

Carolina Cutter

Published For The Friends And Associates Of Carolina Tree Care, Inc.

Summer 2006

The first two quarters of 2005 proved to be some of the busiest times that we have experienced. The active hurricane season coupled with the addition of approximately thirteen crews kept our motor in "overdrive". We accomplished many things in 2005 including: implementing our corporate 401k retirement plan, increasing the usage of fleet fuel cards, reviewing direct deposit/debit card options within our payroll system and analyzing new accounting software.

My year end goal was to spend more time in the field with our employees - evaluating crew production, providing feedback and answering questions. I have moved that to the second half of 2006 and look forward to the opportunity to spend time with our employees - The people who make this company successful.

All businesses face challenges in today's economy - competition, increased cost and decreased margins - to mention a few. In order to shore up our responses to these factors, we must be able to take our goals and turn them into results.

Listed below are our 2006 corporate goals:

- Establish a corporate infrastructure to handle larger numbers of employees and customers
- Develop effective and reliable lump sum billing processes for use with future contract bids.
- Improve relationships and quality of service provided to existing customers

In order for us to get from goals to results we must get more involved in the details of execution. This truly requires a concentrated team effort. I want us to focus on planning our work and working our plan.

In the end, all rewards come from God. In His economy, rewards are directly related to faithfulness. Good luck and remember - I am grateful for each of you.



Jack Guffey
President

Carolina Tree Care Responds to Active Hurricane Season



Several crews leave Concord, NC to go to the Gulf Coast area after Hurricane Katrina.

Devastation of Hurricanes Katrina and Wilma has been more than just images viewed on television for numerous Carolina Tree Care crews. Many of our crews had the opportunity to view this damaged area first-hand. Emergency response teams were sent to assist coastal Co-op's in Alabama and Mississippi as well as the major utility companies in Louisiana and Florida. Our crews spent several weeks dealing with 14-hour days, undesirable living conditions, time away from family, bad weather and a less than perfect work environment. Electricity is a crucial resource that is vital to the entire recovery effort because many other emergency response teams are dependent upon it. Our crews did an outstanding job in assisting the utility companies restore electrical power. My hat is off to all of you.

I have received excellent feedback on your performance, attitudes and over-all work ethics.

I am proud of all Carolina Tree Care employees. The crews that remained back at their normal assigned area continued to provide excellent tree-trimming services while our storm response crews assisted in the recovery effort. Our office staff also rose to the challenge and insured that payroll and invoicing ran smoothly.

Again, thanks for all you do. I love to see people step out of their comfort zone and help other people in need. It is exciting to watch our employees reach new limits!

Jack Guffey

Arbor Day Celebration

In October of 2005, two managers from Carolina Tree Care joined in an Arbor Day program at Porter Ridge Elementary School in Indian Trail, NC, co-sponsored by Union Electric Cooperative and Environmental Consultants, Inc. Area Manager **Marshall Crouse** and Chaplain **Mike Schronk** helped students plant several trees in the playground on school property.



Marshall Crouse and Mike Schronk give a hand.

New Kershaw Sky Trim Reaches Sky High



Kevin Coffey In Sky Trim.

The Kershaw Sky Trim, with telescoping circular saw, reaches heights of 75 feet.

During the third quarter of 2005, Carolina Tree Care added a significant new piece of equipment to their arsenal of weapons to fight back tree growth into right-of-way for the power industry. After discussions with several major customers, we purchased a Kershaw Sky Trim unit with a telescoping circular saw to reach heights up to 75 feet.

The unit was initially placed in service on the Union Electric Cooperative power grid where it

operated for several months. **Kevin Coffey** and **Ed McMillian** were assigned to the unit in the Indian Trail, NC, community.

The unit was then moved by flat bed truck to Columbia, SC, where it is now used for trimming on the transmission network for South Carolina Electric and Gas (SCE&G). The Sky Trim is currently operated by **Jared Boulware**, along with **Steven Mays**, and **Travis Inabinet**.



Jared Boulware, Steven Mays and Travis Inabinet operate the Sky Trim unit near Columbia, South Carolina.

Employee Spotlight

This quarter's Employee Spotlight is on **Frankie Cockrell**. Frankie is a crew foreman for Area Manager **Andy Suggs**, working on the SCE&G account in the Johnston/Saluda District. Frankie has over 11 years of service with Carolina Tree Care, being an employee since May of 1994, and also brings a CDL (Commercial Drivers License) to CTC. Frankie and his wife Caryn live in Batesburg, SC, where they enjoy their country living. Frankie and Caryn have been married 32 years as of October of this year. Caryn is a secretary at Sox & Freeman, another tree care company in Columbia, SC. They attend church at Clyde's Chapel Southern Methodist Church in Batesburg. When they are not spending time with their many nieces, nephews, and children at their church, they spend time working around their home, or helping others. Frankie also likes to hunt and fish when he can find time. We're glad to let you know about Frankie and Caryn.



