

More than Miles: How Managing Service and Safety Drive Sustainability

During the second quarter of 2026, we decided to explore the technology driving Total Distribution, Inc.'s asset-based transportation business to discover the place where safety, efficiency, and sustainability converge. Upon setting out for this exploration we reasoned that every expedition benefits from an experienced guide. Someone who can read the terrain and recognize opportunities that others might overlook. For this journey, Debbie McClay, TDI's Transportation Safety Manager, serves as that guide, navigating a landscape of data, safety metrics, and operational collaboration to uncover opportunities that strengthen both sustainability and the business. The expectation was to learn more about the technology behind TDI's transportation operations. What we ultimately uncovered was an enthusiast's passion for supporting and developing a team of dedicated drivers with a leadership philosophy that transforms data into better decisions and everyday actions into lasting impact. In this three-part series we share an interview with TDI's Debbie McClay. In this issue we bring you Part One, where we introduce you to Debbie and share how her passion and philosophy guide TDI's transportation safety. In Part Two, we explore how technology, data, and operational collaboration transform safe driving practices into sustainable outcomes. In Part Three, we see how performance metrics become opportunities for continuous improvement across the organization.

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"Our fleet acts as a mobile billboard for our company."

Debbie McClay

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Join us again in Q3 for deeper dive into Samsara tracking, more safety culture insights, and how safety and efficiency help contribute to sustainability.

Sustainability is often measured by how well we conserve resources. At TDI, we believe it is also measured by how well we invest in the people who make every solution possible. Sustainability begins with responsible stewardship and grows through the actions we take every day.

More than Miles (continued)

When **Hoss Youssefi** sat down with his colleague, **Debbie McClay** to talk all things safety and efficiency, he first and foremost revealed that Debbie's pride and compassion for TDI drivers (her eyes light up when any mention is made of them) sustains her seemingly endless abundance of natural energy. It also provides a strong foundation for embracing TDI's Core Values while driving the kind of behaviors that promote safety in transportation and foster excellence throughout the organization.

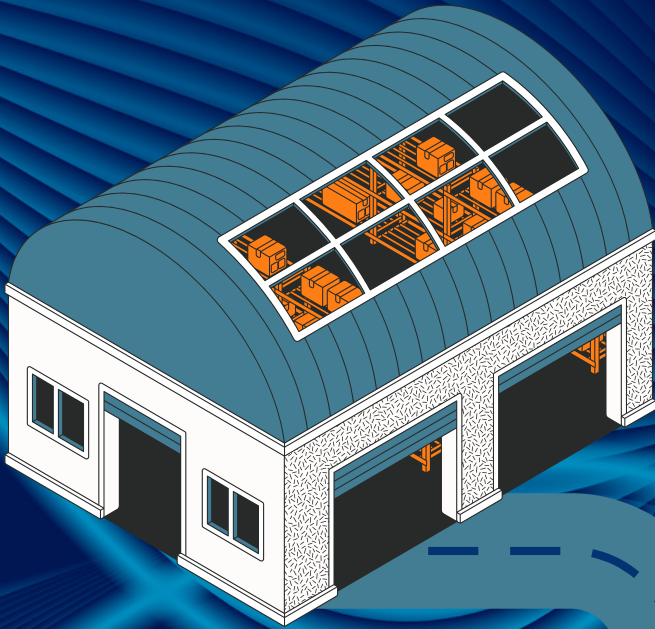
Hoss: Deb, can you give us an overview of how your role supports sustainability initiatives for the company?

Debbie: First, I want to say that I am the biggest advocate for our Drivers and Spotters inside and outside of the organization. Also, think about this, our fleet is a mobile billboard for our company. When we take care of the trucks, making sure that they are clean and driving safely down the road, this is an amazing way to promote and advertise our company in a positive way.

Debbie goes on to describe TDI's use of the software platform, Samsara, which provides transparency into driver behavior along with maintenance insights that help in managing several aspects of the company's fleet. In part two of this series, we delve deeper with Debbie into how Samsara's real-time data is analyzed and leveraged to support safe and efficient driving practices.

Hoss: I read recently in an internal communication that we have a successful driver program, promoting safe practices by acknowledging and rewarding high standards in driver performance.

