

Hub Advisory

DRIVER APPRECIATION 2009



This year, National Driver Appreciation Week is scheduled for November. NTB will be celebrating Driver Appreciation Week August 23 – 29. As we have in the past, we will be serving breakfast sandwiches, pancakes & sausages, and burgers and hot dogs at our terminal locations. The schedule is as follows:

Monday:

TARGET: 0800-1500; Serving Breakfast Sandwiches and Dogs & Burgers

TIPP CITY: 1700-2359; Serving Dogs & Burgers

Tuesday:

TIPP CITY: 1000-1600; Serving Breakfast Sandwiches and Dogs & Burgers

Wednesday:

NEWPORT: 0700 -1700; Serving Breakfast Sandwiches and Dogs & Burgers

Thursday:

LANSING: 0500-1400; Henry and Jonathan serving pancakes at 0500 then we will be serving Breakfast Sandwiches as well at 0800 and Dogs & Burgers in the PM

Friday:

GRAND RAPIDS: 0800-1600; Serving Breakfast Sandwiches and Dogs & Burgers

Let's hope for great weather and make plans to join us for fun and eats at one (or more) of the locations.



July 29, 2009

Birthdays of the Month



Randy Helton	7-26
Dwayne Hornbeck	7-30
Tom Tenbrink	8-1
Douglas Cupp	8-2
Michael Bray	8-11
Larry Gonzales	8-13
Jose Caudillo	8-14
Robert Schaefer	8-15
David D. Taylor	8-22
Frank Johnson	8-22
William Tucker	8-26
Robert Gedritis	8-26
Michael LaBar	8-31
Henry Walker	8-31

PROCEDURES REGARDING INJURY NOTIFICATION

Over the last 2 months we have had several employees, especially drivers who have failed to notify us about injuries as outlined in the work rules. For the record, the rule regarding injury notification is as follows: **Employees are required to report an injury to their supervisor IMMEDIATELY, no matter how slight the injury.**

Let me clarify what that means. Slight means even a cut that gets a bandage applied in our office or you "roll" an ankle and don't think there is a problem, or doesn't hurt, you are still required to report the incident. Immediately means just that. It doesn't mean "when I get around to it" or tomorrow or next week, it means right now while you are still at the location of the injury.

The reason we have this rule in place is two fold:

1. It is NTB's desire to secure proper and immediate care for our employees when injured. That's good for you and its good for NTB. Many times a **slight** injury that is left unattended ends up becoming much more severe than if it were treated immediately. This causes more pain and suffering for the employee as well as more time off work. Most employees would rather be out earning rather than sitting home.
2. An injury or incident that is not **immediately** reported will most likely be contested under Worker's Compensation Law. The logic behind that is if the report isn't made immediately, no one knows for sure if the injury happened at home or somewhere other than work. We have a responsibility under law to protect the system from fraud.
3. Under NTB's Injury policy, we require our safety department to investigate all injuries within 24 hours. If we are unaware that an injury happened and there are concerns to be corrected like equipment failures or housekeeping issues, we cannot correct the concern immediately and someone else may get injured on the same equipment or in the same manner. Our current Worker's Comp. insurance carrier requires reporting of all injuries within 24 hours. NTB is penalized when injuries are not reported within 24 hours and this issue does affect renewal rates.

For the record, the work rules also state that if all injuries are not reported immediately, the offending employee will be subject to disciplinary action.

Anniversary Dates:

<u>Name</u>	<u>Date</u>	<u>Yrs</u>
Leo Lammers	7-30	3
Anthony Huett	7-30	5
Frank Johnson	7-30	1
Donald Miller	8-3	3
Kenneth Brown	8-8	1
James Lundquist	8-9	7
David Holt	8-9	7
Michael Wildbahn	8-10	1

Riding with Pride Award



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

David was nominated for this Award by Joel Duryea, Driver Relations.

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:

Jose Caudillo
Kevin Frank
Robert Gedritis
Gary Holland
Richard McLemore
Kyle Miller
Delbert Potts
Charlie Shultz
Norm Vernon



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

Service Watch Customers for August are:

DSC Logistics and
Freight from DSUP to Indianapolis & Fort Wayne

For the next 30 days, we need to focus on providing a higher level of service to these customers.

