



DONNA OATHOUT

SUPERLATIVE WINNER

While celebrating Donna for 15 years of service with her awesome team, we also recognized her as this year's winner of the Louise Kucel Diligence Award! Diligence is someone who is persistent, passionate, hardworking, careful, and has superb attention to detail – all while taking care of people and the greater purpose.

Donna exemplified these characteristics in an especially hard year. We were low on people, low on supplies and chemicals, challenged with lost freight, late on most orders, engulfed with returns, had more urgent customers, and were dealing with the health and happiness of our families.

She worked harder, longer, more careful, and more passionately - not because she was asked but because she wanted to do it for the overall good for the company. She took care of what needed to be done with grace - no matter the sacrifice. She didn't point fingers and blame others for late orders; she just rolled up her sleeves and dug deeper. She fought for each and every hide to ship. She stayed late and came in many weekends to make sure Bombardier shipments got picked up. Donna stayed persistent in begging freight companies to get here. She chased down our craft paper and boxes from suppliers. She fought customers to pay for freight when the damage was their responsibility and did it respectfully. She helped manage a new and growing team. She caught numerous errors that saved the company money.

Donna, hope you know how much we look up to you, appreciate the person you are and the dedication you showed during our toughest year. Louise is shining down proud. Congratulations!



**LOUISE KUCEL DILIGENCE
AWARD**



**About This
Superlative Award**

Diligence is having or showing care and conscientiousness for one's work and duties. It is also defined as being careful & preserving in carrying out one's tasks. This award encompasses the work of Louise Kucel that we value and so deeply miss. We honor her and those who follow her footsteps in demonstrating hard work, care for quality of work, care for people, being dedicated partner, detailed oriented, resourceful, precise in their work, and Get Shit Done attitude.