

D.M. BOWMAN, INC.

NEWSLETTER

VOL I JAN 2020

INCREASING COMPANY-WIDE COMMUNICATION & TRANSPARENCY

Introducing the All-New Quarterly D.M. Bowman Company Newsletter

A Note from Jim Ward, President & CEO, and Brian Hall, Executive Vice President & COO

Happy New Year! 2019 was a very special year for D.M. Bowman, Inc. as we celebrated our 60th anniversary. As we begin the New Year and as a result of the feedback we've received from our internal survey, we will be publishing a quarterly newsletter to aid us in our internal communication and employee engagement. A recent Gallup Poll reported that engaged employees are 27% more likely to report excellent performance.

We want to make sure that we are keeping you abreast of the ever changing business landscape and encouraging your feedback on efficiencies that guide our day-to-day activities in servicing you and our customers. We want to hear your ideas for improvement and we want the ideas to move in multiple directions across departments to help us build a truly conversational culture. If there is a topic that you would like to be included in these future newsletter, please let us know!



VOL I JAN 2020

Updates & Highlights from 2019

Maintenance Department

In 2019 we expanded the Williamsport Terminal shop allowing us to integrate the Tractor Shop in with the Terminal Shop. This made us more efficient and able to turn repairs out more timely. We have been working with Washington County Schools Apprenticeship programs and have been able to retain 6 full time employees. In 2020, we hope to complete the new Parts Department and have it manned 24/7, with a parts person and a parts runner to take parts to techs so they can be more efficient on repair times. *Helpful Tip from Mike Boarman - Do your pre and post trips to lower road repairs.*

Bowman Logistics

2019 was an exciting year for Bowman Logistics as we secured our second warehouse in Indianapolis, IN, increasing our capacity potential. Dave Ebner has lofty goals for Bowman Logistics in 2020 where he plans to have a greater emphasis on e-commerce/pick & pack and an overall growth for the company. A word of encouragement from Dave to his employees *"Let's not get complacent ... be aggressive ... let's step up to the challenge ... strike while the iron is hot ... plan how best to overcome obstacles"* -Dave Ebner

Operations Department

The Operations Department has been working on creating a new training program both for driver leads and drivers. In 2020, their focus is to get back to the basics, building relationships and focusing on the details. *Helpful Tip from Misty Stouffer - Paperwork is important. We really need help from our driving associates when it comes to Paperwork. Scanning in the BOL's with signatures, even dropped loads, needs to happen daily. This serves as our proof of delivery (POD). When we cannot produce the POD, we do not receive payment for the services our drivers provided. Driving Associates, please scan your paperwork/BOL's daily. She would also like to shout out and recognize all of the folks who make what we do daily possible.*

IT Department

In 2019, IT upgraded D.M. Bowman Inc. to version R19.2 Trimble software. This software is used to run the trucking business from dispatching trucks, billing customers, and paying employees. Their 2020 goal is to replace servers with newer and faster hardware. This will allow the company employees to be able to access systems quicker and make them more reliable. This will also allow protection of our data with redundant systems leading to less outages. *Helpful Tip from David Faith - The Mobile application used by driving employees has several functions. The main advantage is the ability to scan your paperwork as soon as you make your delivery. This allows us the ability to invoice our customers timely with all the needed paperwork for payment. This can also save time at end of shift as all the paperwork is already turned in.*

Safety Department

As of the end of 2019, we have over 265 trucks equipped with the Bendix Wingman Collision Mitigation, and continue to improve our Smartdrive Score through effective coaching! The Safety Department has a big goal for 2020, to achieve an accident cost per mile of less than \$.07 per mile, and a claims frequency of less than 31 claims per million miles. *Helpful Tip from Anthony Triggs - Winter weather is upon us, and we need to reduce our speed and increase our following distance to return home safely. Take pride in the equipment, and complete a thorough pre-trip and post trip.*

