



Congratulations to our new Joe Cool ambassador - Dan Pitcher!

Since 2010, Dan has been the only partner set firmly on the floor in Shipping, with Donna Oathout the only one in the office -the dynamic D's together with her 20th coming next year. . . packing and slinging boxes, loading and unloading trucks, unpacking returns, none of what all of Townsend does from the beginning to the end, happens at all if Dan doesn't do his job, the final touch.

Dan's work ethic, dedication, old school sense of values, principle, integrity, whatever it takes, lets f\$ckin' go style has always made us better equipped to impress, surprise, and amaze our customers even if they have never met Dan, know him, or talked to him. In addition to the diligence and grit votes, a vote for unsung hero, and this one of a few votes for Joe Cool that says it all -

"Dan Pitcher. Nothing phases this guy. Whenever I thank him for staying late for the truck or boxing and unboxing the same load, sometimes more than once, he never ever complains, just says "its all part of the job."

So true and well-deserved recognition! Thank you, Dan for being such a great partner and pillar of our shipping department! Congrats on 15 years and the Joe Cool award!



SUPERLATIVE WINNER

DAN PITCHER

The Joe Cool Award is awarded to a partner who keeps the team calm and steady. Someone that faces stress with ease and spreads that sense of peace to others. How you respond in a stressful situation sets you apart from the crowd, and these Partners are self-aware and accepting of challenges. Practicing patience without complacency.