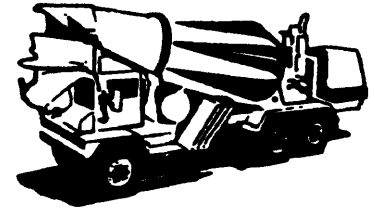


# TUCCO

**TUCKER CONCRETE COMPANY, INC.**

**SAFETY SERVICE QUALITY**



*Residential • Commercial*

Vol. 1 — Issue 1

April 2004

## HAPPY BIRTHDAY – TUCCO!

### 45 YEARS OLD AND GOING STRONG

**TUCCO – A Real Business Success Story** – declared a 1959 newspaper headline. Some *two months* after the establishment of Tucker Concrete Company, Mark Henderson, owner and operator, made good his “pipe-dream.” The article went on to say the company was his first business venture, and that Mark (or Paw-Paw as he is affectionately called) left a well-paying, 12-year job as foreman of the Buick-Oldsmobile-Plant to follow a dream of owning his own company. Many, including family members, were dubious of this venture and felt his dream was doomed to failure. What makes a man give up security and take such a risk? Maybe the fantasy every working man has – to be his own boss. But Mark knew there had to be more than daydreams if he was going to succeed. He looked around and saw growing prosperity everywhere. Construction business was thriving, and residential areas were blossoming everywhere. He knew road improvements, schools, shopping centers, and businesses would follow. All this construction would require *concrete* – and he knew just how to provide it – better still, he could bring it to the builders. **Tucker Concrete Company was born!** Mark started the company with two trucks and quickly discovered he couldn’t keep up with the demand, so he added a third and then a fourth. All that growth took place in just two months!

It took lots of hard work and family cooperation. Back in the early days while Mark was mixing, driving and pouring-out, Mrs. Henderson took care of the first TUCCO office. Later Margrie’s daughters Jane and Marsha would join her as well as her son Robert. Although the family did have misgivings when Mr. Henderson left his well-paying job, Mrs. Henderson was said in 1959 – “I have no doubts now. We are real pleased with the progress the company has made.”

The growing pains Mark realized back in 1959 didn’t stop – now 45 years later – TUCCO has 8 plants up and running, with over 100 regular and front discharge trucks.

TUCCO is indeed a “Real Business Success Story!”

Owner and CEO, “Buddy” Pittard says there are many reasons why TUCCO has become such a success in this extremely competitive, specialty business. Hard working experienced and dedicated employees, good up-to-date equipment, and dependable, courteous service, all helped to bring about TUCCO’s success. In my mind, one of the most important reasons for TUCCO’s success is that Mark established a business that was and is still known for its integrity.

What’s ahead in the years to come? President, Tony Cape says “Buddy and I look forward to continued improvement and growth for TUCCO. Most importantly, we will continue to be a company of integrity, one that earns the respect of our employees, customers and neighbors.”

At age 91, Mark Henderson can still be seen around TUCCO. He has never lost the desire to “keep an eye on things.” You’ll know him when you see his ever present baseball cap that declares “91 and Still the Boss!”



**HAPPY BIRTHDAY TUCCO – HERE’S TO 45 MORE GOOD YEARS!!**

## **BEATING THE HEALTH CLAIMS SYSTEM – OR “HOW TO GET THOSE MEDICAL BILLS PAID!”**

**The fastest way to get action** on outstanding medical bills is to call Blue Cross/Blue Shield “Customer Service” at one of the numbers listed on the bottom of your BC/BS ID card.

**Before you make that call, however, make sure you have first checked the following:**

### **A – Has your Doctor submitted his medical bill to Blue Cross/Blue Shield ?**

Make sure your doctor has submitted a claim to Blue Cross before you call. Sometimes claims are not paid because BC/BS did not receive a bill!

### **B – The claim(s) was processed, but nothing was paid, or you are still getting bills!**

If this is the case you need to talk to a claims officer. Be aware that when you call, you will be asked to provide certain information required by them in order to properly research your claim.

