How to Stay Enthusiastic for a Lifetime

One of the things I love about this time of year is college football. Those of you who know me well, know that I am an avid South Carolina Gamecock fan and that my wife, Pat, is an avid Clemson Tiger fan. I really enjoyed the football seasons of 2009-2013 as the Gamecocks beat those Tigers five years in a row. It was a great time to be a Gamecock!

Then something changed. The next four years had a dramatically different outcome. But do you know what is even worse than seeing Clemson beat us four times in a row? It’s even more troubling to know that Clemson has become a national powerhouse and has been to the college playoffs three years in a row. And the four and five star recruits keep coming in and the future looks brighter than ever for the Clemson Tigers.

What caused this change? A better question is who caused this? The answer is Coach Dabo Swinney. Dabo has many positive traits that I admire, but the one I want to highlight today is his enthusiasm. Dabo has always shown great enthusiasm as a head coach. I remember when we were beating him during his first five years as a coach. Some Gamecock fans criticized Dabo and said he was “just a cheerleader” and not a real coach. I never bought into that and always admired his enthusiasm and how he maintained it even through the five-year skid against the Gamecocks. By the way, no one calls him “just a cheerleader” anymore!

Ralph Waldo Emerson said, “Nothing great is ever accomplished without enthusiasm.” I believe that with all of my heart. I have found it to be true in my life. You have to have passion, you have to have enthusiasm, or you are never going to make it to the finish line.

Most people would consider me an enthusiastic person and I like to think I am. But I haven’t been an enthusiastic person for just a week or a month. My enthusiasm has not waned over a year or five or ten years. I have tried to be consistently enthusiastic about the goals that I set for more than thirty years.

How do you do that? How do you stay enthusiastic day after day in spite of delays, difficulties, dead ends, problems and pressures in life?

Positive thinking is not enough. Pulling yourself up by your psychological bootstraps is not enough. Talking yourself into optimism is not enough.
The way to stay enthusiastic for a lifetime is found in the word “enthusiasm.” The word “enthusiasm” comes from the Greek word “en Theos.” En is the Greek word for the English word “in.” Theos is the Greek word for “God.” So, en Theos means to be “in God.”

When you get “in God” you will be enthusiastic. It’s the kind of enthusiasm that isn’t affected by the economy, or the weather, or your circumstances. It’s eternal because you are tied to the eternal God. You are in Christ.

Paul tells us how to do this in Romans 12:11-12. He says, “Never be lacking in zeal, but keep your spiritual fervor, serving the Lord. Be joyful in hope, patient in affliction, faithful in prayer.” If you want to reach your goals this year, you need to get God’s power by being joyful in hope, patient in affliction, and faithful in prayer.

If you know anything about Coach Dabo Swinney, you know that he gets his enthusiasm from being “in God” too!

I still love my Gamecocks!
Kinston Celebrates 35 Years of Service

The Kinston, North Carolina, Service Center celebrated 35 years of serving their customers and community on July 31st by hosting a lunch and social with some of their top customers.

Attending were Moen, Inc., Helena Chemical, Eastern Carolina Vocational Center, Domestic Fabrics, BSH Home Appliances, Winfield Solutions, Best & Langston, and American Warehousing. Also there to celebrate were Robert Bone, Safety Specialist, and Trey Fudger, Regional Vice President of Sales. They were a big help in greeting and interacting with the customers and making them feel welcomed. We took this opportunity while customers were visiting to show off the recently remodeled Service Center. Each customer was given their own personal tour of the facility and was allowed time to meet and get to know the associates who assist them daily.

Kinston was the 15th service center that SEFL opened on June 20, 1983, with approximately seven associates and eight dock doors. Four years after opening, the facility moved to their current location at 159 Hwy 11 South in Kinston, and today they have grown to 66 associates and 48 dock doors. As we celebrate this milestone in Kinston, it is incredible to reflect on not only the impact we have had on our customers, but the impact we have had on each other and our families. The changes and growth we have witnessed through these 35 years of memories is remarkable. We have shared many happy and blessed times working and growing together. We are proud of what the Kinston team has accomplished and with the commitment of our associates, we look forward to continued growth of our Service Center and success year-after-year.
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
The Fort Worth service center held our very first Family Day event in April. Though the weather was not our friend (with winds over 20 MPH), members of our Southeastern Serves Committee—Broderick Taylor, Zack Shelton, and Danielle Morgan, with the help of our SCM David Turner and Assistant SCM Richard Ransburgh—came in early that cold Saturday morning to set up on our dock so the event could go on as scheduled.

The day was full of fun activities such as bounce houses and obstacle courses. The high winds prevented sack races and tug-of-war, but we had plenty of fun playing basketball and Giant Jenga with our families and friends. The children had a fun-filled day getting their faces painted, making cotton candy and snow cones, and hanging out at the photo booth. Fleet Services Manager Zach Shelton cleaned a few trucks for the children to see up close—it was a huge hit for the little ones! This was topped off with a delicious lunch of grilled chicken, cheeseburgers, and hot dogs cooked by our in-house chefs, dispatcher Adam Horton and account manager Matt Sandlin, with the help of drivers Doug Yarborough and Billy Walker.

