Taking precautions can avoid a trip to the doctor. Many of us may not be following proper handwashing techniques which can help protect you and your family from sickness. Life is much simpler when we’re in good health.

According to the CDC (Centers for Disease Control and Prevention), you can help yourself and your loved ones stay healthy by effectively washing your hands.

For handwashing, follow these five steps every time:

• Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
• Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
• Scrub your hands for at least 20 seconds.
• Rinse your hands well under clean, running water.
• Dry your hands using a clean towel or air dry them.

How to use hand sanitizer:

• Apply the gel product to the palm of one hand.
• Rub your hands together.
• Rub the gel over all the surfaces of your hands and fingers until your hands are dry. This should take around 20 seconds.

For more information, please visit: https://www.cdc.gov/handwashing/when-how-handwashing.html

Wellness

Our Annual Biometric screening event took place over a two week period in February. This Vitality Health check helps assess our overall health. The screening includes physical measurements, blood drawn test, and blood pressure readings. The health results provides great information, but the assessment also gives participants an opportunity for MAJOR Vitality points!

If you didn’t get the opportunity to participate at our DC, don’t worry. You can still participate elsewhere by registering at www.powerofvitality.com > Health Profile > Vitality Check > Schedule Your Vitality Check with Quest Diagnostics.
From Transportation, Paul Fullen (Corpus Christi Linehaul DP—pictured Right) is our February Employee of the Month. Paul transports our Houston freight to our Corpus and Valley Crossdocks during the overnight hours. In early February, we had a truck-load sized setup destined for Harlingen, TX. Paul stepped to the plate by accepting to change his work schedule, deliver the freight during the day and become a key person during the actual setup delivery. Great sense of teamwork!

Our Runner Up was Samantha Bush who is a San Antonio Van DP. As usual, she had a strong performing month achieving several key performance measures: Miles = 106.61%, Time = 102.51%, Scan Summary = 98.18%, Service Summary = 100%

From our Warehouse, Deshaun Castex was the Winner and Phillip Bailey was our Runner Up.

We recently started a new Awards program. Employees (Transportation & Warehouse) are recognized for demonstrating ICARE or ILEAD principles. You could be next!

For the month of February, 2 Delivery Professionals & 4 WHSE employees received this recognition:
- WHSE: Josh Puckett (Supervisor), Kyle Bishop (Lead), Marcus Kawai (Trainer) & Justin Gaudet (MH)
- DPs: pictured from left to right: Jessie Castro (San Antonio Bulk DP) & Kenny Mike (Houston Setup DP)

DC Visit

Mid month, we hosted a DC tour for the Faith In Practice Leadership Team. This customer is a mission-based operation that is located in Houston and provides medical supplies and services to patients in Guatemala. The team was very impressed with our DC technology and efficiency of our operations. They took a ton of notes and very interested in incorporating some of our distribution processes into their operations.

Pictured: (L-R) Andrew Jefferson, Rafael Gularte, and Jeffery Antichevich with AC - McKesson Outbound Manager.
We’ve concluded our FY20 Leadership Ride Alongs. In this process, our Warehouse Supervisors have shared all the great takeaways from each Ride Along. Below is the latest feedback:

**Greg Aguilar** – Houston Van DP  
**Mike Duncan** – VAS Supervisor

“Greg always asked if there was a specific place they wanted the deliveries and we stacked them neat and orderly. He always got a signature from the customer and asked for a last name. Greg also told them if any of the deliveries were Cold product which would require them to store them in their Fridge right away.

Greg wants to stay with McKesson and move up with the company. He is not only interested in Transportation. He is willing to transfer to other departments in order to help his growth and knowledge. What he experiences out in the field will make him really knowledgeable how to deal with customer issues.”

**Travis Keyes** – LUM Supervisor  
**Kenny Mike** – Houston Setup DP

“Today we had an equipment setup and a few more small deliveries. Kenny had great interactions with the people we came in contact with. The customer was very pleased with the result.”

**Willie Trejo** – San Antonio Van DP  
**Wil Manley** – Receiving Supervisor

“I will say that I was impressed with Willie’s customer service skills as when he made his deliveries, he greeted each customer with a smile and a greeting and not just going into an account and dropping off order and having them sign and bounce out, he spent that little time building that relationship with all of his customers and it showed by the feedback I got from them.”

