

Total Distribution, Inc.



A Peoples Services, Inc. Company

Employee Newsletter February 2023



A LETTER FROM OUR CEO

Spring is just around the corner! Thank you to everyone who helped make 2022 a record year. As a result, we contributed a record \$2,050,000 to the ESOP/Profit Sharing Plan (Employee Stock Ownership Plan). This works out to 9.28% of eligible employees' wages – another record! We

hope to have the updated stock valuation and certificates by the end of April.

Our 2022 Net Income was 7.97% compared to our goal of 7.5%. Revenues were up 10.7%

EBITDA (Earnings Before Interest, Taxes, Depreciation, and Amortization – a critical factor in measuring cash flow and our ability to reinvest funds in the company) was 15.26% compared to 13.48% last year.

Strategic Goals for 2023 are as follows:

Revenue \$136,000,000 (Reach Goal of \$150,000,000)

Net Income 8%

EBITDA 16%

Our three main strategic focus areas are Sales, Talent Development & IPA – Innovation, Productivity, and Automation. In a nutshell, we want to work smarter versus harder. It has been great to see the enthusiasm and engagement of people that have been promoted to new roles. The leadership programs and sharing of resources have made us all stronger while giving advancement opportunities to employees. We plan to grow in three segments, Organic Growth (more revenue and activity within existing customers), New Customers and through acquisitions.

We will continue to focus on safety. We improved our TRIR (Total Recordable

Injury Rate) to 2.23 which is less than half the latest industry average of 5.6. Let's make 2023 our safest year yet!

Employee Engagement Surveys – In the coming weeks we will be conducting our annual Employee Engagement Survey. We have used the results of these surveys to change policies, prioritize investments and add resources. Please take the time to complete the survey and share ideas. Your voice is being heard. We have made many policy changes including vacation eligibility, wage adjustments, added sick days, attendance policy adjustments, and improved health care plan options. Many employees could see a reduction in their healthcare contributions by participating in the Wellness Program since we doubled the incentive.

Communication Boards – Another effort to improve communications is the use of message boards. This is a tool to share news about the company's performance, special recognition, milestones, events, policies, and information across our entire network. Please watch for updated information on the boards during breaks. We have started a newsletter for drivers that may not get to see the message boards.

We saw an increase in activity and inventories during the past year. We are expecting some headwinds in 2023 but are prepared to adjust as necessary. Our customers rely on us to provide them with flexibility and agility as key parts of their supply chain.

Don't forget to have your dependents apply for the PSI Scholarship Program by March 31st.

Let's make 2023 our best year ever!

Respectfully yours,
Douglas J. Sibila - President/CEO

Innovation, Productivity, and Automation



As many of you know, we recently created a new committee based on our strategic planning process. We gave it a clever name, the IPA Committee. We are not talking about beer here, instead, the acronym stands for Innovation, Productivity, and Automation. Jeff Choquette, our Vice President of Operations, West Region chairs the committee.

The IPA Committee has helped us enhance our use of Tableau for data visualization, reviewed opportunities for automating fulfillment, enhanced our ability to track asset utilization, and evaluated proximity warning mechanisms for forklifts. Another vital area of focus for the IPA Committee has been to bring outside firms in to provide executive briefings to the Committee on emerging technologies. At our last meeting, we discussed the concept of a digital twin.

A digital twin is a virtual model of real-world infrastructure whose parameters and inputs can be adjusted. The digital twin allows a company to take the transactional history of its supply chain and transform it into a digital twin model of operations. It

can be set up with a certain, ideal product flow from plant to warehouse and warehouse to the customer. Once the nodes and plants and linkages are in place, they can be used to map out scenarios or options when the desired path is no longer optimal. Beyond using a digital twin to plan for resiliency and disruption, companies are also using digital twins as part of their approach to ESG (environmental, social, and governance) planning. For example, scenario planning with the digital twin can help identify opportunities for transportation mode consolidation, which can lower the cost per shipment, and lower Scope 3 carbon emissions.

