

October 2010



On August 27, 2010 Barb Miller from our Massillon terminal and Tracy Hein from Canton attended and received Certificates of Completion from the *National Safety Council in Adult CPR and Standard First Aid Training*. Barb and Tracy participated in an eight hour training session, followed by a test on all information covered.

The importance of safety first will be an ongoing segment in the 2011 newsletters and beyond. It is our plan to have a minimum of one person at each location trained in first aid and CPR. All terminals are equipped with eye wash centers, hazardous materials containment, as well as first aid stations. Barb and Tracy volunteered to attend this informative training class in an attempt to help us raise our awareness of the importance of safety. We will be asking for volunteers in the near future from all terminals to attend a similar class and become an active partner in the plan for **SAFETY FIRST!** Thank you Barb Miller and Tracy Hein for getting the ball rolling.



Note to PCI Parkersburg:

I know we often don't recognize the folks who get it done on a daily basis. We really appreciate the efforts from the team at Peoples. Keep up the good work!

Bryan Taylor
Kraton Polymers

Note to PCI Parkersburg:

Just wanted to let you know that the gals you have working there are absolutely great! They do a terrific job in these chaotic times!

Darlene Copeland
Kraton Polymers

PEOPLES SERVICES, INC.
PEOPLES CARTAGE, INC.
TOTAL DISTRIBUTION, INC.
QUICK DELIVERY SERVICE, INC.

PO BOX 20109
CANTON, OHIO 44701

Spotlight

Susan Stone Receives Special Recognition Award



Susan Stone, Marketing Manager for Rootblast, Int., received a special recognition award for her efforts and successes she had in 2009. Rootblast showed increased sales, profits and introduced new products to the consumers. Susan was instrumental in those efforts. Despite all the challenges that came her way, she worked effortlessly to make the product a success in many markets in the United States and Canada. Rootblast is sold successfully on QVC and in many retail markets.

Congratulations to Susan!!!

*Susan Stone with Special
Recognition plaque*

2009 Employees of the Month

The following employees were recognized as employees of the month for 2009. The employees were chosen because of a customer compliment or nomination by their co-workers. We want to thank all of the Employees of the Month for their dedication to customer service.

January— **Jamie Hearney**, Peoples Cartage Inc., Parkersburg WV

February— **Sherri Gorrell**, Peoples Cartage Inc., Parkersburg WV

March— **Michelle Ruse**, Total Distribution Inc., Charlotte NC

April— **Bruce Allen**, Peoples Cartage Inc., Massillon OH

May— **Donald Whiting, Jr.**, Quick Delivery Services, Nitro WV

June— **Jack Coyle**, Total Distribution Inc., Charlotte NC

August— **Theresa Absten**, Total Distribution Inc., Nitro WV

September— **Susan Stone**, Rootblast International, Inc., Canton OH

November— **Pat Murphy**, Peoples Cartage Inc., Massillon OH

Note to TDI Nitro:

"Theresa is a true team player and should be considered a role model!"

Thank you,

Amy G.
Commercial Excellence
Styron - Emulsion
Polymers

Watch for 2010 Employees of the Month to be listed in our next edition, January 2011

Focus on Safety

Wearing a seatbelt is a habit to many of us. We get in our car start the engine and strap on the seatbelt. Though FMCSA regulations require the use of seat belts by truck drivers, 46% are refusing to buckle-up according to the U.S. Department of Transportation.

Here are the top 10 reasons drivers should buckle up according to the highway safety division.

10. If buckled up you can be sure of staying at the wheel and in control of the vehicle. This increases your ability to properly react to any situation and pose less of a threat to other drivers.
9. The extra equipment in commercial vehicles such as radios, tachometers and onboard computers can contribute to your chances of being injured during a crash if you are not properly buckled up.
8. It's a federal and state law.
7. Good drivers usually do not cause collisions, but they are often involved in crashes caused by other drivers. If you are in a crash, safety belt use can save your life and prevent long-term disability.
6. You drive more miles than the average person and are on duty for



long periods of time. Driving for extended periods of time or in heavy traffic can be stressful and your awareness can be reduced. Safety belt use can keep you in a better position to stay aware of your surroundings at all times.