Sales Department

Chris Simmons would like to thank his team for their quick action to back fill the Volvo paint loss on short notice with various accounts. Dave Wine and John Meyers were able to bring in some last minute 'heavy hitters' which made a huge difference. His goals in 2020 are to decrease deadhead and increase mileages and engage in additional drop and hook freight to continue to limit dwell time for drivers. *Helpful Tip from Chris Simmons: These are tough times and it's a 'buyers market' which makes it challenging for sales to make 'completed' sales calls. We learn that it's best to leave an amicable, brief and knowledgeable voice mail and then also follow with a similar e-mail. Most important is asking the receptionist for the correct spelling of the prospect's name and e-mail. Most prospects are too busy to review voice mails but are likely to preview an e-mail if it's interesting and brief.*

Human Resources

The HR department hosted several events throughout the year and there was excellent participation. They also have some new faces in the HR department. Please help us welcome Rebecca Hall, HR Specialist, and Everett Hull, HR Generalist. They bring solid HR experience to our group and look forward to working with everyone! In 2020 the HR team plans to focus on streamlining processes and providing employees with excellent service. *Helpful Tip: Please make sure that your address and phone number are up to date for W2 delivery!*

Let's Talk About Pay.

On a recent survey, the topic of **Driver Pay** was a major point of discussion. The more we researched, the more we realized that many drivers at D.M. Bowman may not know the many ways they can increase their take home pay. If you would like to voice your opinion on our pay, be on the lookout for a new Driver Survey we will be conducting in the coming weeks to collect feedback from our most valuable assets...our driving team.

Become a Trainer

You can earn an additional \$10,000 per year by becoming a Driver Trainer.

Acquire Your HazMat

HazMat drivers are paid a higher CPM and can be available for more loads.

Maximize Your Performance & Mileage Bonus

You can earn up to 3 CPM more by driving safely, consistently, and efficiently.

Earn the MPG and Mileage Bonus

Earn an additional bonus by being in the top 50% of your Profit Center with MPG.

Below is a general example of how drivers can be earning more money. Make sure that you are making yourself available to drive and getting out early to leave yourself time to get as many miles in as possible. Our service and standing with our customers also depends on it!



GOLD EARNERS



SILVER EARNERS



BRONZE EARNERS



MILES DRIVEN

2,500

2,250

2,000

PERFORMANCE BONUS

3 CPM

2 CPM

0 CPM

MPG BONUS



TOP 50% IN THE DRIVER'S PROFIT CENTER



TOP 50% IN THE DRIVER'S PROFIT CENTER



MILEAGE BONUS

3 CPM

2 CPM



YEAR 1
SALARY

\$63,700

\$50,310

\$42,640

BECAUSE OF THEIR DECISION TO DRIVE MORE MILES AND WORK HARD TO RECEIVE PERFORMANCE, FUEL, AND MILEAGE BONUSES, GOLD EARNERS EARNED **\$21,060 MORE** THAN BRONZE EARNERS!

AVAILABILITY TO DRIVE MATTERS!

All salaries and miles driven are being used as examples from PC-01. Actual miles driven and salaries may vary based on location, experience, and loads.



Troy Raffensberger was the winner of the 2019 Jone Bowman Customer Service Award. Troy was presented the award at the Mid-Atlantic Holiday Party.

We would also like to acknowledge and recognize the Drivers and Trainers of the Month in 2019 at D.M. Bowman!

January

Driver: Lee Steffee
Trainer: Shawna Land

February

Driver: Mike Banner
Trainer: Geoff Mead

March

Driver: Josh Thurman
Trainer: Charlie Stambaugh

April

Driver: James Bryan
Trainer: Rocky Babner

May

Driver: David Bartmess
Trainer: Allen Wentzell

June

Driver: Alphonso Bingham
Trainer: David Foreman

July

Driver: Lavanda Roach
Trainer: John Cly

August

Driver: David Brooks
Trainer: Brooke Estes

September

Driver: Jon Atherholt

October

Driver: Trent Wooten

November

Driver: William Vanderburg
Trainer: Brooke Estes

December

Driver: Ronald Seaman
Trainer: David Foreman

Congratulations to our 2019 Driver of the Year, **Lavanda Roach & our 2019 Trainer of the Year, **Byron Nace!****



Lavanda Roach, Driver of the Year