emotions, then ask for their suggestions in resolving the confusion. It is very important that you take a deep breath if you begin to feel frustrated. It will help you stay committed to resolving the issues at hand. The best way known to establish the trust between you and other employees, customers or anyone you interact with is to keep your word by doing what you say you are going to do, and trust others to do what is expected of them.

HR specialists handle these types of incidents on a regular basis. These are, at the end of the day, people issues and we are in the business of personnel, specializing in logistics staff, especially drivers. So this is what we do. If these circumstances arise with any difficult employees, managers, or with customer communications, these facts can help resolve issues of this kind.



SafeStat

by Ben LaGarde, Northeast Area Manager

You may have heard the name "SafeStat" discussed at truck stops or by a motor carrier lately, but if you're like me, I really wasn't sure what SafeStat was. So I asked Max Clary, Vanguard's Safety Director, to help me find out what it was and why it was so important to Vanguard's clients and employees. SafeStat may be a reason why a driver is pulled in for a roadside inspection. Here's the full story on what I found out.

SafeStat is a nickname for a program designed by the Federal Motor Carrier Safety Administration (FMCSA)

to monitor the safety status of US motor carriers (each Vanguard client is a motor carrier). This program combines the following data about each carrier:

- FMCSA recordable crashes
- Roadside inspections
- On-site audits
- Enforcement actions

Each of these areas is recorded for the past 30 months and given a point score ranging from 0 to 100. The lower the score the better the carrier's safety rating (kinda like golf, eh?). These scores are updated monthly and are available on the internet. If a carrier has a high score, its drivers are more likely to be pulled over for a roadside inspection than a driver for a carrier with a low score. Higher scores also means the carrier and its drivers are more likely to receive a compliance audit. I'm willing to bet insurance carriers use it to gauge rates charged to carriers, too. So, the higher a score the more a carrier's insurance costs, the less that carrier earns and the less likely it has money for raises for its drivers. It's a vicious cycle!

So it really IS important that each Vanguard driver do a thorough pre trip inspection of his/her vehicle and avoid inspection violations at roadside checks. Each violation adds to the carrier's SafeStat score, while each "clean" inspection helps the score. Lower scores help avoid inspections for all the carrier's drivers and enable that carrier to be more profitable. That means more jobs and more job security and, potentially, higher wages. That's what SafeStat means!

Vanguard Turns 50

Continued from pg. 1

Whether we are developing new processes to help a customer or driver, or finding new ways of understanding our customer's business needs, Vanguard is focused on doing the right thing at all times and providing excellent customer service. This is what good companies do and what makes us who we are today. Our success is attributed to the passion of so many, including our employees, customers, and drivers, all who comprise the Vanguard Services family. We look forward to celebrating our 50th Anniversary with you!