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Sustainability in Motion

More than Miles

1st Quarter 2026 Driver/Spotter Incentive Program

Driver Name

Location

Andrea Prohl	Jacksonville
James Frye	Massillon
Ioan Leabu	Wooster
Bruce Hatcher	Jacksonville
Kelsey Templeton	Greer
Wayne Weiker	Fremont
Silas Mundy	Nitro
Russell Smith	Fremont
Kevin Hensley	Fremont
Phillip Smith	Fremont
Billy Ritter	Nitro
Tom Gerwig	Wooster
Chrystjan Mancini	Fremont
Elijah Halm	Fremont
Johnny Wilhelm	Fremont

A big congratulations to our outstanding drivers and spotters for achieving the 2026 First Quarter Incentive! Your hard work, dedication, and excellence on the road and in the yard have truly set the bar high. We are incredibly proud of your achievements and grateful for the commitment you bring to every task. Keep up the fantastic work and thank you for inspiring us all to reach new heights.

Debbie: You mean the Driver/ Spotter Incentive Program? What this program is designed to do is overlay our company's core values with comprehensive procedures outlining imperative actions and best practices. These procedures include all inspections, safety checks, proper maintenance schedules, yard management of assets, proper loading/ unloading procedures, along with the qualifier of being accident/ incident free.

Pride in all we do
Respect
Integrity & Honesty
Do what it takes
Excellence

The procedures provide the how. Our core values provide the direction for navigating uncertainties.

Hoss: Interesting. Can you provide an example of what a procedure guided by a core value looks like in action?

Debbie: Of course, let's take for instance our core value of integrity. At its most fundamental, we define integrity as, "Do the right thing." This comes into play when a driver or spotter reports observed damage or brings attention to a maintenance issue on company property, such as a dock door, that one could easily dismiss as the warehouse team's responsibility.

Sustainability in Motion

Small Steps, Big Impact at TDI

Have a project, idea, or improvement that makes your site more efficient? I want to hear about it!

Whether it's energy savings, recycling, process efficiency, or creative reuse.

Reach out to **Hoss Youssefi** to share what your team is doing! Your story could be featured in the next issue.



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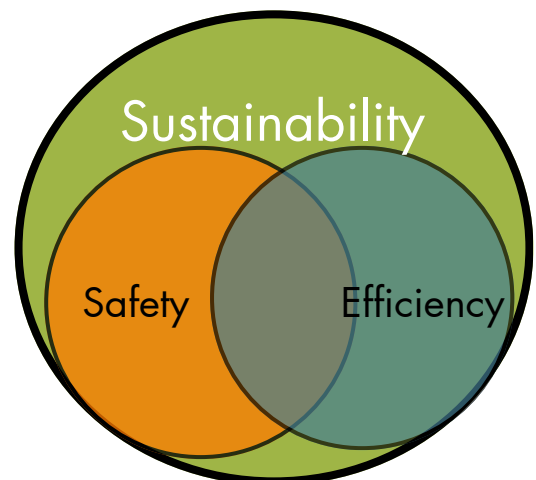
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The differentiator is empowering them to take ownership of the Total environment and to speak up whenever they notice something that requires attention.

Debbie goes on to describe this illustration of how the simplest examples of collaborating across teams and looking out for one another with the company's overall best interest at heart drives a culture of hyper-awareness and promotes leadership at every level. When everyone approaches their work with a mindset of leadership, they have a deeper connection to a sense of personal purpose knowing that their actions ultimately impact the greater good. Sustainability is built through thousands of small decisions made with the success of teammates, customers, and the company in mind.

The true mark of an effective leader is one who in turn cultivates an environment which spawns and nurtures leadership at every level.

As the conversation drew to a close, one thing became abundantly clear. We began this expedition expecting to discover how technology supports sustainability. Instead, Debbie's interview revealed something far more valuable. Beyond the data and scores is a team of people choosing to lead with integrity, look out for one another, and do the right thing. That is the foundation that has sustained TDI for over a century, and it is a path well worth traveling.



From the Ground Up

Grassroots
action. Lasting
impact.

"This is a great project for TDI. The team came together to focus on delivering finished product that meets the customer's expectations. I want to give a shout out to the full team that made this possible. When everyone works together, we deliver great results."



-Bob Catazaro
Operations Manager, Canton, OH

From the Ground Up features stories from across the TDI network where a determination for efficiency, teamwork, and innovation is transforming daily operations into lasting impact.



The Business Development, Processing, and Operations Teams at TDI recently collaborated to deliver an innovative packaging solution that streamlined a customer's multi-faceted project. By designing and implementing a complete processing line within a matter of months, the team reduced the number of facilities required to support the operation. From equipment procurement and line design to operator training and launch, each phase was completed through close cross-functional collaboration.

The result? More than just an efficient startup. By consolidating operations into streamlined workflow, the team created an elegant solution while making better use of resources across the customer's supply chain. It's another example of how cross-functional innovation, built from the ground up, creates lasting value for our customers while supporting a more sustainable future.