

Hub Advisory



May 21, 2008

Rumor Mill

RUMOR: Recently, a driver reported a rumor that NTB is going to starting charging drivers 2 cents per mile as a fuel surcharge.

FACT: NTB has no plans and has had no discussion on charging drivers 2 cents for fuel surcharge.



It isn't a secret that fuel expenses are spiraling out of control. We are all facing increases in expense because of rising energy cost both personally and professionally. As a company, we are working hard on the area of energy management and have made some incredible strides which have allowed us to weather the storm. Most of our agreements with our customers include a fuel surcharge which covers increases in energy costs, but during times of rapid increases in fuel there is a delay in the adjustment, which creates a short fall even on the miles that are covered by a surcharge. It's important to note that these surcharges customers pay, only cover the cost of fuel on loaded miles. Fuel expense is not covered when tractors are idling, or when running empty. These costs are paid for out of the company profits, which impacts profit sharing potential.

You can help tremendously through management of your individual fuel economy by:

- ◆ Using proper driving techniques to get the best MPG you can.
- ◆ Eliminating any and all unnecessary idle time. (We understand that there are times when Idling is necessary but please be frugal.
- ◆ Planning your trip to run the shortest possible route, avoiding out of route miles.

We all must be concerned about fuel costs, as they continue to rise, but our drivers should not be concerned that your base mileage pay will be effected to help recover these expenses.

Thanks, Dave



The current Nationwide Threat Level Remains: **Yellow-Elevated:** *There is a significant Risk of Terrorist Attacks*

105 Days to a New You!

Participants of the 105 Days to a New You contest:

Fitness Geeks Category

Hoo-ahs

Kristin Donbrock
Beth Evans
Jennie Kotrch
Dale Arnold

The Flying Duetchmen

Jerry Warmuende
Dave Birge
Henry Schwarz
Mark Brame

Ebony & Ivory

Andrea Ely
Chris Schomberg
Dell Finney
Jonathan McWilliams

Waiting for Team name

Brian Pratt
Jeff England
Danielle Besteman
Michael Bray

Weight Loss Category

Flab-U-Less Four

Joe Dukesherer
Cheryl Jaeger
Cathy Pierce
Christy Heyboer

Fat Boys Club Featuring Token Skinny

Dude

Carl Belden
Jason Mayville
Mike Nelson
Matt Tawney
Don Wood

Driver Category

Rick Adas
Steve Debolt
Gary Ward
Dave Taylor

I WAS FORCED TO.....

How often do you hear a driver say, "I was forced to do this or I was forced to do that"? As the driver and having physical control of the equipment, how can anyone "force" you to do anything? These situations usually occur as a result of poor communication. NTB does not want you to do anything improper or illegal. Reporting your hours available against your 11, 14 and 70 hour rule **ACCURATELY** is extremely important! This lets dispatch know what you can or can't do. If you feel that you are being asked to do something you can't do legally because of available hours, distance or weight, let dispatch know. Have your facts together, give alternative delivery time where possible, and communicate issues clearly and calmly. Communicate as much as possible on the PeopleNet system. If you still feel you are being "forced" to do something illegal or improper, contact Safety.

2 Timeless Truth



Jesus spoke to the people once more and said, "I am the light of the world. If you follow me, you won't have to walk in darkness, because you will have the light that leads to life." John 8:12

Riding with Pride Award

This month's Riding with Pride Award goes to outstanding driver **Derrick Kallen!** Thank you for the positive outlook, professional demeanor, caring attitude and NTB loyalty and dedication. Way to go **Derrick!**



Derrick was nominated for this Award by Jason Mayville, Driver Relations.

NTB WELCOMES THE FOLLOWING NEW DRIVERS:

Steven Gibbs—NTGA
Daniel Medley—NATI
Kevin Stonerock—NATI
Andre Vest—NATI

CONGRATULATIONS AND WELCOME TO THE NTB FAMILY!

Honoring Graduates 2008

Graduate: Stephanie Gipson will graduate from Union High School in June, 2008. Stephanie graduates 16th in her class, has been a 4 year varsity cheerleader and will attend college in the fall pursuing a medical degree. Stephanie is the daughter of NTB employee **Mike Gipson, Driver.**



Graduate: Zachary Stephen DeBolt will graduate from Cadillac High School, June 1, 2008. Zachary is the son of NTB employee **Stephen DeBolt, Driver.**

Congratulations to Stephanie and Zach (and their parents!)