SAFETY FAQs

The Frequently Asked Question we will discuss in today's article is, "How does the rule about adverse driving conditions or emergency conditions work to extend my driving hours?"

There are two distinct issues here. The first issue is **adverse driving conditions** and second is **emergency conditions**. We will deal with each one separately.

Adverse Driving Conditions: HOS rules state "a driver who encounters adverse driving conditions (snow, sleet, fog or other adverse weather conditions, a highway covered with snow or ice or unusual road and traffic conditions, none of which were apparent on the basis of information known to the person dispatching the run at the time it was begun) and cannot, because of those conditions safely complete the run within the maximum driving time permitted (11 hours) may drive a commercial motor vehicle for not more than 2 additional hours in order to complete that run or to reach a place offering safety..."

The absolute prerequisite for claiming this exception to the rules is that the trip involved is one which could normally and reasonably have been completed without a violation **and** that the unforeseen event occurred after the driver began his trip. Drivers who are dispatched **after** the carrier (NTB) has been notified or should have known of adverse driving conditions (example, weather forecasts, emergency bulletins, etc) **cannot claim the exception**. This cannot be construed as including such situations like a driver's desire to get home, shipper demands, driver shortages or mechanical failures.

In addition, the following restrictions apply: (1) The driver may not exceed a total of 13 hours of driving, (2) The driver may not exceed a total of 14 hours of on duty and driving time and (3) The driver may not go over 70 hours in an 8 day period.

Emergency Conditions: Again, HOS rules state that "a driver may complete his/her run without being in violation of the provisions of part 395, if such run reasonably could have been completed absent the emergency". An example of an emergency condition could be a highway that is closed because of an accident where the driver has no way to detour. Emergencies do not include loading/unloading delays, shippers' demands, mechanical failures, etc.

Finally, neither the driver nor the dispatcher may use these exceptions to the rules without reviewing the situation with Safety first. In addition, if Safety authorizes the use of these exceptions, the driver must note in the remarks section of his/her log the reason for exceeding the 11 hours driving limit.



PLEASE keep your BOLS and paperwork clean!!! Spills, unidentifiable stains, BLOOD (bio-hazard health issue we

should not handle), grease, food and what not, make the BOLS hard to read.

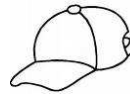
All paperwork you turn in is put through a scanner and if there is food and other items on the bills, it can not only ruin the copy machine mechanisms, in addition, the paperwork can become unreadable.

The Corner Store

has hats and tee shirts for sale:



Hats \$8.00 plus tax
Tee shirts \$10.00 (med to 1XL) and \$11.00 (2XL to 3XL) and they come in gray, black and navy. (plus tax)



Thanks, Paulette

\$\$\$REWARD\$\$\$

Lost.... Meijer TIP Rental Trailers. There is a \$50 reward to any driver that locates any of the 3 TIP Rental Trailers listed below:

- ◆ Trailer #221355, last at store 66
- ◆ Trailer #571994, last at Store 101
- ◆ Trailer #822192, last at Store 102

If you have information on the location of any of these trailers, call NTB Dispatch Shift Supervisor. Thank you!



Welcome to another edition of Driver to Driver. Today I want to address another issue related to the proper care of trailers. Trailers are under considerable stress throughout their normal use.

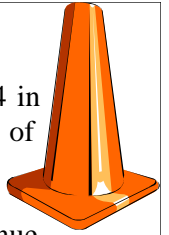
As with all equipment, the "Professional" understands and wants to do his/her best in limiting that stress to areas beyond control. One of the stress points we can control is the stress put on landing gear during the process of dropping and hooking. Consider what happens when backing under a trailer in which care has not been made to line up accurately to it.

The fifth wheel is designed to catch the king pin and slide it into position. But when little or no weight is taken off the landing gear, it is forced to slide sideways, putting undo pressure on every part of its structure. This causes components to wear much faster than they would under normal conditions.