5. You are on the road at night when you are most likely to encounter impaired drivers. You must be in good control of your vehicle at all times.
4. The weight of your vehicle is ten times the weight of passenger cars and trucks. You must maintain control of your vehicle to ensure defensive driving measures.
3. You are four times more likely to be killed if you're ejected from a vehicle and fourteen times as likely to receive a spinal cord injury. Safety belts prevent you from going through a windshield.
2. When you wear your safety belt, your chances of being injured or killed are reduced by up to 50 percent.
1. **And the #1 reason you should always Buckle UP... You are someone's son, daughter, mom, dad, husband, wife or friend...The life you save may be your own!!**

A LETTER TO FELLOW EMPLOYEES

2010 is more than three fourths over and has proved to be a difficult year. Although ahead of last year there remains much uncertainty and volatility regarding taxes, health care expenses, equipment costs and access to capital. As a result many companies have put off long term planning waiting for a more stable planning environment.

Now that many customers have depleted excess inventories they are manufacturing to order – keeping inventories as low as possible to avoid carrying costs or excess inventory. As a result, customers have backorders that impact our business and number of “same day orders”. We must be prepared to respond to their needs.

We must continue efforts to increase profitable sales while controlling costs. More than 60% of every dollar spent is labor or related fringe benefits. Our labor costs are higher than our competition so we must find ways to be more productive and add more value for our customers.

We continue to make significant investments in trucks, trailers, lifts, batteries, chargers and warehouse facilities, as well as value-added packaging and repackaging equipment in Ohio, West Virginia and North Carolina.

We have hired additional sales staff to make new contacts and keep in touch with our current customers. Drivers and other employees have helped with leads, as well as taking care of current customers. Continually, we receive calls and letters expressing thanks and a job well done (some of which are shared in this newsletter). We have also heard horror stories of poor attitudes of competitors’ employees sharing their woes with customers. We are thankful our employees are true professionals.

Housekeeping must be a priority – including facilities and equipment. We do not have a product so when customers see our equipment or warehouses they are left with an impression – *let’s make it a positive impression*. Many drivers continue to take extra special care of their units – these tractors pay their wages. These little items add greatly to customers’ impressions when touring our facilities.

Another thanks to all of you who go that extra step to make sure we exceed our customers’ expectations and who are committed to continuous improvement.

Respectfully yours,
Douglas J. Sibila
President/CEO
October 9, 2010



Got an idea?

Is there something happening in your building that you would like to include in the newsletter? Send ideas and stories to:

Jim Wickiser: jwickiser@peoplesservices.com

Or

Tracy Hein: thein@peoplesservices.com

**PEOPLES SERVICES, INC.
PEOPLES CARTAGE, INC.
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**PO BOX 20109
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Address Label



*Fall is here. Enjoy the
beauty of nature.*



“REMEMBER TO VOTE” - Tuesday, November 2, 2010

“TURN YOUR CLOCK BACK” - Sunday, November 7, 2010

“Change your BATTERIES” in your smoke detectors

Peoples Health Corner

5 Common Headache Triggers and How to Relieve Them

1. **STRESS:** Frayed nerves are a frequent cause of “tension” headaches and may also trigger migraines.
RELIEF: Take 30 minutes a day just to daydream, meditate or otherwise relax. Daily exercise also helps ease stress and tension.
2. **EYESTRAIN:** Focusing on one object for a long time (such as a computer screen) can cause temporary head pain.
RELIEF: Take occasional “eye breaks” by looking out a window; consider an eye exam to see if a vision problem may be a factor in your headaches.
3. **DIET:** Certain foods contain substances that can trigger headache pain, such as caffeine, red wine, processed meats, chocolate, cheese, citrus fruits, lentils and monosodium glutamate (MSG).
4. **SITTING:** Shift positions; stretch once an hour; stand during phone conversations; take a lunchtime walk.
5. **SLEEP:** Too little or, surprisingly, even too much sleep can bring on headaches.
RELIEF: Control your body’s internal clock by going to bed and getting up at the same times each day—even when you’re not going to work.