If you have a graduate you would like to honor in the HUB Advisory, send the information to Cheryl in Grand Rapids.

Anniversary Dates:

<u>Name</u>	<u>Date</u>	<u>Yrs</u>
Jerry Thompson	5-21	4
Ronnie Birch	5-21	4
Chad Koster	5-22	2
James Ballard	5-23	13
John Porter	5-23	6
Bill Jones	5-24	6
Gary Lotterman	5-28	4
Mike Schmalz	5-28	3
Gerald Grosvenor	5-28	3
Randy Parcher	5-29	3
Robert VanDyke	6-1	8
Paul DeRose	6-2	7
Bill Summers	6-2	16
Rick Adas	6-2	1
Steven Rial	6-3	1
Jeff Prong	6-4	4
David Thomas	7-4	1
Chris Schulz	6-4	9

A reminder for sanitary purposes:

When helping yourself to popcorn or ice from the public machines, please use the scoops and/or bags provided. Grabbing popcorn or ice with your hands is how nasty germs are spread. Be considerate of others!

Thumbs Up Awards

I want to encourage everyone to recognize another NTB employee who goes "above and beyond" the normal job expectations by giving them a "Thumbs Up Award". If you feel another employee should be recognized, just e-mail driver relations or leave us a message and we'll make sure the Thumbs Up Award is given out. This award is an excellent way to say "thank you." Joel Duryea

John Mitchell, former NTB driver, passed away on May 18, 2008 at 12:22 am from lung cancer. Public viewing will be held on May 21 from 4 pm to 8 pm and the funeral will be on May 22 at 1:00 pm at JC Adams Funeral Chapel, 109 Church Street, Leslie, MI, 49251. Please keep John's family in your thoughts and prayers during this difficult time.

Driver Notes from Edna

Ice Mountain has indicated we cannot park in the east end of the lot in the very back row. These 10 spots are designated for "tankers" only.

ROADSIDE INSPECTIONS

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We ran a contest the first quarter of 2008, which was based on roadside DOT inspections. A "CLEAN" inspection earns a \$10.00 gift certificate, a "BAD" inspection that is the fault of the driver results in a \$10.00 deduction from his /her Safety Bonus.

We have compiled the results and are now double checking the results against our Safe Stat Report. The results are disappointing; the number of bad inspections has exceeded the number of good inspections by a significant number. Log violations are the most frequent cause of a bad inspection. This type of violation is totally under the control of the driver and should not be occurring. One of the most frequent reasons for being pulled over for a roadside inspection is speed or other traffic violation. Again, this is something that you have direct control over.

June 3-5 will be the "ANNUAL INSPECTION BLITZ". Last year NTB Drivers did a really good job during the blitz. Let's see if we can do as well or even better this year!

RUN SAFE! RUN LEGAL!

IF YOU HAVE AN INTEREST IN RUNNING AS A PART OF A TEAM ON A FULL TIME OR PART TIME BASIS, PLEASE CONTACT JOEL OR JASON. WITH THE SCOPE OF N.T.B.'S LANES GROWING, THE OPPORTUNITY TO WORK IN A TEAM ENVIRONMENT IS GROWING TOO. INDIVIDUALS FROM ALL TERMINAL AND DROP LOT LOCATIONS ARE ENCOURAGED TO CONTACT DRIVERS RELATIONS AS SOON AS POSSIBLE. THANKS, JASON

DRIVERS!

Recently we have experienced an increase in number of damaged swing doors on both dry van and reefer trailers. The most frequent excuse give for this is that the "door came unlatched" while backing to or pulling away from a dock and hitting a fixed object.

When you open the trailer doors make sure that they are properly secured. If there are any defects in the securement mechanism, **be sure that you write them up** so that they can be corrected. Securing the doors open with "Tarp Straps" is a cheap and effective way of making sure that the doors stay open.

Another problem is "forgetting" that your clearances are reduced when the doors are open. Think before you move backward or forward. Use **both** mirrors and if there is **any** doubt about clearance **GET OUT AND LOOK** as many times as you need to.