We held a raffle with awesome prizes—a flat-screen TV, a Nintendo Switch, and a Hoverboard. Quality participation for the raffle was incredible, with 15 ACTIONs and almost 50 Group QWQs submitted in one month! Almost 100 individual QWQs were submitted. Thankfully, our Quality Leader Desiree Molina was able to keep this in line so our raffle went smoothly. Driver Broderick Taylor won the Hoverboard, while driver Moses Parras won both the TV and Switch! Our Outbound Supervisor Larkin Gomez shared a few QWQs and gave the families an opportunity to join in on the recognition process. With giveaways and a few “Guess the Weight of the Pallet” contests, all of our associates left with prizes and goodies.

The best part of this event was seeing our associates and their families laughing and having a good time while sharing stories about our wonderful company. It truly reflected every part of our Culture, and the bonds that have been made here at FTW shined brightly. Too often we get caught up in the everyday motion of work. This event gave our associates a chance to relax, enjoy each other’s company, and embrace what it really means to be a part of SEFL. Spending time with each other and our families reminded us that “We Are One Team.”
North Atlanta Serves
Gwinnett County Senior Services

We have been blessed with a great community partner in North Atlanta—Gwinnett County Senior Services! On June 9, 2018, the NAT team participated in a Southeastern Serves project in partnership with GCSS.

Our team performed yard work for two different elderly residents. We are now serving our seniors every month! We know that serving is a great way to honor God, and we believe these projects make Him smile. The continuous gratitude expressed by the seniors is so rewarding. These pictures show us doing what we love…serving others. We are so proud and honored to work for a company that always serves others!
It is an honor and privilege to work for a company that encourages us to serve our communities wholeheartedly. As the Southeastern Serves Committee Chair, after thoughtful consideration and prayer I decided our Finance and Accounting Department should serve Palmetto Place Children's Shelter.

Palmetto Place Children's Shelter is a group home for children and teens who have faced abuse, abandonment, neglect, and/or homelessness. It is a non-profit organization that serves the Midlands area of South Carolina, and often depends on the generosity of those in our community to meet all of their needs. They provide housing as well as a wealth of support services for the children they serve.

One of their coordinators, Ms. Morant, explained to me that their teen house was in need of a Sunday dinner along with specific items. What she asked for most of all was that we love and encourage these teens who have seen so much in their short lives. She wanted us to let them know there is hope and a community that loves them and will support them.

On July 15th, we delivered a huge southern-cooked meal from Hudson's Smokehouse and fellowshipped with the teens. They were pleasantly surprised when we didn’t ration the food. They could have as much as they wanted, and they ate and ate some more! Since the shelter operates on limited funds, the children are always fed, but seconds and thirds are often not an option. We were so blessed to hear their stories about where they had been and where they want to go in life. The Finance and Accounting Department collected needed items, including everything from bathing suits to bedding. These items were delivered the same day we provided Sunday dinner. The teens and House Mothers were immensely grateful for our support, but most of all for our time.

It is remarkable the simple things we take for granted, like seconds of our favorite meal. The gratitude expressed by the teens and staff of PPCS pales in comparison to the blessings bestowed upon each of our team members who had the honor of getting to know these kids and show them God's love through the SEFL culture. The Finance and Accounting Department looks forward to serving PPCS again in the very near future!
The technician arrives at work wearing steel-toed boots and a uniform as the shift begins. As SEFL moves further into LEAN processes, the shop is less cluttered and more organized. Tractors, trailers, dollies, and forklifts are moved into and out of the shop. The seemingly choreographed ritual begins again.

The Atlanta shop is a large location with a lot of moving parts. With almost 50 people in the shop (many of whom have worked together for decades), there is a hustle and bustle to each shift. But something is special today, February 22, 2018. There is a different feel in the air—the technicians know it, and leadership knows it. The Atlanta shop has gone TWO complete years without a single on-the-job injury. This is a remarkable milestone! It is people that create excellent results like this. But first, let’s run down the numbers:

- **Number of Associates**: 47 Associates
- **46 Technicians/1 Parts Specialist**
- **Average Work Day**: 10 Hours
- **Average Weekly Hourly Total**: 2,350 Hours
- **Average Annual Hourly Total**: 122,200 Hours

Two Years Injury Free—244,400 hours of injury-free work! This number is mitigated slightly by vacations and holidays (roughly 8.8%), so let’s call the final total 223,000 actual hands-on hours worked with ZERO injuries. Put into another context, this is like a single technician working over 94 years without an injury. In a shop environment that is filled with potential hazards, this is an extraordinary record!
We all know that Prevention is a key to Quality. Every injury we avoid keeps us in line with our Mission of providing Quality and creating Financial Strength. We consider it a great accomplishment for a group this size to achieve this record in an area that plagues most labor-driven industries. Working in an environment filled with potential hazards requires constant discipline and a mindset that every task must be completed with a devotion to safety. There is simply no room for complacency in this endeavor. We want our technicians to go home as healthy as they were when they arrived at work.