Frankie Cockrell

Marshall Crouse, New Safety Director

In January, 2006, Carolina Tree Care welcomed our new Safety Director, **Marshall Crouse**. Marshall assumed this role after our former Safety Director, **Gary Shore**, resigned for health reasons. Marshall has spent 12 years in our industry, all at Carolina Tree Care, and brings a strong and practical knowledge of job operations to the safety program. Marshall will be focusing on frequent field visits with crews to observe and inspect their performance and equipment.

One of our top company goals is to prepare Carolina Tree Care for growth in the number of customers and employees. Our Safety Program and Safety Director are key factors in this preparation. The more customers we have, the more employees we need, and the greater the opportunity for incidents. Since our greatest asset is our employees, we are building a safety program that protects these assets to insure each and every employee is equipped and prepared for a long, safe career at Carolina Tree Care.



Marshall Crouse

It's About You

Carolina Tree Care has three major goals for 2006. I will sum them up as follows:

- 1 Prepare the company for more customers and more employees
- 2 Develop the tools and procedures to manage lump sum billing for customers
- 3 Improve relationships with existing customers

Why have we set these goals? If we are not prepared for number 1, our company can easily lose profits and become financially unstable. If we do not accomplish number 2, we can miss out on future business and reduce the potential to stay in business. If we do not make number 3 happen, we will lose our existing business and the ability to continue operating. As you can see, if we fail in any of these areas, that failure can jeopardize not only the company's future, but the jobs of our employees. That is why these goals are so important! As you go about your daily tasks, please remember that each and every one of us has a chance to contribute to at least one or more of these goals.

And what happens if we are successful in these goals? Carolina Tree Care can take better care of their employees! We are already moving in that direction.

- In 2005, we introduced the 401-K savings plan;
- In 2005, we introduced the AFLAC disability insurance plan;
- In 2005 we introduced the Christmas Club savings plan;
- In 2006, we are introducing direct deposit for paychecks, which should make it easier and quicker for employees to receive their pay;
- In 2006, we are introducing a bank (BB&T) which will offer discount banking services to employees, improving lifestyles and saving employees money;
- In 2006, we are introducing electronic reporting of daily hours worked for employees and equipment, which will significantly reduce paper work and improve accuracy of billing to customers;
- In 2006, we have managed to keep Health Care insurance premium increases at 9% while actual costs went up over 15%.

Our goal is to make Carolina Tree Care the best employer in our industry, so that our employees with skills in our market will find that there is no better place to work and customers will look to us as the most dependable, reliable source for their needs.

New Side Arm Bush Hog Get's Er Done!

Here is another example of how Carolina Tree Care strives to meet our corporate goal of improving relationships and quality of service provided to our existing customers. After discussions with Aiken Electric Cooperative, we added yet another major piece of equipment to provide quality right-of-way clearing. A New Holland TS115A tractor has been purchased and equipped

with a side arm Tiger Corporation Industrial/ Agricultural Mower unit to improve bush hog clearing jobs with rough and uneven terrain. The unit was recently placed in service in the Aiken area, under Area Manager **Paul Randall**, and will be driven by **Joe Craig**. Joe was given unit-specific operational training by **Jack Guffey**.



Joe Craig stands in front of the New Holland tractor equipped with a side arm bush hog.

Safety Recognition Program

Carolina Tree Care is introducing a new safe performance recognition program for 2006. Safety is the responsibility of every employee, and can be better encouraged at the crew level. Therefore, the new program will recognize employees by crew groupings. Every crew will be given an award of points at the beginning of the measurement period, and additional points can be earned when the crew is observed working safely by the Safety Manager, Area Manager, and other Staff Managers. However, points will be lost for poor or unsafe performance leading to personal injury, property damage, or absenteeism. The program will be measured on a quarterly basis, beginning April 1, 2006. Employees of the top three crews in the company will be awarded gift cards at prominent retailers.

Scheduling Vacation or Vacation Pay

We are entering into the heavy vacation season for the company, so please remember that scheduling vacation or "pay in lieu of vacation" requires at least 2 weeks notice. Vacation should be scheduled with your crew foreman or area manager, and pay in lieu of vacation needs to be arranged with Marie Krysiak at the home office. She may be reached at 704.788.8733.