For us, think about our facility on Marvo Drive in Akron. Marvo is a complicated collection of warehouses that store various levels of hazardous (and non-hazardous) material. Imagine if we had a digital twin of Marvo that provided transactional data overlaid on the virtual model of the physical structures at Marvo. We would then be able to adjust parameters that impact the flow of our customer's product into various parts of the facility and determine the impact of locating material in different areas. This would allow us to understand the most efficient movement of people and equipment and drive enhanced efficiency and profitability.

The COVID-19 pandemic has put a spotlight on the importance of supply chain resiliency. Companies need to have visibility into the different parts of their supply chains to have a better understanding of what threats could derail access to critical supplies or markets and what they can do when such disruptions happen. Digital twins play a key role in this endeavor.

Darin R. Haines
Chief Operating Officer



2022 Employees of the Month

Arnetta Howard
Coordinator
Vandalia, OH
December 2022

Arnetta has given 110% to coordinating Miracle Pet, the most challenging account we have had the opportunity to take on and improve. She is all heart and cares about doing right for the customers and the company. It's an honor to work with her and see her grow in her role.

Lisa Eickmeyer - Operations Manager



Denise Johnson
Office Coordinator

2850 Akron, OH

November 2022



Denise has been with us since 2009 and has received a second Impact Champion award from Master Builders. We are honored to have an employee like Denise to represent Total Distribution.

Liz Butler - Warehouse Manager

Brandon Greene **Warehouse Professional** **Midland, MI** **October 2022**

Brandon Greene of Midland, MI volunteered to help Jacksonville set up a warehouse. He planned for two weeks and ended up staying three. Warehouse Manager Ben Neal in Jacksonville summarized Brandon's contributions by writing *"Chris, thank you for being willing to send Brandon down to help New Berlin get started. He has set the bar high for any other help that comes down. He is a self-starter and has a clear understanding of what is expected of him, watch out. He will not let you down. His attitude and work ethic is great. Anything you task him with, you can rest assured it will be done to specifications, every time. Based on how he works, I know your operation was impacted by him not being there. Thank you again for your help. You have a great employee in Brandon."* It was refreshing to hear another manager in another operation recognize what we get to experience with Brandon on a daily basis in Midland.



Chris Laplow - Operations Manager



Scott Ryan **Warehouse Professional** **Parkersburg, WV** **September 2022**

Scott is our "go-to" employee when we need something completed in a timely and efficient manner! This can be anything from picking orders to moving and positioning trailers and containers throughout the facility. Scott also earned his CDL license, which has been very

beneficial to our operation. His can-do attitude has a positive effect on all and we are happy to see him recognized as EOM for September!

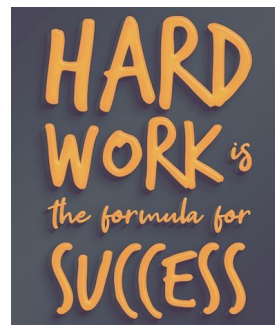
Employee Honorable Mentions

December 2022

Kevin Baisden, Warehouse Professional - Charlotte, NC

Bryanna Eiseman, CSR - 2850 Akron, OH

Calyssa Townsend, Order Entry Associate - Marvo Akron, OH



November 2022

Danny Hart, Warehouse Professional & Maintenance - Jacksonville, FL

Reginald Parker, Shipping Supervisor - Charlotte, NC

Chuck Stafford, Warehouse Professional - Cleveland, OH

Austin Labarre, Warehouse Professional - Parkersburg, WV

Natalie Bush, Office Administrator/Billing - Fremont, OH

Ryan Myers, CDL Driver - Fremont, OH

Lexus Layne, CSR - Home Akron, OH

October 2022

Richard Cody III, Inventory Coordinator - Charlotte, NC

Josh Zurcher, CSR - Marvo Akron, OH

Brad Ferry, Shipping & Receiving Clerk - Marvo Akron, OH

William Phillips, Warehouse Professional - 2850 Akron, OH

Todd Cable, Warehouse Professional - Marvo Akron, OH

Chad Khooury, Warehouse Professional - Marvo Akron, OH

Amie Beasley, Warehouse Professional - Vandalia, OH

Amanda Foster, CSR - Parkersburg, WV

September 2022

Dan Snooks, Warehouse Professional - Marvo Akron, OH

Richard Reiber, Inbound Coordinator - 2850 Akron, OH



**APPLICATIONS ARE
ACCEPTED THROUGH
MARCH 31, 2023**

2023-2024 Academic Year

It is a competitive, merit and need-based scholarship program designed to help eligible employees pay for the