The Atlanta Team has worked diligently in the area of safety. These kind of records don’t just happen, they happen because our associates MAKE IT HAPPEN through hard work, education, awareness, and recognition. We genuinely celebrate a win-win scenario when someone is not injured—the employee does not go through pain and potential rehab of the injury, and our company avoids the injury costs and lost production time.

Atlanta Fleet Services has the right attitude and is fully committed to be the safest we can be. We work to protect our greatest asset—our people. Thanks to the Atlanta Fleet Services Team for an absolute wonderful achievement!
Steven Huffman – South Charlotte
Fleet Services Associate of the Quarter

It is a great privilege to recognize Steven Huffman as the Fleet Services Associate of the Quarter for the second quarter of 2018! Steven came to SEFL in the spring of 2012 as a South Charlotte Check Lane Technician. His serving attitude and witty personality made him a great fit for our group.

Within a short period of time, Steven's abilities showed and he was promoted to second shift Power Technician. His personal interest in computer science and programming enabled him to excel with engine diagnostics (one of the most important and technical things we do in the shop). Additionally, Steven's excellent detail with work order documentation provides us with vehicle repair history that is second to none!

Steven's work capabilities have progressed steadily during his tenure on the SCH team. He is extremely involved in improving our company with ACTIONS and Valuing People Completely with recognitions. His participation in the Quality Improvement Process allowed him to earn his first Quality Achiever Award. With over 106 activities in the QIP, Steven truly cares about SEFL's culture—assisting everyone with a smile on his face.

When not assisting others, Steven hits the books pursuing a B.S. degree in Computer Science from UNC Charlotte (with a focus on Artificial Intelligence). He is also working towards becoming an ASE Master Heavy Truck Technician from the Automotive Society of Engineers. Steven and his wife Samantha are currently enjoying their new home in Huntersville, North Carolina, where they plan to start their family. When Steven has spare time, he enjoys playing golf, camping, and spending time with Samantha. SCH Fleet Services looks forward to a bright future with Steven on our team!
As you read this, our associates have shared over 1,300 ACTIONS! We see so many great ideas and want to highlight a few that are OUTSTANDING:

GLENN STARNES
GREENSBORO, P&D DRIVER
Glenn’s ACTION 010-180006 is outstanding because it resulted in a safety measure that took us to another level in safeguarding against accidents and/or injuries, and improved the overall safety of our facility. Glenn pointed out that it was difficult to identify markings on the concrete pad when backing in the trailers. These markings specifically indicate where the steps are located. He suggested painting the areas with a bright contrasting color, such as florescent yellow, for better visibility. This was a no-brainer! We know that one person getting hurt is one too many, so we will do whatever we can to reduce the chances of an injury or accident. The resolution was not only easy to implement, it was a cost-effective way to improve safety awareness. Way to go, Glenn!

KAITLYN MAYO
CHARLESTON, CUSTOMER SERVICE
ACTION 003-180027 helped us satisfy customers completely and become more efficient (A&B parts of Quality) by improving the overall appointment process in CHS. Kaitlyn suggested creating a Process Improvement Team to review the process and address problems they were incurring that caused significant driver delays. Kaitlyn believed it would be better for a team to review the process and determine ways to improve deliveries by setting up appointments more efficiently. Doing this would help our customers, our drivers, and our customer service reps! Her ACTION resulted in additional training on the appointment process. This has significantly reduced errors, greatly improved communication, and helped us take customer satisfaction to a new level! Great idea, Kaitlyn!

TINA HALTWANGER
SUPPORT CENTER, REVENUE ACCOUNTING
Tina’s ACTION 915-180111 referenced the McMaster Carr process and suggested that the Cash Exception-Deduction spreadsheet be modified to include additional information such as Exception Register type and the Batch Number. We work a large number of exceptions (freight bill numbers) for this process, and the register and batch information had to be looked up on the history screen for each exception. As you can imagine, this process took a substantial amount of time. The ACTION Resolution Team agreed that this was a great idea and the columns were added to the spreadsheet. Additionally, Tina added formulas to the spreadsheet to count items and dollar amounts automatically. Thanks to Tina’s ACTION participation, we have a much more efficient process and have significantly reduced the amount of time and steps it takes to work this report. Great job, Tina!
What makes Southeastern so unique? Our people! When our associates are intentional about serving our customers with excellence, they transform ordinary, everyday business transactions into EXTRAordinary ones. This is why we receive phone calls, emails, and letters on a daily basis from customers telling us about the extra-ordinary customer service they’ve received from SEFL associates. When this happens, the associates who create these memorable experiences are recognized with an Eagle Award of Excellence recognition. To date, we have presented over 400 Eagle Awards this year! Here are just a handful of recent examples of EXTRAordinary customer service:

**CALVIN BAKER**

Letter from Don Goddard with Southeast Distributors regarding Calvin Baker, Atlanta P&D Driver:

“I wanted to take the time to point out one of the most outstanding employees that works at SEFL. I’m not sure of his last name, but Calvin has been a great example of a hard-working, caring, and proud employee. I know his work schedule is heavy because he is there to greet me whether I deliver my package in the morning or evening. He helped me fill out my bills of lading to the point where my shipments are now flawless. He gives me my own PRO books so I can have everything ready for pickup when I deliver. He always greets me with a smile and great attitude. Most times he recognizes my truck and comes to my car without being called. Even when faced with challenges, he performs his duties to the highest standard, and with a great attitude and smile on his face. Calvin is a warrior and I am glad to see him every time I drop off freight at SEFL. He is an exemplary person with a personality to match. His performance is an integral piece to our mission as a company. If there was an outstanding employee award, Calvin is the one to have it!”

**TERRY PARDUE**

Email from Mrs. Bara with Opti-Blast regarding Terry Pardue, Tyler P&D Driver: “I wanted to take the time to compliment your driver Terry. We can’t tell you how thankful we are to have him as our driver. Terry is always consistent with being on time, very attentive, and very responsive to any of our needs. Terry has on multiple occasions given me a call to either ask if the load is ready, to let us know he is running behind, or just to say he is driving by and if our load is ready, he can stop now. Out of all the carriers that we deal with, I have not come across a driver yet that cares as deeply about his customers and his job as much as Terry does for us (Opti-Blast) and SEFL. No matter what kind of day he may be having, you can bet he will ALWAYS be polite and will have a smile on his face, even during the triple-digit summer we are having this year. We truly appreciate the dedication and hard work that he displays each and every day.”
STACEY PIERCE
Phone call from Steve Spinelli with Home Traditions regarding Stacey Pierce, Support Center Sales Support: Steve Spinelli with Home Traditions called regarding the truly amazing service that Stacey provided him. When his business was unable to accept a scheduled delivery due to a death in the family and subsequent funeral plans, Stacey took charge and facilitated a new delivery window that worked perfectly in light of the situation. Even more, Stacey took the time to personally write a condolence letter expressing her sympathy for Steve’s recent loss. Steve was so impressed with Stacey, as he recognized that she went well above the call of duty to lend a helping hand to a customer. Her act of kindness left a lasting impression on Steve and represented the very best of Southeastern’s culture. What a wonderful example of personally demonstrating a servant’s heart!

GAVON RUIZ
Note from Bob Moore with Bobby Fresh regarding Gavon Ruiz, Fredericksburg P&D Driver: “Just a quick note to say how impressed I was with your driver, Gavon Ruiz. He unloaded in the rain to our store front. I gave him a tarp and he wrapped each load and pallet-jacked it—uphill—to our store in the pouring rain. All the while, his manner was cheerful and helpful, even assisting us with moving boxes into our store. He also called ahead and showed up when he said he would. It is very refreshing to experience this level of selflessness and proficiency!”

TRAVIS SCOTT
Email from Mark Hickey with Benner China & Glassware regarding Travis Scott, Jacksonville P&D Driver: “I would like to send you a short email in regard to your driver Travis Scott. SEFL has been my carrier of choice for numerous years and through a couple of different employers of mine. All in all, your drivers have been pretty good. However, Travis was the driver that picked up multiple pallets for us a few weeks ago and his professionalism and his attitude was “spot on,” considering we were behind and not quite ready when he arrived. We were late getting the pick-ups called in, and even when Travis arrived and we loaded everything, and then added another pallet, he remained professional. I have had drivers complain and give me attitude when things don’t go smooth or they have to wait more than a couple minutes, but not Travis. He understood, was willing to wait for the customer, and above all else, was very courteous. Again, I do not have anything negative for the other SEFL drivers who come here, but Mr. Travis Scott is welcome every day. Keep up the good work!”

We are what we repeatedly do. Excellence, therefore, is not an act but a habit.
~ Aristotle

Talk about modeling authentic serving! Isn’t it wonderful to read about the EXTRAordinary efforts of the people who make up Southeastern Freight Lines? It’s true that “great customer service is contagious,” and we look forward to hearing more from our customers about their memorable experiences.

Our Eagle Award of Excellence process is alive and flourishing. The purpose of the Eagle Award of Excellence is to recognize associates who have exceeded expectations and created an exceptional experience for our customers. This recognition is unique because it is initiated by the customer. Nominations can be submitted to the Quality Department upon receipt of a letter, email, or phone call from an external customer to specifically acknowledge our associate(s) for serving them through outstanding efforts.
Malcolm Bryant Is Our First!
Recognized for 50 Years of Safe Driving

When we start we often think about how we will finish. But it takes intentional focus along the way to accomplish the things in life that matter. Is being safe one of those goals? It is for Malcolm Bryant. He is a professional driver in our P&D operation in Columbia, SC, whom we recently recognized for 50 years of safe driving. This is an accomplishment that only a handful of people in the industry can claim.