**Be sure you have the following material at hand when you call.**

- 1) Your Social Security number, or the “Member ID” number found on your card.
- 2) The Group Number – also found on your ID card.
- 3) The name of your doctor.

- 4) Date of service – the date you were actually seen by the doctor.
- 5) Name of patient (you, or if applicable, your wife, or child) and date of birth.
- 6) The amount of charges in question.
- 7) Finally, it will help significantly to have the BC/ BS “Explanation of Benefits” (EOB) on hand if you have received one. The EOB is forwarded by BC/BS to explain what they have paid, or if they have not paid, why the claim was refused. (“This is not a bill” will appear at the top of the Explanation of Benefits.)

### **Remember, additional help is available!**

If you still have questions after you talk to BC/BS, or if you disagree with the way a claim was paid, call Jo Engle (770-908-7050) and I will be happy to help you. Keep in mind however, that you may be required to provide TUCCO with a HIPPA Privacy Authorization which allows knowledge of your treatment(s).

### **Try it! You will get results!**

Dealing with insurance companies can be frustrating! However, if you use the suggestions listed above the whole process will be easier. You are a customer of Blue Cross/Blue Shield. You pay for their services. They want to and will do what they can to make their customers happy.

## **NEW ADDITIONS TO THE TUCCO FLEET! HARD WORK BY ALL TUCCO EMPLOYEES PAYS OFF!**

Thanks to an economic boost, great customers, and hard working dedicated TUCCO employees in all departments – Sales, Management, and especially DRIVERS, TUCCO has once again increased its fleet. New trucks can be seen at these plant locations; Cumming, Auburn, Gainsville, and Dahlonega.

• • • **FIVE MORE NEW TRUCKS WILL ARRIVE IN JUNE** • • •



### ***WANT ONE?***

Now is the time to prove it!  
Keep your present vehicle clean and in good working order.  
Maintain a good safety record.

## **Think SAFETY!**

### ***SAFETY CONTEST – FREE LUNCH FOR YOUR PLANT!!***

Here’s the Deal –  
Any plant that operates 100 days without any accidents or accident claims

Wins a free lunch from the Officers of TUCCO!

### **THANK YOU FROM TUCCO**

With winter behind us and summer sunshine ahead, 2004 certainly looks bright. Great customers, loyal employees and the drive to prosper has everyone at TUCCO very excited about what the future holds in store. To better serve our customers, TUCCO has added new trucks, more drivers, and a state of the art networking system for 2004. By allowing our plants to communicate and coordinate via the internet TUCCO has become a much more efficient company when routing and scheduling jobs. It is our hope that our expense will ultimately be a savings to our customers by enhancing service and increasing volume; as we all know customer satisfaction is key. With the busy season ahead, let be the first to say “THANK YOU” for your continued support and loyalty to our company.

Jeff McWhorter  
Director of Human Resources

## **GREETINGS FROM TUCCO LAB!**

*From Charles Lambert*

This is an introduction to Tucco's quality control department sometimes called "The Lab." Charles Lambert (Director) and Felton Moon (Field Technician) take care of all tests performed there, in the field, and at Tucco plants.

The purpose of the Quality Control Lab is to test all aspects of concrete for compressive strength (PSI) and "workability." Tucco guarantees compressive strength of all concrete we sell, it is tested regularly to make sure it meets those requirements. Tests are also made for concrete "workability" to make sure it is mixed and poured to customer satisfaction. Residential and commercial cylinders are made and tested monthly. Ingredients for concrete, such as cement, flyash and slag from suppliers are tested bi-monthly. Whenever an outside commercial testing lab is involved, Tucco makes and tests comparison cylinders. Charles and Felton work at commercial job sites and on specialty work sites as well as in the laboratory.