Marie Krysiak
Office Manager



CTC And CTC



CTC is now doing business with CTC! CT Communications (CTC) recently contracted with Carolina Tree Care (CTC) to provide right-of-way clearing for their telecommunications network. Carolina Tree Care has assigned an experienced crew to this new account, including Foreman **Paul Schaefer**, **Claude Burris**, and **Rodney Honeycutt**. The three crew members formerly handled the City of Concord account, and are therefore fairly familiar with the territory they are servicing. Crew Foreman **Thomas Roberts** and trimmer **Foley Cook** transferred from our Union Electric Membership account and replaced the three member crew on the City of Concord account. Carolina Tree Care is looking forward to a long term relationship with CT Communication as both companies are growing.

Vehicle Inspection

Carolina Tree Care provides an Inspection List for Trim Lifts, Split Dumps, and Pick Ups, generally referred to as the Vehicle Inspection Report. This form provides reminders of key and important items to inspect on assigned vehicles to make sure the vehicle is safe and in proper working order. Because this also means that the vehicle is safe for employees to use and can prevent personal injury to employees, the company considers this form very important, and expects the form to be used as designed. The form specifies certain inspections be done daily, and others only weekly. If you are responsible for completion of the inspections, please use this form as designed. If you notice the inspections are not being done, remind your foreman or area manager that the form needs to be used. This process will protect two important company assets at the same time... our motor vehicles and our employees!

Marshall Crouse
Safety Director

Chaplain's Chat

You guys are awesome. I'm so proud of each and every one of you, and I can't tell you how much you're appreciated. Ya'll are the biggest blessing I've ever received from the Lord. I thank God for you everyday. You are truly off the charts. I will try to serve you guys the best I can spiritually and physically. Your marriage, finances, kids, and your personal walk with the Lord are very important to me as well as the company. We have great resources available to you. One is our Marriage on the Rock DVD series that is proven to strengthen any marriage. Another is Freedom from Your Past, which is great in dealing with past problems you can't shake. Due to the limited supply, please call me at 704-506-2121 to get on the list. All material is to be returned in one month so I can give it to the next person on the list. Additionally, I will provide t-shirts, hats, glasses, gloves, and ear plugs for sale, and will try to keep some climbing boots and anything else you may need (such as ratchet headliners) to make your job easier as well. We're here for you. God has an awesome plan for your life. He loves you just the way you are but loves you more not to leave you that way. He always wants to shape and form us to the character of his Son. He'll never do it by force just like you don't force your kids to love you. You want them to love you because they want to. He's no different in that respect. He wants love, honor, respect, and appreciation just like you want from your kids. So go be a good son today and treat your Father in Heaven the way you want to be treated. It's not hard, trust me. He's a great Dad. Please remember, if you have any questions about what I'm talking about, call me. I would appreciate having a chance to talk with you about this.

Mike Schronk
Chaplain



Use of Gas Cards

Gas cards are provided for all vehicles and units which use gasoline or diesel fuel. Please remember the following: for off road gasoline purchases, when the pump asks for the odometer reading, please enter the unit number (chipper number, tractor number, or 9999 for saws); for on road vehicle gas purchases, enter the actual odometer. If you have any questions about the proper use of gas cards, talk to your crew foreman or area manager.

Diane Burris
Administrative Manager

Star Performer

The latest CTC Safety Program award winner's name was drawn from the box containing all the "scratch-off" coupons returned by employees. The coupons were presented to employees when found in compliance with company safety program guidelines. The name on the winning coupon was **John Harvey!** John (aka "Treeman") is a crew foreman who works for Bennie Wilson on the SCE&G Transmission account. At the time of the award announcement, John was on storm duty in Miami, Florida, so we could not make the formal presentation in person. However, company President, Jack Guffey called John to share the good news with him. John is very active in his church, Pine Grove Missionary Baptist Church, serving in the Mass Choir, Praise Team, and Male Chorus and as a Deacon. John has been in the tree industry for over 28 years, and has worked for CTC for 12 years. John and wife Denise live in Cordova, SC, and will get to choose a cruise, vacation get-a-way, or points to select a gift from the program catalog!



John Harvey

CTC Anniversaries

OCTOBER

- Enrique Vera Ventura, 5 years
- Maximino Bustos, 5 years
- Bennie L. Maxfield, 6 years
- Marvin Coleman, 8 years
- Roy L. Wilson, 8 years
- Christopher N. Sherlin, 9 years
- Larry S. Buchanan, 11 years

NOVEMBER

- Clarence W. Wright, 15 years

JANUARY

- James B. Holsomback, 5 years
- Joel F. Norris, 5 years
- John D. Weaver, 5 years

MARCH

- Cyler Washington Knowles, 5 years
- Marshall Crouse, 12 years

