

ABOVE: **Croydon, PA** — Tony Sample Photo by Bob Connor

# **Best Part of the Job is When Customers are Happy and Everyone Keeps Rolling**

Consistently across the board that is what every tank wash employee in this interview says when asked, "What's your favorite part of the job?" Enjoy these scenes and stories from conversations with the following three tank wash experts:

- ▶ Croydon, PA Tony Sample, 7 years
- ▶ *LaPorte, TX Walt Gamble, 14 years*
- ▶ Florence, KY Mike Liggett, 17 years

**Spinner** [industry lingo] is the term for rotary jet spray nozzle machines that are lowered into the tanks and spray water in all directions; it makes the inside of the tank become similar to a dishwasher.

When tank washing first began, the most basic method of tank cleaning was the fill and drain method; simply fill up the tank and let the water drain out. Then came the spray ball method. Nowadays, the predominant tank wash method is the spinner.

GAMAJET/Seliers is the brand of spinners used by Highway Transport Chemical.

## **Tony Sample - Croydon, PA**

Equipment We Use: RAE monitor to sample the air quality of the trailer. The RAE monitor is worn on the person while they are inside the tanker trailer.

Going in the Tank: As long as you follow the safety procedures, it is fine for a person to be in the tank. We are required to have annual confined space recertifications. When the customer tells us a trailer is required to be "bare metal clean" you have to go in and inspect the inside of the tank. We get 3 or 4 tanks per day where you have to do a bare metal clean.

Busiest Day of the Week?: Busiest days are Monday, Tuesday, Wednesday and Friday. Basically its just busy.

Your Main Customer?: Dow Chemical, BP/Castrol, Stepan and Evonik.

Best Part of the Job?: Customer satisfaction. The time that we spend on these tanks means there's no problems, no concerns, and everybody's happy.

continued on p.3...

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## **Encouraging Words From Dow**

08-2015 ROHKNO - KNOXVILLE, TN HTC CARRIER MONTHLY PERFORMANCE Another solid month of performance! Thanks for all you guys do.

## Regards Jon

(Jonathan Arnold of Dow)

### - Next Issue Coming Soon -

In-depth interviews with Shops and what they do to keep Highway Transport Chemical rolling.

## - Communications -

865-474-8002 communications@hyttlogistics.com

## - Purpose -

To keep employees and contractors informed about company policy and industry developments, and to recognize significant industry and community contributions by these employees and contractors and their immediate family members.

## Mail Any Correspondence to: P.O. Box 50068

Knoxville, TN 37950-0068 **phone:** 1-865-474-8002

## **Heartwarming Customer Feedback via Dan Dufner**

The customer complaints have disappeared, the late pick-up notifications from the terminal have stopped, and now my logistics staff had time to perform value added tasks instead of fighting fires caused by poor carrier performance. This success is directly a result of the HYTT personnel that accept the tenders, schedule the drivers and control the equipment, which is the crew at our servicing terminal. Thanks for your support.

Martin S. Hutton

Logistics Manager, Acrylic Monomers BU Performance Monomers / NAFTA / Supply Chain Management

Instagram Photo Contests Let's just start by re-stating the



obvious...NEVER use a mobile device while driving. During personal time when not behind the wheel, most employees engage in social media. When used appropriately, it is a great way to bring everyone together. Check out Highway Transport's Instagram zone by doing the following:

1. Register to be on Instagram by visiting www.Instagram.com then signing up to be an Instagram user.

2. Post images on Instagram, and in the text field, use the hashtag symbol # and text that relates to one of the following HT hashtags...

ABOVE: popular Instagram image hashtagged #HTSummer by @crystalrena73

#HTSPRING *April 1 - 30, 2015* #HTSUMMER May 1 - June 15, 2015 Winner: Samantha Edwards #HTFALL October 1 - November 30, 2015

Winner Joliet Driver Andre Jones

## On the Web



Summer 2015 marks the quiet transformation in the design of the new company website **hytt.com**. Now all Highway Transport sites are visible on mobile devices. Highway Transport websites:

- hytt.com
- hyttdrivers.com
- ▶ drive4highway.com

## **Social Media**









instagram.com/hyttdrivers

You Tube youtube.com/HyttDrivers

## COMMITMENT TO TANK WASH

Least Favorite Part of the Job?: Slowdowns. We sometimes work with older equipment; equipment failures can slow down our process. Some of the tanker trailers that come in here are center unload trailers. It can be a challenge positioning the center unload tanker trailer when we bring it into the wash bay.