The lab is also available as a customer service to answer any questions they may have regarding concrete issues. All concrete mixes are designed and tested through our quality control lab to insure customer satisfaction. Should anyone have questions or concerns involving Tucco concrete mix, they are invited to contact Charles in the TUCCO Lab (770) 270-9069, fax (770) 270-9071.



## **FREDDIE'S SAFETY LESSON — DON'T GET CAUGHT BY THE BELT!**

Tuesday, February 17, 2004 is a day TUCCO won't soon forget. It was the day Freddie Battle got caught in the conveyor belt at the Tucker plant.

Freddie's was in the scale house trying to clean debris from under the belt while it was in running motion. He was raking rocks from under the conveyor when either his coat sleeve or collar was caught by the rollers which pulled him into the belt system pinning him between the return rollers and the conveyor belt. Eugene Hatcher saw this and screamed for immediate shut-down of the system. Freddie's midsection was caught and he was hanging from the belt. His head barely missed being crushed by rollers, and it was obvious the system would have to be taken apart to get him out. He was conscious and said "get me out of here!"

Thanks to quick thinking and fast reaction from **Don Wallace, Frank Johnson, JJ Clark** and **Scott Hackworth**, the conveyor system was swiftly broken apart and Freddie was free within 2-3 minutes. Working together, their prompt actions prevented the accident from becoming a tragedy. Within minutes – **Tony Cape, Dale Henderson, Jeff McWhorter** and **Billy Henderson** were at the plant and helping in any way possible to resolve the situation.

Responding to the 911 call, an ambulance was standing by when Freddie was set free and he was rushed to DeKalb Medical Center where he was taken to emergency surgery to repair severe internal

injuries and multiple broken ribs. Plant Manager, **Mike Hewlett** accompanied him and waited through the surgery with Freddie's family. The prayers of his co-workers went with him.

HAPPY ENDING! Doctors stated that had TUCCO employees not reacted so quickly and efficiently, Freddie would not be alive today. Thanks to their prompt, competent attention and cooperative spirit he was soon on the road to the hospital and surgery. Just a few days later he was released from well on his way to recovery. His plans are to be back on the job March 15th!

As a result of this accident TUCCO initiated a special Safety Lock System for all hazardous areas of this nature. All conveyor-belt areas have been enclosed and locked with keys held by plant managers. Access to these areas will not be allowed until the belt system has been shut down, and an established "buddy system" observed. In addition, "Freddie cords," or safety pull cords have been installed at all plants enabling belt shut-down at any location along a belt system.

**This unfortunate accident is a good example of why TUCCO places such emphasis on SAFETY. Accidents can cause injuries that are painful, debilitating and life threatening! Safety Must Be Our NUMBER ONE PRIORITY! Employees are expected to "THINK SAFETY" – NO MATTER WHAT THE JOB!**

## **SAFETY IS NUMBER ONE AT TUCCO!**

**THINK SAFETY** You see this slogan everywhere at TUCCO!

Why is safety TUCCO's number one concern? The answers are plain and simple.

**One:** It is the desire of TUCCO to protect employees from accidental injury and damage to life and limb while working for us.

**Two:** A safe workplace that is organized, clean and efficient improves the total performance of the company.

**Three:** A safe operation assures more profits and company growth which in turn provides more job opportunities with better advancements and pay.

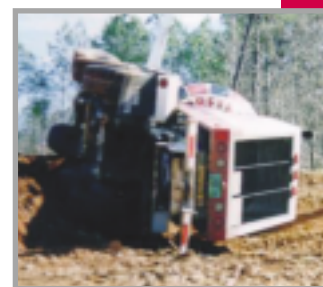
**The Safety First Program" A Challenge to All Employees – THINK SAFETY!**

A safe work environment does not happen by chance but is the result of the careful attention of our employees to the details of company operations.