Malcolm has a great history with our company. His father served with us many years ago, and the trucking tradition continued in Malcolm's life. He started with Southeastern when he was 17 years old—a time when you could decide to be a driver, proclaim it, and you were "in." Malcolm drove the 1965 B-Model featured on the front cover. Only 26 were produced that year—no power steering, no air conditioning, twin stick shifters, and yet we were sure it was considered the latest and greatest at the time. We love our trucks.

Malcolm's safety record is an accomplishment that puts him in an elite class. Only a handful of drivers in the United States have been recognized for 50 years of accident-free driving. The American Trucking Association states there are 3.5 million CDL drivers today, which would likely make Malcolm one in a million!

When we asked Malcolm what is the secret to his success, he stated: "I thank the Lord that He blessed me with good health, the ability, and the alertness. I love this company and am satisfied with my job and this gives me my desire to do well."

His reputation for service in the town of Newberry, SC, is legendary and has earned him the nickname "Mayor!" He acknowledged that traffic and congestion have made things more challenging than when he began driving, yet in spite of this and other factors, he remains diligent in his focus. He obviously clings to his impeccable record with pride as we all would!

Phillip Enlow, Service Center Manager in Columbia, shared the following piece of wisdom: "If you want to be the next recipient of 50 years safe driving recognition, take some advice from the first one. Go to your first stop, deliver it, then go to your second stop. This is what Malcolm tells every new driver. It worked for him for 50+ years."

During our annual Safety and Service Awards at the Columbia Service Center, Malcolm was honored for this amazing accomplishment. In fact, we have never had a driver reach this threshold of safety, which means we did not have a designated award. We spent time with Malcolm and talked about how we could honor his career. When he mentioned he would like to have a truck, I thought he was referring to a crystal model truck for display in his home, but that was far from his mind. No, he was referring to a truck in the truest sense of the word! Who does that?
Who wants a truck? Malcolm does. He lives on a farm and occasionally hauls hay. He also wanted to take his extended family for rides from time to time. The truck you see in the photo is a refurbished 2012 Volvo with some customized qualities and it now belongs to Malcolm! He was also honored with the following:

- A shadow box of Safety pins from Year One to Year Fifty
- A one and only custom-made miniature replica of the 1965 B Model Mack
- A $5,000 check

So we could get the truck ready in time, the Columbia Service Center was the last location on the Safety and Service Awards planning schedule. Celebrating this “first” at Southeastern “last” was by design and it was a great day! Several leaders from the Support Center were in attendance and Tobin said he would not miss this moment to honor Malcolm’s success.

“Achieving 50 years of safe driving in a linehaul capacity would be difficult enough. But it is almost impossible to achieve as a P&D driver with all of the tight turns and backing required. Malcolm has accomplished the impossible!”

~ Tobin Cassels

Word has gotten out in the industry about Malcolm’s accomplishment. Rick Todd, President and CEO of the South Carolina Trucking Association, had this to say: “By all accounts, Mr. Bryant has likely exceeded all expectations and really set the bar high for others. The recognition and gifts he has received are certainly generous and wonderful, but they can’t be as rewarding as the satisfaction and pride of owning a truly remarkable career and track record like his. Mr. Bryant is a genuine “Knight of the Road,” and for aspiring young professional drivers, what a great role model to look to. All drivers should marvel at the thought of what he’s accomplished and how much discipline he’s developed.”

Thank you, Malcolm, for many years of loyal and faithful service. You have created a safety record that speaks clearly to our safety culture…it can be done!
HUMAN RESOURCES SEMINAR 2018
For years, the HR Seminar has served as a major component in leadership development at Southeastern Freight Lines. Equipping leaders for success is one of the cornerstones of training, which supports our Game Plan for Success and builds solid associate relations skills.

Over the past year, the Human Resources Department has conducted a major overhaul of this seminar in order to provide more interactive learning. By doing so, participants are able to better apply the knowledge they learn to their daily positions. This was accomplished by adding live polling, breakout sessions, and times for Q&A throughout the seminar.

As always, Tobin Cassels kicked off the 3-day June event with a presentation on the Nine Principles of Good Human Relations, which set the tone for the next two days. The group then discussed several topics, including I.Q. Leadership at Southeastern, Training & Equipping Our People for Success, Safety, and the importance of Advancing Our Culture. Our leaders had a great time learning and interacting with each other and the presenters.