Comments?: We try to conserve our water usage. Dow owns our facility, but we try to help them out by conserving water. This job is not for the timid, weak or claustrophobic. If one person slacks off it creates a problem. Anyone interested in this job must like to work. It can be physically demanding. Companies send inspectors and visitors here. They like to see our procedures. We relay that information and get along good. Every couple of months, our friends at Dow come over to share a sandwich or pizza. Again, Dow is the actual owner of the Croydon facility, and Highway Transport signs a contract and leases the facility.

## Walt Gamble - LaPorte, TX

Equipment We Use: Here in LaPorte we've always used spinners. Started out with 2 spinners. Now there are 4. Our spinners are produced by GAMAJET/Sellers. Our distributor, J. Tech Sales®, recently came out to visit us and held a training class on servicing and rebuilding spinners. We can rebuild our spinners in-house with a \$250 kit. If we send out for a rebuild, the cost is around \$1,000. We were also having some problems with the chemical that we were using before. Now we use an improved chemical so that we don't have to wash as long as we used to. We have a guy that handles the wastewater details here in LaPorte. We walk every tank after we get finished, so customers have grown to trust us to clean every tank just right. Most of our customers want the tank to be "bare metal clean." That means after the spinner has run, we go in and -by hand- get the tank clean down to the bare metal.

Going in the Tank: Going in the tank is not really scary. We're so Best Part of the Job?: Getting the tanks out on time so they can used to doing it. We have to make sure we use the air monitor. It is a RAE monitor that checks the carbon monoxide and all the oxygen. It is hand held and attached to a hose you lower down in the tank before you enter. It samples the air quality before an entry is made, and we record the readings on our entry permit to make sure the atmosphere is safe. We wear the retriever line that has to be hooked to us in case for any reason we have to be retrieved. So far so good, I've never had to be retrieved.



Busiest Day of the Week?: Right now its not as busy. Usually Tuesdays are the busiest for us. This is the best time (August) to do our yearly training. We did a tank entry training and simulated rescuing a person. Tank Entry Training is once per year. We climb on the top and there is an overhead cable that we hook onto. The retriever line is hooked to the overhead cable. The cable is hooked to our harness.

Your Main Customer?: Dow is the biggest customer. Years ago Dow had a guy that used to look at everything. He would come to the terminal and drop in on us. That was when we had just gotten the contract. They still drop by sometimes, just not as frequently.

be prepped to go get loaded. It is good to get 'em out and making everybody happy. As long as the tanks get out on time and as long as they can get loaded and delivered everybody's happy.

Least Favorite Part of the Job?: Cleaning the drains out. We clean the drains every 4 months. If you keep the drain clean it makes it easier for the water to flow. It takes two guys to clean the drains —me and one extra person. continued...

## **DRIVER SAFETY AWARDS**

Safe drivers are increasingly in short supply. The entire staff, from bill collections to tank wash, hold drivers in very high regard. The drivers who work at Highway Transport Chemical take a lot of pride in what they do. Highway Transport staff members communicate with customers and enjoy good comments about driver safety. Highway Transport Chemical staffers consider it an honor to work with professional drivers and treat chemical tanker drivers as though they are "our second family."

Not pictured: Florence Driver Norm Noel - 4th Year Safety Award





Joliet Driver Eric Scott - 2nd Year Safety Award



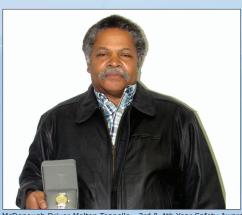
right: Joliet Driver Gregory Myers - 2nd Year Safety Award left: Joliet Terminal Manager Sean Quaderer



