



**Tennessee Steel Haulers
Corporate Communication
May 2013**

TSH Mission Statement

Provide the highest level of customer service and satisfaction, while maintaining a safe environment for others on the roadways. Always strive to be a leader in the industry, and value our employees for their contribution in helping us attain that position. To maintain the high standards of excellence and customer service that has allowed our company to flourish since 1976. To provide the highest quality, customer oriented services at a fair and competitive price to our customer. To always strive to serve our customer in the safest, most dependable and expedient manner at all times. Continuous improvement in every phase of our operations will always be the highest priority. By achieving these objectives, we will build long term relationships for the mutual benefit of our customers and our company. Our customer is defined as owner operators, shippers, agents, vendors and any other individual or entity we, as a TSH employee, come in contact with as part of our role at TSH.

TSH Core Values

Teamwork - The success of TSH is based on multiple levels of partnerships that require teamwork, to include customers, agents, owner-operators and employees.

Alone we can do so little; together we can do so much. (Hellen Keller).
Coming together is a beginning. Keeping together is progress. Working together is success. (Henry Ford).
Teamwork is work done by several associates with each doing a part but all subordinating personal prominence to the efficiency of the whole. (Wikipedia)

Sustainability - TSH has been in business since 1976 and the owners are committed to the trucking industry. All decision making includes the question... does this help us stay in business for another 40 years?

To live for some future goal is shallow. It's the sides of the mountain that sustain life, not the top.
(Robert M. Pirsig)
Sustainability is the capacity to endure. (Wikipedia)

Honesty - TSH will be honest in its dealings with all business partners.

Honesty is the human quality of communicating and acting truthfully and with fairness. (Wikipedia)
Honesty is the first chapter in the book of wisdom. (Thomas Jefferson)