



# Raise the Flag



## TEAM VP -

AVAST, YE ONE AND ALL—"TIS TIME AGAIN TO HOIST THE SKULL 'N BONES TO CELEBRATE SETTING A NEW STANDARD FOR RESPONSIVENESS AND CUSTOMER SERVICE. COMING TOGETHER TO ANSWER THE CALL WERE FREEBOOTERS FROM THE PLANTS IN TENNESSEE AND TEXAS AND THE CONSUMER PRODUCTS SALES TEAM FROM ACROSS THE SEAS. THESE GALLEONS WORKED AS ONE WITH THE SAME GOAL: MAKING SURE THAT OUR CUSTOMERS SERVICING THE VICTIMS OF RECENT HURRICANES HAD AMPLE INVENTORY TO ANSWER A DIRE NEED.



BEGINNING AS HURRICANE HELENE MADE LANDFALL ON SEPTEMBER 26, THE CONSUMER PRODUCTS TEAM KEPT IN CONSTANT CONTACT WITH CUSTOMERS, ASSESSING THEIR NEEDS, AND THE PRODUCTION AND SHIPPING CREWS AT BOTH PLANTS WORKED THROUGH THE WEEKEND AND AROUND THE CLOCK, PULLING TOGETHER TO ENSURE MUCH-NEEDED FUEL AND OTHER VP CONSUMER PRODUCTS MADE IT TO CUSTOMERS DEVASTATED BY THE UNFORGIVING STORM.

THESE HEARTY MATES COULDN'T ANTICIPATE A SECOND HURRICANE, MILTON RAVAGING FLORIDA TEN DAYS LATER. BUT, IN TYPICAL TEAM VP MANNER, THESE CREWS BATTENED DOWN THE HATCHES AND SET FULL SAIL FOR OUR CUSTOMERS.

TO ANSWER THE CALL FOR THE ALL HANDS ON DECK, SOME CREW MEMBERS CAME IN ON SATURDAY AND SUNDAY AND PITCHED IN WHILE ON VACATION. THE RACE FUEL PRODUCTION AND PUMP SLAB CREWS JUMPED IN TO LEND A HAND TO THEIR CONSUMER PRODUCTS COMRADES. AND OVER SEVERAL DAYS FOR LOWE'S ALONE, THESE GALLEONS DELIVERED FOUR TRUCKLOADS OF QUARTS FROM TENNESSEE ON SUNDAY, 24 PALLETS OF GALLONS FOR SAME-DAY DELIVERY ON MONDAY FROM TEXAS, AND ANOTHER FOUR TRUCKLOADS OF 2.5-GALLON PAILS SHIPPED FROM TN AND TX ON TUESDAY, AND THE PPF TEAM GOT ORDERS STAGED FOR SAME-DAY DELIVERY TOO! THAT, HOWEVER WAS JUST THE BEGINNING.



THE CREWS CONTINUED FOR DAYS, MAKING CERTAIN THAT LOWE'S CUSTOMERS GOT WHAT THEY NEEDED AND RUSH ORDERS FOR OTHER CUSTOMERS LIKE ACE HARDWARE, DO-IT-BEST, ORGILL, OREGON, ROTARY GRAINGER, AND MANY MORE WERE PRODUCED, LOADED, AND SHIPPED CONTINUOUSLY WITHOUT A BREAK. FROM QUARTS OF FUEL, 5-GALLON AND 2.5-GALLON PAILS, TO BAR & CHAIN OIL, 2-CYCLE OIL, TO PRESS 'N POUR® GAS CANS AND JUGS FOR POTABLE WATER, THE GOODS WERE DELIVERED WHERE THEY WERE NEEDED MOST.

THEN HURRICANE MILTON DELIVERED A MASSIVE DELUGE, CREATING MORE DEMAND FOR STORM RELIEF, BUT THE CREWS CHARGED FORWARD AGAIN!

OUR CUSTOMERS ACROSS THE SOUTHEAST WERE ELATED WITH OUR CREWS' RESPONSIVENESS AND GRATEFUL FOR OUR CREWS' EXTRA HOURS AND HARD WORK. MANY WROTE NOTES OF THANK YOU, LIKE THIS ONE FROM LOWE'S:

*Please thank your team for their tireless work in supporting our stores and communities through unprecedented storm activity and destruction in the Southeastern U.S. Your support means a great deal to our stores and customers, and for many people in the Mooresville office, you are supporting family and friends as well.*

*Without your team working long hours and making personal sacrifices, we would not have been able to help the number of people that we did and will continue to help in the coming days.*

*We appreciate your team for their efforts and for your partnership.*

OUR CREWS IN PRODUCTION, SHIPPING, AND SALES WERE INDEED TIRELESS, AND ALL SHOULD BE PROUD OF WHAT THEY ACCOMPLISHED. THOSE WHO TOOK ON LEADERSHIP ROLES ARE:

TENNESSEE	TEXAS	CP SALES
JEFF ARNOLD	DAVID HEREDIA	CALEB BOONE
KEN MCCLARTY	ROLAND SERNA	DANA MAYFIELD
CODY NEELY	RAY VELA	TIFFANY DODD
TIANA SPEARMAN	GENE CARILLO	
RYAN DUPREE	JONATHAN RODELA	
CHAD JORDAN	DARRYL ZOBLOSKY	
MASON BINKLEY	PAUL MCDANIEL	
SAMANTHA FRANKS	TERRANCE MILLER	
NICK FONTANA	JOE ESCOCHEA	
	JAMES WELLS	
	STEPHANIE BARRERA	
	VERONICA MARTINEZ	
	VERNON BLOCKER	

THE RELIEF EFFORTS ARE NOT OVER. THEY GO ON, FOR PEOPLE IN THE SOUTHEAST STILL NEED HELP. PEOPLE STILL SUFFER, AND OUR CUSTOMERS ARE THERE TO HELP THEM, AND WE ARE THERE TO SUPPORT OUR CUSTOMERS.

PLEASE JOIN ME IN SALUTING THESE GALLEONS FROM TENNESSEE AND TEXAS AND SALES. THESE CREWS AND LEADERS SACRIFICED THEIR EVENINGS, WEEKENDS, AND VACATIONS TO ANSWER THE CALL TO HELP. AS WE HOIST THE JOLLY ROGER, HOIST YOUR GROG OF SPIRITS AND CHEER THIS EXTRAORDINARY EFFORT BY AN EXTRAORDINARY CREW.

**The best is yet to come!**

*Alan*