**TUCCO management challenges all employees to cut workplace accidents by 50%.**

**New "Safety Committee:** In order to accomplish this TUCCO has established a "Safety Committee" to meet quarterly and discuss any safety problems that may exist. Last year TUCCO employees suffered from too many accidents – most of which were avoidable. It will be the Safety Committee's job to bring to light all unsafe practice and accident prevention solutions.

**Safe Driving Practices Course to be established.** All drivers will be required to participate in a safe and defensive driving course (veteran drivers will be given refresher courses) which will be established for the remainder of this year. And all drivers should be familiar with the driver's safety portion of the TUCCO employee's handbook.



## FROM BUDDY'S DESK —

### ARE YOU PROUD TO BE IN THE CONCRETE BUSINESS?

It is not very glamorous. It is hard work. During summer months, when most concrete is poured, the days are long, hot and dirty. You might think your spouse and your children have nothing to brag about.

Believe it or not there are many reasons why we can be, and should be proud of what we do. And, we should let our families and friends know about the important contributions concrete makes in the world around us.

Our industry built many dams (including Hoover) around this country that in turn supply thousands of homes with affordable electricity, water management, parks and recreation areas around lakes that formed due to dam construction.

Our industry constructed roads, subways, tunnels, runways and airports enabling Americans to economically travel all across this country.

Our industry helped to build schools, arenas, stadiums, theaters, towers and buildings in all our major cities. Our industry is literally the "foundation" of the world and the number one construction product. Without concrete the construction business would come to a halt!

There is a lot of talk about saving the environment. Again, the concrete industry can be proud that environmentally safe concrete is rising to the top. Lighter colored construction surfaces (concrete is the lightest) reduce the formation of ground level ozone layers. And, if you don't know what "ground level ozone layers" are – it is SMOG. That brown haze that makes your eyes water and your throat choke up. Aren't you glad that the product you work with – concrete – is part of the solution to this terrible environmental problem?

How about drinking water? One of the biggest enemies of safe drinking water is a hard surface that does not allow rain water to go through so it can be naturally filtered in the earth and its underground aquifers. Picture a hot summer's rain storm pouring water onto a parking lot where it collects in storm drains, heads to a detention pond and runs off into streams while the water is still hot. This makes for very bad drinking water! Good news! There is now a concrete product that will allow water to naturally *flow through to the earth's natural filtration system!* It is called porous concrete and will be one of the most important concrete products of the future.

One of our greatest national tragedies was the terrorist attack on the World Trade Center. The record shows that had the Twin Towers steel been encased in concrete rather than gypsum it is quite possible they would still be standing. It is certain they would have taken a lot longer to collapse and many more lives would have been saved.

These are just some of the things we can be proud of in the concrete business. There are many more. Concrete is the material closest to being fire proof. And if you ask John Love at the Georgia Concrete and PA, he can give you a list of many more positive things about our product.

To you personally, the most important thing about our industry is that it feeds, and clothes, you, and your family. It is your industry and it is nothing to be ashamed of! Our trucks are slow and big. Our job, almost in total, is dangerous. There are challenges. But we are a responsible and concerned industry and we are finding solutions that better our environment and our community.

Tell your kids you are proud to be in the Concrete Business, you are proud of Tucco and proud of the job you do. I know I am proud to be a "Concrete Man." It is a business we conduct with integrity and honesty. It is a business that allows us to be good neighbors to our community. It is a business that allows us to create many jobs and provide opportunities for families.

I am proud and you have the right to be proud you are a man or woman in the concrete business.

Buddy Pittard

OFFICE: P.O. BOX 585 • TUCKER, GEORGIA 30085 • (770) 938-4208

<b>Tucker Plant</b> 770-938-4200	<b>Cumming Plant</b> 770-889-6092	<b>Grayson Plant</b> 770-466-4170	<b>Auburn Plant</b> 770-822-9611
<b>Covington Plant</b> 770-788-0404	<b>Canton Plant</b> 770-479-6571	<b>Dahlonega Plant</b> 706-867-0900	<b>Gainesville Plant</b> 770-718-1232