McDonough Driver Howard Mims - 3rd & 4th Year Safety Award



Joliet Driver Jim Renfroe - 2nd Year Safety Award



McDonough Driver Melton Tennelle - 3rd & 4th Year Safety Award



Florence Driver Michael Kyle - 4th Year Safety Award



McDonough Driver Tony Riggins - 4th Year Safety Award



right: Joliet Driver Ronald Byrd - 3rd Year Safety Award left: Joliet Terminal Manager Sean Quaderer



left: Joliet Driver Ron Booker - 4th Year Safety Award right: Joliet Terminal Manager Sean Quaderer

## continued from p.3... COMMITMENT TO TANK WASH



ABOVE: **Croydon, PA** — Photo by Kristen Oshansky taken the day Croydon Shop and Tank Wash completed annual confined space entry training. *Left to Right Top*: Dave Horeis, Jon Krouse, Jon Yob, Tony Sample, Tim Craig, John Mizin, Mike Krescanko *Left to Right Bottom:* Dave Rudan, Moe Farah, Pete Vickery

Comments?: What I try to do is do the best possible job I can do on a daily basis. Things are going pretty smooth so far. I always come to do the best job I can do. And the guys around me are great. I try to encourage them to do the same. It's been a good experience so far. Everybody tries.

The newer tanks are nice. I'd rather clean the rear unload tank rather than one that unloads from the center. It is easier for the spinners to go in and the water circulates better. On the center unload tanks, the spinner can sometimes get positioned over a valve and block circulation. Sometimes you have to shut the water off so the water can catch up with the spinner.

## Mike Liggett - Florence, KY

Equipment We Use: We got rid of the spray balls when I first came here 17 years ago; they were in the way so we took 'em down. We only use spinners. We have one spinner for each wash bay, and there is a spare spinner. We use the spare when we rotate. Each spinner has a quick disconnect, so that if something goes wrong, we quickly connect our spare spinner.

Here in Florence, all customers require bare metal clean. Some people use the term "Blade Clean," as if you had scraped the interior of the tank with a razor blade.

continued...

# COMMITMENT TO TANK WASH MIKE Liggett continued from p.5...

Going in the Tank: We regularly do confined space training. It's not exactly easy. You know you've got the harness, the hose, the retrieval system, a respirator...etc. You have to wear all the Personal Protective Equipment (PPE) + initially test the air. Plus, there is a monitor that constantly samples the air.

### **RAE** Monitor

[industry term] Pronounced "Ray Monitor," this is the name of a device that senses the following:

- H2S Hydrogen SulfideCO Carbon Monoxide
- LEL Lower Explosive Limit
- VOCs Volatile Organic Compounds
- O2 Oxygen needs to be 20.9

## **Tank Wash Gear**

- A 3M<sup>™</sup> supplied air panel is used to provide Grade D breathing air to the tank washer through a full face respirator.
- Body Harness
- Retrieval Device
- Gloves
- Boots
- Flashlight
- Razor Blade Scraping Tool

Busiest Day of the Week?: Friday normally. We try to get everything completed, so nobody has to come in and work on the weekend. Our tanks here haul a lot of latex. Latex has to be pressure washed then razor bladed off. Whatever latex is left, we go

in and scrape out with a razor blade. We also use green Scotch-Brite® scouring pads.

Tank wash here has 2 on day shift and 2 on 2nd shift. The two on 2nd shift are there til 12:00 midnight. It all depends on how



the freight runs. Many loads don't start rolling until the afternoon. That is when 2nd shift becomes busier.

Water usage a concern?: We try to reduce water usage, because water issue. Our sanitation too much.



and disposal is quite expensive. We also have a heel program in place, which helps the environment. Before we begin cleaning, we capture any residue or "heel" of chemicals that might be left in the tank. Plus, there is an oil/water separator. This helps reduce the amount of waste that actually goes into the sewer.

Your Main Customer?: L'Oréal is less than a mile away. The L'Oréal business cycle determines when we are busiest. Every other tank wash facility in this area is located across the river in Cincinnati...actually 15 miles north of Cincinnati at the top end of the 275 loop. Drivers do not want to fight the traffic to get down here from Cincinnati and across the river. We're convenient for everyone on this side of the river. We do a good job.

Best Part of the Job?: Payday. After you do a job 17 years, very few things come up that I haven't seen or done before. Having Tank Wash disposal is the larger this job down makes it nice because I don't have to worry about continued on p. 7...