cost of post-secondary education for their dependent children. Criteria for consideration of the applicants: students need to be in their final year of high school or currently enrolled in a post-secondary school and not attained the age of 24; have a GPA minimum of 2.50; include extracurricular activities, and community involvement and demonstrate their leadership; a statement of goals and aspirations; and financial need. The scholarship cannot be used towards a post-graduate program, but can be used for any college, university, vocational school, program, or other post-secondary educational institution and is accredited by the U. S. Department of Education (<https://ope.ed.gov/accreditation/search.aspx>). A Selection Committee, independent of the RJS Family Foundation, the Sibila family, and the employees of Peoples Services, Inc. or any of its subsidiaries will review and award the scholarships. There are four scholarships awarded this year – two at \$10,000 and two at \$5,000. Awards are paid directly to the school. The application can be completed by going to our website and clicking on the Scholarships tab under Careers. Or use the QR Code here.

If you have any questions or need additional information about the program, please contact the HR Department or Shelley Habermann at 330-458-2367.



Appreciation

Customer Appreciation

2850 Gilchrist, Akron, OH

A customer ordered 2 loads to ship to Chicago. The customer ordered one load by mistake and canceled the order after the product had already been loaded on the trailer. The customer later reached out and

2850 Gilchrist, Akron, OH

Denise Johnson has received a second "Impact Champion" award from Master Builders.

Denise has been working hard to keep

thanked us for handling this inconvenience quickly and safely.

*Good morning all,
I just wanted to thank everyone who got these orders ready on time as requested, loaded 1st driver in a timely and safe manner, and loading and unloaded the 2nd truck. I'm sure it was frustrating, but we at white cap truly appreciate all the help.*

I apologize for the inconvenience.

*Thank you,
Nieomy Cintrón
Construction & Industrial - White Cap*

thank you!

up with exports and the changes that come with them. From affiliates changing their orders to consolidating delivery notes and following logistics movements. Thank you for always keeping up with the export world and challenges. We appreciate your support, good job!

*Ka Zoua Thao
Export Department*

**Fremont, OH
Ryan Myers & Matt Myers
Father and Son**

I just wanted to let you know how much I appreciate working with Matt and Ryan, these two are amazing! It's so nice NOT to get attitude and be able to joke around with drivers.

*Thank you
Lori Carver - Shipping Clerk - Amcor*

Warehouse News

TDI 2850 Akron, OH

It's February and 2850 is at full capacity! During the past few months, we have acquired a few new clients that have filled any open space we had. The inbound are averaging 26 trucks a day. It's time to buckle up and get ready for the busy season already!

Shout out to Denise Johnson promoted to Office Supervisor and to Matt Brentlinger to Inventory Coordinator. We also welcome Anene Bilodeau to 2850 from Marvo. Anene will be a great addition to our team.

It was our honor to partner with Summit County Continuum of Care, the Homeless Charity and Village as well as with the Akron-Canton Regional Foodbank to help deliver and provide warehousing for 20 pallets of donated blankets.

John Denison - Operations Manager





Dayton, OH

Tough Times Don't Last; Tough Teams Do

This past year was tough as we had to deal with new hires and extreme fluctuations. The team of people that are still here has grown so much as individuals and together as a team. This group pulls together to get things done and go where needed when needed without hesitation. I have watched this group go from just people that work in the same building to a team that supports each other not only professionally but also through personal struggles. As a manager, there is no greater honor than working with a group of people that have the core values that are important for a successful team. If you have the right people in the right places the rest will fall into place. Recently we got to celebrate our second Vice President Award for Safety. Team Dayton is determined to get the Presidential award in the future, and I have nothing but confidence in this team to do so. 2023 is going to be an amazing year in Dayton!