Driver's Corner

Please keep the following employees in your thoughts and prayers as they deal with personal or family health issues or the loss of family or friends:

Joe Ackley
Leo Bryson
James Carlo
Stephen DeBolt
Mark Ellsworth
Christina Hershey
Gary Holland
David Larson
Richard McLemore
John Mitchell Family
Gary Nickell
Russ Phillips
Keven Pierce
Mike Pilly
Leslie Teague
Walter Van Rees
Norm Vernon
Richard Woirol Family
Sattar Zaripov

Few get help with stress

Stress is just a fact of life. So said 79 percent of Americans in a 2007 survey by the American Psychological Association. But nearly as many said they believed stress can make people sick. In fact, 77 percent of respondents said they had experienced fatigue, headaches, and upset stomach as a result of stress. And for 45 percent of the respondents, stress had made a negative impact on their intimate relationships with a spouse or partner. Though 69 percent of the people surveyed recognized the benefits of mental health support and stress management, only 7 percent sought professional help to cope with their stress in the past year.

Here's what is stressing us out:

- ◆ Work 74%
- ◆ Money 73%
- ◆ Workload 66%
- ◆ Children 66%
- ◆ Family responsibilities 60%

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WHERE IS YOUR TRAILER?

That may sound like a foolish question, but it seems that a lot of our drivers, new and old, are totally unaware of, or have forgotten where their trailer is.

The most frequent type of accidents that we are encountering are turning and backing. A growing number of these accidents have been serious and expensive. The most frequent causes of these accidents are INATTENTION and SPEED. Think about what you are doing; be aware of where your trailer is and where it will track in relation to fixed objects and other vehicles. Slow down; give yourself a chance to make corrections if necessary before it is too late. Anticipate the actions of others so that you are not forced into making a mistake. Yield to the other vehicle even if you have the right of way. It is better to yield than have an accident.

When you are backing, remember that you have to be aware of all points and obstacles around your vehicle. If you are unsure of where things are, **GET OUT AND LOOK!** The extra time spent is well worth the effort by not having an accident. **THINK, PAY ATTENTION, SLOW DOWN, GET OUT AND LOOK!**

LOGGING UPDATE

Last year, we started to revamp our driver log auditing procedures. We started auditing your fuel stops against the time on your logs. Some drivers were upset by this, but after a brief period of adjustment, the vast majority have adjusted, and are doing an excellent job in this regard. You are to be congratulated for this effort in keeping yourselves and NTB "D.O.T. Compliant".

We now need to add another logging requirement to the mix. From this point on, when you are sent for any Drug and Alcohol Test, you must log from the time you are sent for the test until the test is complete on line four, On Duty Not Driving. The completion time on the test receipt must agree with your log. We are required by regulation to have you do this and it is one of the key things that is checked by the D.O.T. during an audit.

Thank you in advance for your cooperation. Be safe. Be legal!

Speed Kills

You have undoubtedly heard the old adage, "Speed Kills". This statement is quite true both literally and figuratively. Studies show that drivers who consistently speed are more likely to have a serious accident. Serious accidents place the drivers and the general public at risk for injury and/or death. The second part of this adage applies to our pocketbooks. The faster you drive, the higher the cost of the fuel.

Speeding is the number one reason our drivers are pulled over for roadside inspections. Although our trucks are governed at 65mph, NTB Drivers receive an inordinate amount of speeding tickets and warnings. Most of these "awards" are gotten in Ohio and Illinois where the speed limit for trucks is 55mph. In addition, there are ticketing issues on secondary roads and city streets as well.

Tickets obviously have an effect on your wallet due to fines and increased insurance charges, but they also negatively affect NTB as well. When you get a ticket or even a warning, it reflects negatively on NTB's Safe Stat Score. This score is used by insurance carriers for quoting our insurance rates and by our customers and potential customers to determine whether or not they want to "risk" doing business with us.

Speed also has an effect on our fuel mileage. The faster you go, the more fuel that is burned. With the price of diesel fuel being well over \$4.00 per gallon, even small increases in MPG can result in significant savings for the company. Remember, savings reflect on our "bottom line", which in-turn reflects in our incentive, so the money you save is in part, your money.

Your Safety Department has been monitoring tractor speeds and comparing them with the posted speeds. Beginning immediately, we will be contacting those drivers who consistently speed. We want to help you manage your vehicle speeds and we will give you opportunities to become better managers of that part of your job.

If you have any questions or want to see how Safety monitors your speeds, see the Safety Department in Tipp City or Lansing. We will be glad to assist you.

Be safe! Be legal!