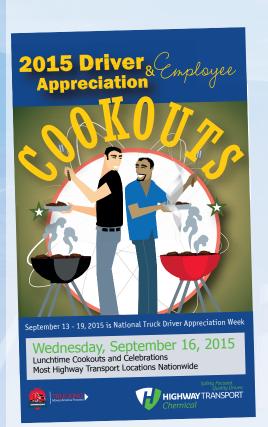
## DRIVER SAFETY AWARDS



right: Joliet Driver Doug Scales - 2nd Year Safety Award left: Joliet Terminal Manager Sean Quaderer



left: Florence Driver Michael Hunt - 4th Year Safety Award right: Florence Operations Supervisor Blake Horton





right: LaPorte System Driver George Molander left: Joliet Operations Supervisor Eric Ely

## **George Molander**

reported by Scott Ennen Vice President of Safety and Quality

Our drivers are everyday heroes with the deepest concern for others. When we receive a call about a driver, we create an "incident report." I'm so proud of George and the way he handled some tough driving conditions. Enjoy reading the following report details:

Driver: George Molander Driver Manager: Jerry Scearce

Location: I-24 W/B, near Calvert City, KY

Incident Description: Motorist called and praised HTC driver for his

professional driving in adverse weather.

Action Taken: Voice message left on safety phone extension at Joliet. Eric Ely retrieved message and passed on to Scott Ennen. George thanked by Scott Ennen on phone. Thank You pen sent to George. Damage Description: Eric Ely reports...Received a call today from a driver that did not leave his name praising this Highway driver for his safe driving habits during adverse conditions. Stated he could not feel safer around him that he is going at or below the speed limit and being very cautious and it is very much appreciated. Driver stated that he just wanted to give the truck driver credit for being such a safe driver.

Driver Statement: Driver reports heavy rain on I-24 W/B in Kentucky 100-150 miles from Nashville.

Corrective Action: None needed.

Primary Cause: Driver demonstrated professionalism while operating

safely in adverse weather conditions.

Tractor: 2006 MACKX - CXN613-M Trailer: 1993 BRE Single Center H-I-T Product: Coagulant 129, 4,500 gal

COMMITMENT TO TANK WASH Mike Liggett continued from p.6...

Least Favorite Part of the Job?: Tank Entry. It is very cumbersome with a lot of equipment you have to wear but a necessity to make sure the trailers meet our customers' requirements. When going into a trailer, the air is what we call "supplied air." We ventilate by pulling outside air in. To do that, we use a system where a compressor supplies filtered air that we breathe. We started using the filtered supplied air a few years back. There is a lot of training involved. Once a year we do annual training and go over scenarios where we have to rescue someone out of a tank. Following the proper safety protocol is crucial for:

- protecting lives
   protecting customers

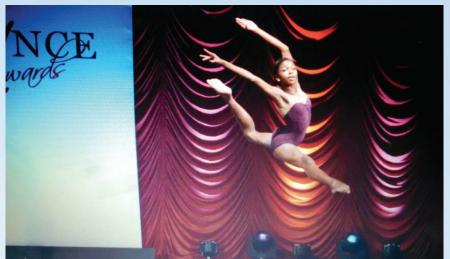
It is definitely time consuming to do it the right way, but that's the only way we're going to do it. 😲

## **PERSONNEL**

## Sade, Granddaughter of Kenneth Dickey in Knoxville

Sade has been dancing for 9 years in *Revolution Dance*. Throughout the summer, she traveled to New York and Los Angeles. Scenes from her solo in New York...









# COMMUNITY FOUNDATION OF GREATER CHATTANOOGA

**Steve Kitts**, himself a Veteran, along with other members of the Choo Choo Shag Club, presents a check for \$7,000.00 to Pete Cooper, President of Community Foundation of Greater Chattanooga. The check is for the Chattanooga Heroes Fund, started by Peyton Manning for the Families of our fallen Heroes and those

wounded in the attack on our Military on July 16. The donations were collected during the club's 21st Annual "Shag Tracks", a 4 day event held at the Alhambra Shrine Temple and Best Western Hotel, Ringgold Rd. in Chattanooga, TN. This year's event hosted 360 beach music shag dancers representing 27 clubs from 13 states.