Thanks to everyone who participated in this event, and a special congratulations to the six associates who scored 100% on Tobin’s 9 Principles of Good Human Relations Test: Wesley Hargraves (MPS-O/B Dock Supervisor), Roy Horsley (NAS-I/B Dock Supervisor), Dave Rader (GEN-Manager of Pricing), Alex Sittig (FTS-O/B Dock Supervisor), Billy Strength (DOT-I/B Dock Supervisor), and Jacob Williams (CLT-I/B Dock Supervisor). Two additional seminars are scheduled in Columbia this year—August 13-15 and November 12-14.
Southeastern Freight Lines Scholarship Program

This year, Southeastern Freight Lines awarded 10 scholarships to children of SEFL associates. These students were selected for their academic achievements, along with their involvement in their schools and communities. This year’s recipients had an average GPA of 3.89, and were selected from a pool of 74 applicants. We are so proud these students are part of the Southeastern family, and wish them much success in achieving their goals. Please join us in congratulating this exceptional group of students!

REYLAN COOK
Reylan Cook will be a freshman at the University of South Carolina in the fall, where she is planning to pursue a bachelor’s degree in Biology. Reylan is the daughter of Gary Cook, a P&D Driver in Greenville.

ANTOINETTE HENRY
Antoinette Henry will be a freshman at Texas A&M University in the fall, where she is planning to pursue a bachelor’s degree in Architecture. Antoinette is the daughter of John Henry, a Linehaul Driver in Houston.

NATALI EDWARDS
Natali Edwards will be a freshman at Oklahoma State University in the fall, where she is planning to pursue a bachelor’s degree in Zoology. Natali is the daughter of Quinton Edwards, a Linehaul Driver in Oklahoma City.

NICOLE KIELY
Nichole Kiely will be a sophomore at the University of North Florida in the fall, where she is planning to pursue a bachelor’s degree in Elementary Education. Nichole is the daughter of James Kiely, a P&D Driver in Jacksonville.

LINNEASHA HENDERSON
LinNeasha Henderson will be a freshman at Reynolds Community College in the fall, where she is planning to pursue Social Work. LinNeasha is the daughter of Linwood Henderson, a P&D Driver in Richmond.

KELLY LEMMONS
Kelly Lemmons will be a freshman at Appalachian State University in the fall, where she is planning to pursue a bachelor’s degree in Nursing. Kelly is the daughter of Mark Lemmons, a P&D Driver in Greensboro.
LINDSEY LYKINS
Lindsey Lykins will be a sophomore at the University of North Carolina at Greensboro in the fall, where she is planning to pursue a bachelor's degree in Nursing. Lindsey is the step-daughter of Robert Carey, a P&D Supervisor in Norfolk. This is Lindsey’s second year being chosen as a Southeastern Freight Lines scholarship recipient.

TAYLOR SCALA
Taylor Scala will be a freshman at Chipola College in the fall, where she is planning to pursue Sports Medicine. Taylor is the daughter of Ronald Scala, a P&D Driver in Orlando.

NATALIE THORNTON
Natalie Thornton will be a freshman at the University of North Alabama in the fall, where she is planning to pursue a bachelor’s degree in Education. Natalie is the daughter of Brian Thornton, a P&D Driver in Huntsville.

META WHITE
Meta White will be a sophomore at The Master’s University in the fall, where she is planning to pursue a bachelor’s degree in Biology. Meta is the daughter of Robert White, an Account Manager in Greensboro. This isMeta’s second year being chosen as a Southeastern Freight Lines scholarship recipient.

Southeastern would like to thank all of the students who took time to submit an application this year. Please stay tuned for information regarding the Southeastern Freight Lines Scholarship Program for the 2019-2020 school year.

* Recipients were selected by International Scholarship and Tuition Services, a third-party scholarship program administrator. SEFL was not involved in the recipient selection process.
In today’s society, our elderly community is often forgotten due to the many distractions we all face. In order to give back to those who have come before us, we decided to make this Mother’s Day special for all members of the Heartland Community. The FTL team served Heartland by bringing in Bentley, a Golden Retriever, so all residents could indulge in their love for animals before the festivities began. After the meet-and-greet with Bentley, our team served food to residents and their family members who joined us to celebrate Mother’s Day. A DJ played music while we served, and dancing was enjoyed by all!

The day was truly a blessing, as the Heartland residents and community were truly thankful for the time shared during the event. This day was rewarding for all associates involved. We thank everyone for taking time out of their day to join us in serving these wonderful people. Special thanks to the Miami team—Mike Hembling, Jesse Hurtado, and Mario Leon for joining our group for this special event.
This Ronald McDonald House is a 31-bedroom facility that assists more than 350 families annually. Family members stay at this location while their children receive the medical attention they need—up to 30 consecutive days at a time.

To help assist these family members, the MIA team spent the day cooking breakfast for the families. We served a variety of items ranging from pancakes, sausage, eggs, juice, and pastries. It was a great day and the families were more than grateful that we came in to serve them.

Thanks goes to all Miami associates who attended this event, as we couldn't have done it without each and every one of you. Special thanks to Matt Smith and family (Region 3 VP of Operations) along with James Camp and family (FTL Service Center Manager), who joined us on this day of serving.