**Matt Poole** – OPS Supervisor  
**Cisco Flores** – Austin Van DP

“The thing that stood out the most to me about Cisco, was the relationship he has with all of his customers. You can tell he genuinely cares about every one of them and they feel the same about him. He greets everyone by name and knows exactly how they want their product delivered and stored. At every stop they told me how much they love Cisco and that he is their favorite driver.

Cisco explained to me that it only takes about 15 seconds talking to a person to have a polite and professional exchange and make a positive impact on their day. He stressed to me how important it is to be nice to every person he meets because “you never know if that kind word you say to a person could turn their whole day around.”
DC Performance

- Positives:
  - 10 out of 12 Goals (Jan & Feb)
- Potential Concerns:
  - Overtime
  - DC Financials
- Overall:
  - Still have March to finish in the Green

## FY20 - Big 12 Goals

<table>
<thead>
<tr>
<th>Description</th>
<th>Goal</th>
<th>Q1 (Apr - Jun)</th>
<th>Q2 (Jul - Sep)</th>
<th>Q3 (Oct - Dec)</th>
<th>Q4 (Jan - Mar)</th>
<th>Status (YTD)</th>
</tr>
</thead>
<tbody>
<tr>
<td>OT%</td>
<td>&lt; 6%</td>
<td>5.17%</td>
<td>4.27%</td>
<td>8.63%</td>
<td>7.25%</td>
<td>6.33%</td>
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<tr>
<td>Finance (P&amp;L)</td>
<td>$1.45</td>
<td>$1.37</td>
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<td>$1.47</td>
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<td>LMS</td>
<td>&gt; 10%</td>
<td>106%</td>
<td>108%</td>
<td>107%</td>
<td>107%</td>
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<tr>
<td>DPMO (Wrong Product &amp; Qty)</td>
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<td>648</td>
<td>597</td>
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<tr>
<td>M4602</td>
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<td>0.30%</td>
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<tr>
<td>MBO%</td>
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<td>0.09%</td>
<td>0.10%</td>
<td>0.12%</td>
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<td>0.10%</td>
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<tr>
<td>Strapping</td>
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<td>95.78%</td>
<td>96.07%</td>
<td>97.15%</td>
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<tr>
<td>Credit Turnaround</td>
<td>&gt; 90%</td>
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<td>91.70%</td>
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<td>94.26%</td>
<td>93.67%</td>
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<tr>
<td>CC Accuracy</td>
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<td>90.15%</td>
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<tr>
<td>ASN</td>
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<td>87.88%</td>
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<tr>
<td>SPI</td>
<td>&gt; 85%</td>
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<td>96%</td>
<td>83%</td>
<td>100%</td>
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<td>Trans Service %</td>
<td>&gt; 98%</td>
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<td>98.60%</td>
<td>98.49%</td>
<td>98.11%</td>
<td>98.48%</td>
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### Annual DC Inventory

Houston DC 16 successfully performed and concluded this year’s Inventory. Based on our Year over Year comparisons (noted below), there are noticeable improvements every year.

“We had a great strategy leading into the PI and the team executed it flawlessly.” Ken Bowe (DC Leader)

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
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<tbody>
<tr>
<td>Inventory</td>
<td>$29,000,000</td>
<td>$30,000,000</td>
<td>$34,000,000</td>
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<tr>
<td>First Variance</td>
<td>$398,815</td>
<td>$2,858</td>
<td>$20,303</td>
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<td>High Dollar Variances</td>
<td>$122,000</td>
<td>$61,000</td>
<td>$12,580</td>
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<tr>
<td>Discrepancies</td>
<td>2,700 Pink sheets</td>
<td>414 Pink sheets</td>
<td>172 Pink sheets</td>
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<tr>
<td>Unsellable</td>
<td>271 Blue sheets</td>
<td>196 Blue sheets</td>
<td>194 Blue sheets</td>
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<tr>
<td>Average Hours</td>
<td>17</td>
<td>10</td>
<td>9</td>
</tr>
</tbody>
</table>
BIGGEST LOSER CHALLENGE
WEEKLY WINNERS

Week 3
Ken Woods
Corneisha Hopkins
Rolland Ngene
Mike Heilmann

BIGGEST LOSER CHALLENGE
MID CHALLENGE WINNERS

Ken Bowe
lost 8.22% of body weight

Norma Rangel
lost 3.76% of body weight