FLAGS AT ALL HIGHWAY TRANSPORT LOCATIONS: We asked God to watch over the fallen, the families, and their communities. As a mark of respect for the victims of the senseless acts of violence perpetrated on July 16, 2015, in Chattanooga, TN, the flag of the United States was flown at half-staff at all Highway Transport locations throughout the United States until sunset, July 25, 2015.



## Clyde Isner

It is with heavy hearts that we report the death of Linehaul Supervisor, Clyde Isner, on

Sunday, May 10th. Clyde was a beloved friend, colleague, and asset to HTC. He is missed by many.

Victoria Williams joins Highway Transport Logistics as a part-time Human Resources Intern. She is originally from Athens, TN and is currently in her senior year at the University of Tennessee majoring in Marketing with a collateral in Human Resources Management. We are excited to have Victoria join the Highway family.

Eric Ely joined Highway Transport in May of 2013 as a driver. Then in the spring of 2015, Eric took on the role of Operations Supervisor at the Joliet terminal. Throughout the Fall of 2015, Eric once again takes on new duties and becomes Safety Training Supervisor of the Joliet terminal.



**Tony Thomas** is the new Operations Manager at Highway Transport's BASF Dedicated Account in Chattanooga, TN. Tony was previously the Logistics/Transportation Manager for Ryder overseeing the Volkswagen account. Prior to that he was the Maintenance Manager with US Express.



Philip Hise became Highway Transport's LaPorte Terminal Manager in May. Philip has a background in education. He started out as a driver then transitioned into the role of driver trainer. Philip currently oversees all facets holds a B.S. in Logistics from of terminal operations, from budgeting to supervision to customer relations.



Tyler Mulligan joined Highway Transport Logistics in June as our Data Analyst. Most recently, he served 4 years as a Business Analyst at Jewelry Television in Knoxville, TN. Tyler the University of Tennessee with a collateral in Information Management.

# August - December 2015 SERVICE ANNIVERSARIES

40 Years Glen Keen

36 Years Paul Vogado

29 Years Barry Hall

26 Years Gary Reagan

25 Years Stefon Davis

23 Years Doug Vineyard

23 Years Billy Lively Leonard Steele Lonnie Surgener

22 Years Bill Reagan

21 Years James Byrd Scott Ennen Christy Paul

19 Years Rick Lusby

17 Years Mike Ligaett Duane Regnier

16 Years Kim Adams Neil Evans Charles Tincher Jim Tormey

14 Years Billy Crawley Walt Gamble

David Weidner 13 Years Kenneth Dickey

Jerry Noland Kathy Rock

Philip Teto 12 Years Larry Duncan Joel Hubbard, Jr. Kevin Liggett

Wilhelm Salewski

11 Years Antonio Arsuaga III Bruce Frost Robert Randalls **Dexter Ratliff** Kenneth Tyler Kelly Ray Wyatt

10 Years Timothy Brock Shaleece Pillow Gary Richards

9 Years Jacob Edwards Rogelio Nunez Denis Propin Kerrie Smith Mark Stucky Michael Wolf

8 Years **Donald Franks** Jerry Powell James Smith

7 Years Michael Blochowski David Coleman Floyd Elzie Morad Farah Jim Kinnevy Ralph McFarland David McLeod Billy Morgan Matt Powell Kenneth Salmon Tony Sample

6 Years Matthew Bruer Amanda Hawkins Andrew Johnson Robert Mapp

Doug Scales

5 Years Peter Ballard Ronald Dunlap Donald Elder William Foyer Todd Helms Kevin Hibdon Michael Hunt Jesse Kirk II Rachel Ludwig Victor McCullum Mark McNabb Michael Overton **David Owens** Charles Parkhurst Ed Regan Todd Šchrebe Philip Shelley Mark Suarez Jonathon Yob Kevin Zylo

4 Years Phillip Beck Stephen Bochard Sandra Burnette James Hegland John Mizin

3 Years Eddie Brown Vernon Crow Michael Donaldson Gregory Myers Richard Paden Greg Quaresima James Renfroe Victor Torres

2 Years Lawrence Acosta Christopher Brodbeck Patrick Burnett Stanley Goodwin Cliff Irons Michael Isaacs Joraine McDaniel Jennifer Myers Thaddeus Netherton James Russell, Jr. James Syverson Richard Tuders