By taking the extra care to line up correctly to a trailer, following the procedures in our Green Book, one can limit this stress altogether. This is not difficult, but it does take conscious effort. It requires concentration to the task, not being distracted by phone calls, People-Net beeping, radio, etc. The professional takes the care to make sure that every hook is performed with the least amount of stress to the equipment as possible. The same is true when dropping a trailer. It is not pleasant to be working with trailers that are difficult to crank up and down.

Once again, in a situation where most of our business is drop and hook, we cannot control the care switchers and other drivers take of equipment. But the Professional will see to it that the equipment will be in as good of shape after he/she drops it as it was when he/she hooked to it. Paying attention to the little things every time is what separates the Professional from the DINO (Drivers In Name Only). I trust you will choose to be a part of this unique group of drivers.

CONSTRUCTION NEWS



'Tis the season! The construction season is upon us in full swing. One of the hardest hit areas is I-94 in Michigan. Here are some of the areas to be aware of. This is by no means a full list but only a listing of some of the major projects.

I-94 and I-69 Interchange: This project has been going on for about a month now and will continue throughout the season and into the fall. Of particular concern is the ramp from EB 94 on to NB 69. There is a yield at the top of the ramp and the ramp is extremely narrow. When you come around the curve at the top of the ramp, you will need to move almost into the gravel area in order to clear the barriers with your trailer. If you are moving NB on 69 and in the ramp lane to go WB on 94, pay close attention to the traffic on the ramp to NB 69 as many forget to yield there. In addition, all lanes are extremely narrow going over I-94.

I-94 Battle Creek, MI: This project will begin on August 2 and the projected completion date is September 15. Areas of construction will be **from just west of exit 95 to just east of exit 98**. This project will widen both directions, re-surface both directions, reconstruct guardrails and replace bridges. Work on this project will be completed during the night hours from roughly 1900 to 0600 each night. There will be single lane traffic in both directions through the night hours and both lanes will be open in both directions during the day.

I-94 Kalamazoo, MI: Again/Still! This project is on going, having started in June. The area of construction is from just east of exit 74 to just west of exit 78. In the future the focus will narrow down to the I-94 and Westnedge Ave. interchange (exit 76) and Westnedge Ave down to the Mall. Completion date is set for sometime in 2011. Currently there are intermittent lane closures on I-94 but in the future when they tear out the Westnedge Ave Bridge, there will be some detours. We will update you as this project proceeds. Drivers going to Store 196 will need to detour but we will give you that information when it is needed.

Events, August

August 4, National Chocolate Chip Day
August 9, 1939, Betty Boop's Birthday
August 12, 1981, IBM announced first PC
August 18th, 1939, Wizard of OZ pre-
miered
August 23, 1966, first picture of Earth
from the Moon
August 24, 1869, Waffle Iron patented
August 26, National Dog Day



Timeless Truth

You will keep in perfect
peace him whose mind is
steadfast, because he
trusts in you. Trust in the
Lord forever, for the Lord,
the Lord, is the rock eter-
nal.

Isaiah 26:3-4

Save your eyes: Recognize the symptoms of cataracts

August is Cataract Awareness Month, and that's a good time for every-
one to get acquainted with the dangers that a cataract can pose.

A cataract is a clouding of the lens in the eye. Because the lens fo-
cuses light onto your retina, any blockage or distortion can result in di-
minished eyesight. Cataracts develop gradually, usually (but not al-
ways) in older people.

Congenital defects, inflammation, exposure to certain kinds of radia-
tion, diabetes, and smoking can also contribute to cataract formation
earlier in a person's life.

The standard treatment is surgery to dissolve the clouded lens and
then remove the fragments from the eye; doctors then insert an artifi-
cial lens to replace the old one.

Because cataracts develop slowly and without pain, symptoms may not
be obvious. Check with your eye doctor if you start to notice these
changes in your vision:

- Vision that's cloudy, blurry, or dim.
- More difficulty seeing at night.
- Heightened sensitivity to light.
- Seeing halos around lights.
- Colors seem faded, or yellowish.
- Double vision in one eye.

With the proper treatment, you'll save your eyesight. So don't neglect
the potential dangers.