Lisa Eickmeyer - Operations Manager

Marvo Akron, OH

Randall has been with TDI for about 8 years and is a great example of how employees can move up within this great company. Randall started as a temp to hire and worked his way to the coordinator and

then supervisor at Marvo. Two years ago, he had the opportunity to move to Navarre as a warehouse manager, working with Tammy Steinman. Recently, Randall has returned to Marvo as our warehouse manager and expectations are high to help Marvo make even higher profitability and greater process controls. It shows that in our Company, no matter who you are, you can grow! Congrats Randall and glad to have you back.



Marvo hazmat is still at capacity and still struggling to make sure we can take everything. We have great customers and they have been working with us to make room. Buildings 8 and 9 have made some progress in the bulk areas. Rack space is still a premium. We made room by doing an extensive purge project. We started with our top 3 accounts and started working on all products older than 2020, expired, and return goods. Anything that has just been sitting. We started this project in September and we are just now finishing 3 accounts. Overall, we have purged more than 3 million pounds of expired products. Marvo Office, trying to get the right personnel in the right positions. Had a few KEY customer service reps leave and looking for the right fit to insert into those positions.

Overall Marvo is humming along right now. Hope everyone has a great start to 2023!

Dan Peterson - Regional Operations Manager



1658 Williams Rd, Columbus, OH

Greetings from Columbus!

We are off to an exciting start to 2023 as the new year has brought big changes and everyone here is excited! We have introduced two “new” customers to Columbus, which has added some much-needed activity to a couple of our sites. Here is yet another example of how great customer service at other warehouse facilities can lead to

new opportunities at others!

Amongst all challenges, the greatest yet has been accepting that Kim Stout has decided to retire after 18 years of wonderful service here in Columbus. Kim worked as our second-shift shipping office CSR and was an anchor to our office staff and to our operation as a whole. Kim set a gold standard for reliability, honesty, and professionalism day in and day out. Although we can never replace Kim, we are happy to have a new CSR placed to backfill the position and we are especially glad Kim was able to help train and pass along some of the knowledge she has collected over her 18 years with us. We wish Kim nothing but the best in her well-deserved retirement!!

Tom Mullaney - Senior Operations Manager



Fremont, OH

Matthew Wilcox - Sr. Operations Manager

Hello Neighbor!

Next door to our Clyde Facility is our new customer. They have partnered with TDI in 2022 to develop a bulk support operation for their external customers.



2023 Growth Happening!

They asked TDI to cover lanes for our shared customer in Franklin Indiana. We started off with a few loads a month in 2022. This was on purpose as the bulk business was new in Fremont. We are now running 2 loads a day! Because of recent growth, Evergreen is looking to further expand in 2023 by adding another customer for TDI. These local bulk lanes should help the department reach its \$6M goal for 2023! Being a good neighbor can be as important as being a good client. You never know when a business can come knocking at your door!

BULK is BLOOMING in Fremont!

In 2015, the Fremont world was forever changed. In September of that year, we became part of a family-owned business (PSI). Fremont dabbled in the transportation world with mostly local shuttles and spotting work at various customers. Now part of the bigger picture, Fremont learned that bulk freight is an avenue of growth.



Our new customer shreds plastic bottles.

This recycled material is sold back to customers and delivered in bulk. They recently added more than 50 thousand square feet to its plant and is building silos to increase storage and throughput to its customers. The Fremont Transportation Department started with a small lane to Plainfield, Illinois with our neighbor in Clyde Ohio.

Our drivers have already started to build excellent relationships with both the loaders and receivers at both plants. The team has established strong partnerships as we look forward to 2023 and beyond with the customer. Congratulations on the new adventure! We want to thank our corporate partners including Ralph Capuano (Transportation Director), who was key in our education of the business.

Do what is right even when no one is looking ...

Last month our customer's customer visit the Fremont Warehouse to audit storage and handling practices.

Our customer was made aware of quality issues Shortly after learning about these quality issues, our customer requested TDI put an inspection team together to go through the inventory. This required the product to be shuttled over to the TDI warehouse in Fremont. Once the products arrived, the Bark Creek team fully inspected 24,000 cases. TDI disposed of the bad cases and repacked the good ones.