1 Year Allen Adams Gustavo Alanis, Jr. Anthony Alexander Bobby Booth Henry Brown, Jr. Danny Bruner Wayne Bryan Kevin Cameron David Campbell Sandra Carr Robert Celia

Cody Clarke Helen Colon Rosendo DeLaRosa James Eden Samuel English John Gilliland Michael Gilvin Arnulfo Gonzalez Amy Hansen John Hill William Hodge Jonathan Horton Douglas Isbill Napoleon Keller Omjasisa Kentu Edwin LaFour Michael Lewis Jeremi Matczak Katrina Never Victor Paez Harold Randolph Marvin Rollins Paul Sandlin Larry Tinch John Troughton Myron Washington Ronald Welch Thomas Williams Kenneth Woods, Jr.

Congratulations to everyone on this list! Send any changes or corrections to:

communications@ hyttlogistics.com

It's getting to be that time of year again! You will start seeing emails regarding Biometric Screening and Annual Enrollment. In an effort to get on the books early this year we are reserving earlier dates for Biometric Screening. New this year... eligible spouses receive a free Biometric Screening as well. This will not increase the amount of your incentive but Watkins Associated Industries is looking into offering an incentive for spouses who participate.

## MARK YOUR CALENDAR! Participate in On-site Biometric Screenings:

Knoxville, TN Terminal Dates: 11/12/15 & 11/13/15 Start Time: 11:30 a.m. EST

La Porte, TX Terminal Dates: 10/26/15 & 10/28/15 Start Time: 10:00 a.m. CST

▶ Chattanooga, TN Terminal Date: 11/11/15

Start Time: 10:30 a.m. EST

Joliet, IL Terminal Date: 11/4/15

Start Time: 9:00 a.m. CST

Unable to participate in an On-site screening event?

Patient Service Centers will be available for all locations.

## BIRTHDAYS October - December 2015

## SEPTEMBER

HTC Don Anders Bennie Banks Kenny Barnett Ronald Booker Ronald Byrd Sandy Carr Jose Collado Jose Cruz-Gutierrez Rosendo DeLaRosa Dale Ducote Jacob Edwards Johnson Eiler Mike Gilvin Dennis Hanson Edward Heard Ronald Johnson Bobby Martindale Daryl McClenton George Molander Rogelio Nunez Omar Oshman David Parr Rosario Pickens Billy Pickett Robert Randalls James Robich Carlos Rodriguez Kenneth Sampson Andy Schultz Brenda Skoda Gerald Sullivan Richard Tallent Mathew Vanderburgh

## HTL

Sandy Carr Victoria Williams

## OCTOBER

## HTC

Adrian Alfred Dillan Alfred Robert Begliutti Justin Black Ronald Brady Ronnie Bridges Kevin Cameron Richard Collins Vernon Crow Mark Daugherty Eric Doyle Julie Duncan

**Donald Edwards** Timothy Farmer William Foyer Kenneth Ghea Carol Guinn Michael Hall Jon Huggins Victor McCullum Ralph McFarland Jennifer Myers Ed Noga Michael Overton Matthew Parker John Paschal Michael Peachey Wilhelm Salewski Walt Satterfield William Shaughnessy Joe Sheldon Mark Suarez John Troughton Paul Vogado Kelly Wyatt

### HTL

Elizabeth Dick Amanda Hawkins Steve Kitts Linda Nelson

## NOVEMBER

### HTC

Lawrence Acosta **Damian Barrientes** Ashley Beasley Eddie Brown James Byrd Robert Celia Derrick Davis Warren Davis Donald Elder John Gilliland Christopher Goodnight Andrew Green Barry Hall Ernest Holloway Joel Hubbard Michael Hunt Jeremy Lindsay Mark McNabb Mark Meads David Meyers Jerry Noland Thomas Olejniczak Juan Ortiz

Jerry Powell Thomas Rannala Kevin Ray Tony Sample Jerry Scearce Todd Schrebe Eric Scott Gregory Sorah Robert Starrett Paul Steffek Samuel Stewart **Hunter Stokely** Travis Stoker Larry Tinch Andrew Weiler Thomas Williams