On July 7th, the Miami team spent the day serving the families of children at the Ronald McDonald House in Miami, Florida.

In the same way, let your light shine before others, so that they may see your good works and give glory to your Father who is in heaven. Matthew 5:16
Southeastern Freight Lines
Named a TQL Preferred Carrier for 2018

TQL (Total Quality Logistics) headquartered in Cincinnati, Ohio, recently named Southeastern Freight Lines, Inc. a TQL Preferred LTL Carrier WINNER for 2018! TQL is the second largest freight brokerage firm in North America, employing 4,200 people. TQL’s Preferred LTL Carrier Program was created to designate their highest-ranked LTL carriers. They evaluate LTL carriers based on market share of TQL shipments, on-time percentage, claims percentage, and technology integration capabilities throughout the year. Those who excel across these areas in their respected region earn the status of a Preferred LTL carrier.

TQL asked that Southeastern Freight Lines accept this award as a token of their gratitude for going the extra mile, and as a reason to celebrate with the SEFL Team. Thanks to all who helped us earn this award!
Southeastern Freight Lines was awarded Ryder Logistics’ Regional Carrier of the Year award for 2017 at their carrier awards event on June 28th in Chicago. The award is based on attainment of scorecard metrics including shipment volume, freight spend, safety, on-time pick-up and delivery, EDI compliance, invoice accuracy, bid activity, and claims handling.

Terrell Hixon, National Account Manager, and Michael Owings, Director of Corporate Planning, were on hand to accept the award. Ryder leverages their expertise of managing freight contracts, negotiating rates, and freight bill audit and payment with partnerships with 2,800 qualified carrier networks.
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How healthy is your sleep? Find out by taking a short, confidential sleep assessment.

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Any questions? Call 1-877-615-7257 or email sleep@fusionhealth.com
New services from Blue CareOnDemand

Blue CareOnDemand is a faster, easier way to see a doctor for non-emergency issues like colds, allergies and much more.

But did you know that Blue CareOnDemand also provides support services for behavioral health issues and breastfeeding?

**Don’t let emotional difficulties affect your well-being.** Make an appointment today to video chat with a licensed counselor, therapist, psychologist or psychiatrist about anxiety, depression or stress from the comfort of your home with Blue CareOnDemand.

**Are you a new mom?** Try Blue CareOnDemand’s virtual visit with a lactation consultant. Make an appointment today to get help with many of the common issues associated with breastfeeding, like latching issues, milk supply or pumping.

Appointments for both programs are available seven days a week. And it doesn’t have to stop after the first visit. Continue follow-up visits as long as you need to. Make an appointment today!

Visit [www.BlueCareOnDemandSC.com](http://www.BlueCareOnDemandSC.com), or download the app today.
The Columbia Service Center would like to congratulate Charles Carter, who retired at the end of July after 42 years of service. Mr. Carter started as a freight handler. He has been a P&D Driver for the last 36 years. He leaves us with 42 years safe work and 36 years safe driving. Our customers in West Columbia will certainly miss Mr. Carter’s smile, and his example of a life well lived for God that he demonstrated through his actions every day. Mr. Carter has always been a bi-vocational minister. He promised God if He would let him achieve his retirement goal, he would retire and serve Him full time. He is going to do that through his church where he serves as Associate Pastor and by being involved in other community activities. We will certainly miss him and wish him the best in his retirement!

The Fleet Services department would like to congratulate Wayne Henson upon his retirement after 39 years of faithful service, all of which were completed in the Atlanta Trailer Shop. Wayne was the technician who helped us understand and refine lift gate repair. Wayne took it upon himself to become the best lift gate technician he could be, and he shared that knowledge and experience with his fellow technicians. His suggestions helped shape a better, more reliable piece of equipment that is safer and more cost effective to operate and maintain. Wayne made a tremendous impact on all of us that we will not forget. In a memorable moment at his retirement party, one of our technicians, Terry Parker, sung to Wayne about how we will all miss him. Wayne was touched almost to the point of tears. We will miss his presence every day, but we will always have the memories of days gone by. We love you, Wayne. Enjoy the days ahead for God has set them aside just for you!

After 36 years of outstanding service, Iris Leaphart retired in July. She started in the accounting department as a clerk and shortly thereafter moved to the Fleet Services Department as a data entry clerk. She has seen many changes in the technology associated with our processes. We used to complete repair orders by hand and key in thousands of fuel transactions from the service centers on a monthly basis. Can you imagine trying to read the old style fuel
ticket carbon copies (the size of a note card) and key all that information into a computer? How did she do it? Iris was trained in a multitude of areas, and her dedication and attention to detail ensured all tasks assigned to her were accomplished with Quality in mind. As proof, she earned two Quality Achiever Awards! We have enjoyed Iris's kind demeanor, friendly smile, and servant's heart while working with her over the years. Iris has three grandchildren and a retired husband, Doug, that she will enjoy spending time with on a daily basis. Thank you, Iris, for 36 years of service—you will be sorely missed! We wish you the very best in this new phase of life!