Due to the success of the inspection our customer's customer wanted to come to visit the Fremont location.

"Thank you again for the great support from the TDI Team. Our customer was very complimentary of the organization and cleanliness of your site as well as the services offered."

Sr. Mgr., Sanitation – Pest Control

He compared TDI to former New York Yankees closer, Mariano Rivera. Congratulations to the Bark Creek Team. An Outstanding site that produces outstanding results.



Food-grade warehousing requires a team!

To provide exceptional service to our customers we must follow strict guidelines to ensure the safety of our customer's products. These same products end up in the homes of our families and friends. We follow these guidelines not only to provide a service to our customers but also to protect the people important to us all.

In December of 2022, the staff at 2125 Bark Creek earned an AIB score of 960/1000. This is identified as a superior score by the American Institute of Baking. This score is difficult to achieve and requires year-round cleaning, documentation, and organization. From document retention to operational processing, the AIB audit is a very detailed and challenging audit against a food-grade facility. Simple things like a single cobweb can take points away from a score of a perfect score of 1000. The professionals at Bark Creek spend every shift working towards a clean, safe, and organized warehouse. Internal and external customers will share the same comment about the cleanliness and organization of the site. Keep it up, Bark Creek!

Riddle...

[Answer Here](#)

Can you write down
eight eights so that
they add up to one
thousand?

Answer: Riddles.com/3128

Team Synapse News



Another new year and already it is looking to be a busy one for Team Synapse. As usual, the first part of January was spent generating annual reports for accounting and compliance. We are now finishing testing our new integration server and plan to complete that server migration soon. This

server handles all of the processes that integrate Synapse with our customers' systems. As part of this project, we have been busy carefully migrating all of the scheduled reports to a new tool, Remi Crystal. This has been a gargantuan task due to the volume of scheduled jobs that have to be recreated, so special thanks to Dani for all of her hard work in getting these moved as seamlessly as possible.

The integration server migration will allow us to move forward with a Synapse upgrade, most likely this summer. Upgrading Synapse will bring fixes and expanded functionality. Our last Synapse upgrade was in 2017, so even though upgrades can be challenging it is something that we need to do.

As part of our process of preparing for the Synapse upgrade, we will also need to move users to WebRF, an updated Synapse interface for scan guns. This updated interface is optimized for mobile devices and is browser-based so that it can be used on any device with a modern browser, regardless of the operating system. This will give us more flexibility when choosing devices while also replacing the legacy telnet interface with a more modern tool for a better user experience. Yes, the "green screen" that we all know and love is being retired and is no longer supported in the new versions of Synapse. We are still finishing testing and once that is complete we will begin rolling this out to users. More information to come!

On the systems integration front we are currently working on two new customer integrations and are also working on 2 other projects to make improvements to existing integrations. In addition, we are looking at a project with an existing fulfillment customer to rebuild the integration to remove custom middleware and interface Synapse directly with UPS and FedEx small package software.

Even with all of the above, we have also continued working on projects in OnBase. Last year we started several sites on the SDS approval process and plan to get everyone else on it soon. If you aren't currently using it, you will be hearing from us! Ultimately this process will build a global SDS repository ensuring SDSs are easily accessible to anyone who needs them. We also continue to work to add more customers to the Data Capture process as well as leveraging Excel imports of orders or receipts where viable to reduce

manual entry.

Of course, even with all of the changes listed above there is still one more change that all of us in Northeast Ohio are looking forward to *Spring and the warmer weather that comes with it!*

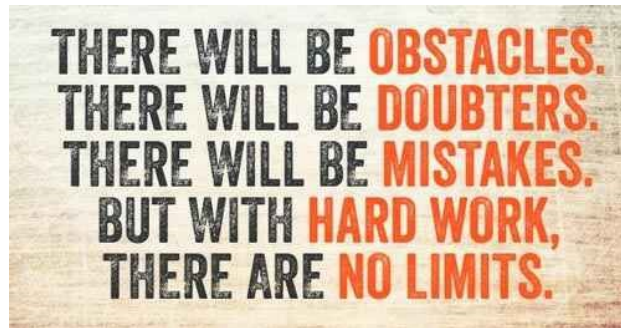
Charlie Ramsey - Operations Systems Administrator



Network Changes!!