## HTL

Dan Dufner Todd Helms Jerry Szmuc

## DECEMBER

## HTC

Gustavo Alanis Wayne Bryan Stanley Champagne Bob Connor Billy Crawley Dylan Deese Thomas Foster Drew Gassett **Bob Godsmark** Amy Hansen Darrel Huff Marla Kegresse Omjasisa Kentu Edwin LaFour Arthur LeRoy Kenneth Mahlman Robert Mallett Jeremi Matczak James Partridge Brent Pavey Gerald Pope Joshua Regnier Gary Richards Robert Sauler Roman Shevchenko Jackie Taylor Peter Vickery

### HTL

Cliff Irons Joe Pence

## **EQUIPMENT**

## **Paper Pilot Review**

When Highway Transport considers purchasing new tractors, a panel comes together to discuss driver needs. Many people converge to analyze all factors and make the best decision:

- •2 drivers
- •2 reps from HTC operations
- •2 reps from HTC maintenance
- •2 reps from Worldwide Equipment
- •4 reps from Mack Trucks
- •Gary Reagan, president, Highway Transport Chemical
- Greg Watkins, chief operations officer, Highway Transport Logistics

This is a yearly meeting entitled *Paper Pilot Review*. The gathering is hosted by Highway Transport Logistics in the large conference room at Baum Drive in Knoxville, TN.

Paper Pilot Review is an opportunity for drivers to experience our process for reviewing tractor specifications prior to placing an order.

## **Mack Driver Survey**

A big Thank You! to all Highway Transport drivers of Mack Trucks who took the time to participate in a voluntary survey about equipment. Of the 119 drivers of Macks, 58 participated in the survey.

Drivers, Your honesty and feedback is greatly appreciated.

How satisfied are you with the purchase of the new Mack trucks



How satisfied are you with the new automatic transmission



# HUMAN RESOURCES



## IMPORTANT: New HR Benefits Module

ADP® HR Benefits module coming soon to ADP® -Throughout Fall 2015, a new online feature will become available to employees...Benefits. Each employee will be able to select the benefits they want and click "submit." In the past, employees filled out paper forms during the time of year known as "Open Enrollment."

Typically, open enrollment season takes place throughout October. Open Enrollment is a span of time, usually occurring once per year for one month, when employees may make changes to their benefits.

Earlier in 2015, Highway Transport adopted ADP® software to manage payroll, accounting, and HR. This software enables us to view our paystubs online and on our mobile devices.

After the new Benefits module is in place, be on the lookout for more modules and improvements to help Highway Transport keep track of:

- 1. Recruiting
- 2. Employee Performance Reviews

After reading and reviewing, Greg Watkins, Gary Reagan, and Larry Edwards discussed driver needs with Mack Trucks and addressed several issues. First, additional shelving and storage will be in the 2016 tractor order. In addition, an escape hatch has been added in the sleeper. The 2016s will have a different fuel tank with the fill location changed.



- Additional shelving and storage
- Changed specifications on the fuel tank; fill will now be at the rear.
- Added escape hatch
- ▶ Better windshield curtain clips, Mack is reviewing the curtain clip issue with their supplier and requesting product improvement.

Are you a current Highway Transport driver of a Mack truck? You can take the equipment survey on the website hyttdrivers.com. Click on "Current Drivers" then... Driver Equipment Survey



## OPEN ENROLLMENT

Open Enrollment is the month of October. This is when you can make changes to your benefits. Changes you make take effect January 1, 2016.

The 2015 Annual Enrollment date is guickly approaching. Enrollment packets will be mailed out at the end of September.

**IMPORTANT:** Log into ADP® to confirm your address is correct. This is the address where your enrollment packet is mailed. Every year, packets get returned because employees move. Please reach out to everyone and remind folks to double check their address.

FYI...Employees may update their address in ADP® themselves.

If you prefer not to login, please send your new address to: HumanResources @hyttlogistics.com

## Questions?

Sheree Hamlin, PHR Human Resources Generalist Highway Transport Logistics, Inc. 6420 Baum Dr. Knoxville, TN 37919

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