

# Going the Extra Mile

THIRD QUARTER 2018



## GEM's



Congratulations and thanks to all our teammates who committed to Going the Extra Mile last Quarter. These are the HDL units and leaders who put the Company first and exceeded all expectations.

### INNOVEL : TUCSON

Treva Johnson & Team

INNOVEL NATIONAL BANNER HOLDER

Highest performance metrics in the U.S. of a unit their size.

UNPARALLELED TEAMWORK  
CONSISTENT METRIC LEADER

### BOB'S : APPLETON

Neil Meyer, Michael Carbajal & Team

NUMBER ONE BOB'S "B UNIT" AUGUST & SEPTEMBER

Solid leadership & delivery team performance created impressive results.

TOP-NOTCH RESULTS  
A LEADER IN BEST PRACTICES

### MOR : CATHEDRAL CITY

Manuel Romero & Team

MOR METRIC LEADER

A top unit in the MOR Elite performance metrics program.

PROVEN CARRIER RECRUITING RESULTS  
OUTSTANDING LEADERSHIP THROUGH ADVERSITY

### RH : MIRA LOMA

David Benbow, Jeremy Squillace & Team

PERFORMANCE METRIC LEADER

Once again, exceeded all performance metric goals.

CREATED NEW DISPATCH & COMPLIANCE PRACTICES  
CONTINUES TO LEAD RH NETWORK BY ALL MEASURES

### INNOVEL : NASHVILLE

Doug Clayton, John Lowe, Chris Hawkins  
& Team

TEAMWORK GETS RESULTS

With leadership in transition, the unit team created a new winning culture.

REDEFINED & IMPROVED ACCOUNTABILITY ON THE DOCK  
CLIENT RELATIONSHIP DRAMATICALLY IMPROVED

### MACY'S : MIAMI

Michael Moreira, Carlos Guzman, Guillermo Velez,  
Juan Franco & Team

OVERCAME HUGE METRICS CHALLENGES

Delivered OUTSTANDING service during maxed-out capacity periods.

IMPROVED & IMPRESSIVE RESULTS  
SUSTAINABLE NEW DISPATCH, REPORTING, & DRESS PRACTICES

### INNOVEL : MELROSE PARK

Victoria Brown, Jason Thompson, Marquita Riddle  
& Team

TRUE TEAM LEADERSHIP BEATS PERFORMANCE GOALS

Unit staff comes together to become a top Tier One Innoval unit.

SURPASSED METRIC GOALS & MET BIG CAPACITY DEMANDS

Thank you Q3 GEM's for all you do! Teamwork works!

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