Even though he looks a little scary Tad is working hard to standardize our network drives. When he saw we had 60 different network mappings running his eye almost popped out!

[Network Change Memo](#)



2023 Employee Milestones

2023 1st Quarter Anniversary Milestones

5 and 10 Years of Service

James	Allen	3/26/2018	Gilchrist 3340	5 years
Timothy	Cone	3/26/2018	Jacksonville	5 years
Joshua	Seabolt	3/26/2018	Nitro	5 years
Laura	Matter	3/19/2018	Fremont	5 years
Bryan	Stoll	3/19/2018	Midland	5 years
Gerri	Harris	3/11/2018	Home Ave.	5 years
Elton	Reese	3/1/2018	Gilchrist 3340	5 years
Megan	Deaver	2/16/2018	Jacksonville	5 years
Shantell	Kiser	2/12/2018	Jacksonville	5 years
Jason	Hanus	2/5/2018	Simpsonville	5 years
Richard	Keeney	2/4/2018	Belpre	5 years
James	Pickett	1/31/2018	Fremont	5 years
Luis	Medina	1/29/2018	Columbus	5 years
Thomas	Jennings	1/26/2018	Fremont	5 years
Matthew	Cowart	1/9/2018	Columbus	5 years
Patrick	Lantz	1/9/2018	Gilchrist 3340	5 years
Christopher	Laplow	2/1/2013	Midland	10 years

15 and 20 Years of Service

Thomas	Mullaney	2/5/2008	Columbus	15 years
Chantelle	Coleman	1/30/2008	Marvo	15 years
Lonza	Neal	1/30/2008	Gilchrist 3340	15 years
Steven	Tharp	1/28/2008	Gilchrist 2850	15 years
Jeffery	Cornell	1/21/2008	Parkersburg	15 years

21 or More Years of Service

Joshua	Smallwood	2/15/2002	Tallmadge	21 years
Candy	Kline	1/21/2002	Marvo	21 years
Dale	Swope	3/13/2000	Marvo	23 years
Susan	Stone	1/10/2000	Canton PSI	23 years
Dorma	Smith	1/10/1997	Charlotte	26 years
Karen	Hurst	1/6/1997	Saginaw	26 years
Patrick	Burke	3/15/1996	Cleveland	27 years
Elizabeth	Butler	1/23/1995	Gilchrist 2850	28 years
Timothy	Womack	2/17/1994	Nitro	29 years
Michael	Shipp	1/27/1993	Home Ave.	30 years
Laura	Adams	2/1/1990	Jacksonville	33 years
William	Goson	2/25/1985	Marvo	38 years

**Congratulations on achieving your anniversary!
We know you have worked hard for this accomplishment
and we truly appreciate your dedication.**

We Are A Team



Akron, OH Drivers
Dale, Tank, Corbin and Aaron

Just a reminder to all that we are a team. We need each other to accomplish our goals. We are all a piece of the same puzzle. We fit together to make the puzzle whole. Each one of us is unique and valued. When we work together things fall into place and go smoothly. Thank you all for everything you do.

You are appreciated.

Becki Estep - Transportation Supervisor

New Facilities



Total Distribution, Inc.
15 Shelter Drive
Greer, SC 29650

Dedicated facility with 73,500 square feet.



Total Distribution, Inc.
4300 Bulls Bay Highway
Jacksonville, FL 32219

Food grade warehouse with 262,770 square feet with easy access to Jaxport.



Articles from the March 2023 TAT Newsletter

A trucking industry push to spread the message about anti-trafficking efforts is gaining momentum. Truckers Against Trafficking (TAT) has trained over 1.5 million as of the beginning of 2023, up from 1.3 million a year ago, the organization told Transport Dive. The group provides educational and training materials to carriers at no cost.

[Read More](#)

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