GARY BAILEY
ALBANY SHOP
Fleet Services would like to congratulate Gary Bailey on his retirement from Southeastern after 33 years of service. Gary began his career as the Albany Fleet Services Manager in 1985. He has been recognized as the Quality Employee of the Month twice, received 3 Quality Achiever Awards along with multiple QWQs, and has written many AC-TIONS. Gary played an instrumental role as the Fleet Services Manager in Albany, but also supported Valdosta, Pensacola, and Dothan out of our Albany shop. Under his leadership, all of Albany's technicians have over 29 years of tenure at Southeastern. Collectively, that's 180 years of experience in one location! Gary plans to spend his retirement enjoying time with his family, particularly with his 2-year-old granddaughter. He'll also enjoy doing yard work, remodeling his kitchen, completing mechanical projects, and restoring his late 80's Firebird. Gary will be missed by all of us and we hope he has a long and happy retirement!

JOE MCPHERSON
GREENSBORO
The associates from Greensboro congratulate Joe McPherson on his recent retirement. Joe started his career with Southeastern Freight Lines in 1987 as a P&D Driver. He moved into Linehaul some years later and it was in this role where he finished his chosen profession. Joe was well-respected in the Greensboro service center and had the reputation of being a guy that was always ready to go. Joe retired in June with over 30 years of service to Southeastern. In retirement, Joe plans to spend time pursuing one of his passions—working on and riding his Harley-Davidson motorcycle. He also hopes to spend more time at the coast and with his family. Joe will definitely be missed and we wish him all the best in his retirement!

WAYNE PORTER
PENSACOLA
The Pensacola Service Center would like to recognize and congratulate Linehaul Driver, Wayne Porter, on his recent retirement. Wayne had a great 30-year career with Southeastern that began in Charlotte, NC, in 1988. He then transferred to the Pensacola, FL, facility when it opened in 1990. Wayne took his last trip to Valdosta, GA, on June 29, 2018. Wayne is looking forward to spending time with his wife Pat, his kids, and many grandkids! He will also spend more time riding his collection of Harleys and other toys. Rumor has it that he will make funnel cakes along with other catering from his new concession trailer. We wish Wayne the best in his retirement years and thank him for 30 years of service with our company and the Pensacola family!

CINDY PRIDGEN
JACKSONVILLE
Cindy Pridgen retired in June after a career that spanned 30 years at the Jacksonville Service Center. The impact she had on everyone while working at Southeastern has been extraordinary. Her quick wit, ability to make us laugh at just the right moment, a staunch work ethic that set an example, and her serving heart are just a few of the wonderful attributes that come to mind when we think of her. She was a large part of the team that makes us successful! She will be truly missed by all. Cindy looks forward to spending more time with her grandchildren and family. She plans to relocate to Tennessee—the place where she's always dreamed of living. We won't say goodbye, we will only say we hope all your wishes come true and we pray for blessings to be upon you and your family in this new adventure called retirement. Congratulations, Cindy!
Live Southeastern Strong in 2019 with your SEFL Benefits options!

Open Enrollment is Oct. 18 – Nov. 8, 2018

What’s in store for 2019?

1. Two Medical Plan Offerings:
   • NO RATE INCREASE!
   • Co-Pay Plan
   • HSA Plan

2. Dental Plan:
   • NEW! Coverage for implants added
   • Slight increase to rates

3. Vision Plan:
   • LOWER RATES!

4. Tobacco Surcharge:
   • Tobacco/nicotine users will pay a surcharge of $17.50 per week on medical premiums beginning 01/01/19
   • To avoid the surcharge, complete the FREE! Quit For Life® program for tobacco cessation provided by independent organizations on behalf of BlueCross BlueShield of South Carolina
   • All non-tobacco users must register to avoid the surcharge

See how far your SEFL Benefits can take you. Be on the lookout for additional details via mail and email.

All full-time associates must enroll for 2019 benefits

BlueCross BlueShield of South Carolina is an independent licensee of the Blue Cross and Blue Shield Association.
Access your benefits on-the-go with the **BENEFITFOCUS® mobile app**!

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**Use the BenefitFocus app to:**

- Edit your benefits during open enrollment, Oct. 18 – Nov. 8.
- Update your email, emergency contact and phone number.
- View what family members are covered under your plan.
- View your premium and benefit deductions.
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Safeguard your account in the Southeastern Freight Lines Retirement Savings Program—take these steps today.

T. Rowe Price is constantly monitoring security practices to help keep your account information safe and secure. But there are also some important steps you can take to help further protect your online account:

- Create a login at rps.troweprice.com
- Register for two-factor authentication
  - Go to your Profile page
  - Select Update two-factor authentication
- Add your security questions and email address on your Profile page
- Check your account regularly, and change your password frequently

What you can do now.

Visit rps.troweprice.com and update your security settings today. You can also call T. Rowe Price at 1-800-223-4055.