

The INDEPENDENT



JUNE/JULY 2010

TWIC - DO YOU HAVE ONE IN YOUR WALLET?

Jeff Loggins:
Director of Contractor Relations

If you are loading or unloading in a controlled area of a Port, you must have the TWIC card. Registration will continue and is required in all Ports. To the point, without this card you will severely limit your loading and unloading capabilities in all Ports. The web address you will need to go to for questions and to pre-apply is www.tsa.gov/twic.

We continue to miss good loads due to drivers not having this card. Take the time, go to the site and start the process of getting your card today.

RECRUITING REFERRAL BONUS

Sherri Cook: Director of Recruiting

Want to earn extra money? Refer an Owner Operator and earn \$1,000!

Refer a Lease Purchase contractor and earn \$500! These will be paid in full in 30 days, 1/2 after 1st dispatch and the other 1/2 in 30 days. It is that simple. Make sure that you give the potential contractor your name and Owner ID# to pass on to the recruiting department in order to get credit for the referral. Give recruiting a call at 800-366-6361 to start earning!

OWNER OPERATOR OF THE 2ND QUARTER, 2010

Jeff Loggins: Director of Contractor Relations

Congratulations to Mr. Rodney Gaskin, CRST Malone's Owner Operator of the 2nd quarter. Rodney leased to the company in March of 2005. His Safety record is exemplary and he is among the top 10% in revenue generated. Rodney resides in Voorhees, NJ with his wife of fifteen years, Bridget, and their three children.

When asked about his key to success he states; "Pre-planning is the key, plan your loads in and out. The load board is a good tool to use for this". Rodney and his wife will join our other O/O's of the quarter in Birmingham this fall for our Owner



Rodney Gaskin
Owner Operator of the 2nd Quarter, 2010

Operator of the Year banquet. Once again, congratulations to Rodney Gaskin!

THE FREIGHT AND RATE MARKET IS CHANGING WEEKLY

Jim Schommer: VP of Operations

We discussed the state of the industry and rates on our last monthly contractor conference call on May 12, 2010. The rates and demand for trucks are changing weekly. After a couple of years of being a shippers market that drove rates down, it is now clearly a truckers market and CRST Malone has taken an aggressive position to help our contractors take advantage of the rapidly changing market.

Our sales group and agents have already gone out to our customers and put in strong rate increases once this year. We expect to go to some customers with additional rate increases as the demand for trucks increases. Our average rates have already increased from \$1.65 per loaded mile (not including fuel surcharge) to \$1.85 per mile in four months this year. Our sales group believes they can continue to take rate increases driving our average rate per loaded mile up to \$2.00 per mile this year.

CRST Malone has a very experienced, hard working group of contractors that provide great service to our customers. We are capitalizing on that reputation and working hard to get each of you the rates you deserve.

We also discussed broker rates on our last conference call. We need our contractors to run our customer freight as much as possible. This gives us more leverage on rates with our customers. When we are unable to provide you with a company load and you need to turn to brokers, we need to make sure we are getting what your services are worth. In general, whatever a broker has a load posted for on the load board, we recommend not accepting that load for less than 15% over the posted rate. Example: If a broker has a load posted for \$1.70 per mile, add 15% to that and don't run it for less than \$1.96 per mile. Different markets will vary a little, but overall, 15% is a good rule of thumb. Take advantage of the demand for your services...you are worth it!!

OUR TRAINING DEPARTMENT IS READY FOR YOUR QUESTIONS AND WE ARE HERE TO HELP!

Brian Romig: Training Supervisor

Have you ever been at a shipper loading a type of freight that you had not hauled before?

Have you ever had a question about logging procedures?

Have you ever hauled a Haz-Mat load that you had concerns about?

As a department, we have over 100 years of experience in several different areas of trucking! We understand that, as a driver, it is difficult to keep current on the ever-changing DOT regulations while you are tarping, strapping, chaining and of course, driving. That's where we can help! We are constantly learning the new DOT rules and regulations and studying

the FMCSA so that we can better assist our drivers on the road. Whether its logging, Haz-mat, load securement, or inspections, we are continually striving to improve our level of training and welcome new opportunities to help drivers with questions. Please do not hesitate to call ANY of the numbers below for help with your question today!

SAFETY TRAINERS:

Birmingham:
Ron Jacobs, (205)-951-5994

Rockport:
Paula Wells, (812)-649-4910 x232

Oklahoma City:
Tammy Daly, (405)-787-0070

DOT SAFETY INSPECTOR:
Dan Wiita, (205)-951-5994

TRAINING SUPERVISOR:
Brian Romig, (205)-951-5996

AND ALWAYS REMEMBER:

3-5-7 Rule

0-20,000 lbs = 3 chains

20,001-30,000 = 5 chains

30,001-40,000 = 7 chains

CRST MALONE MENTOR PROGRAM

Ron Maynard: Director of Eldridge Operations

We asked all the drivers at last year's Driver Appreciation Events to give us the top ten issues that they're facing. The obvious issues at that time were freight availability and low rates. There was one thing that was not so obvious - the frustration some of our newer and older drivers were having learning the CRST Malone system. They were experiencing frustrations about not knowing who they should call if they had problems with payroll, load securement, agent network, etc.

Out of those conversations, the idea of the Mentor program was born. We asked each Fleet Manager to recommend two of their drivers. These were drivers that they felt would be willing to help new drivers with any issues they may be facing. They recommended thirty

six drivers and the program began in December of 2009. Of those thirty six people, thirty four are still in the program. We feel that this program has been a success. It gives the drivers a way to get help, and it has made the Mentor group feel that they have had a voice in the company.

We would like to see more drivers involved in this program. If you have the desire to help others and to see them succeed as you have, please give me a call or send me an email and we will get you added to the Mentor list.

Phone: 1-800-733-1140 ext.100

Email: Rmaynard@crst.com

DON'T THROW YOUR MONEY AWAY!

**Sandra Wright:
Fuel Tax Manager**

At CRST Malone, fuel tax is calculated and reported quarterly. There is a misconception among some of our drivers that you do not have to send in your fuel receipts. We calculate fuel tax based on your receipts. Make sure that they get scanned with your bills. Not sending in your receipts could cost you a lot of money. We had a driver with a fuel tax bill of over \$1,400.00 last quarter. Don't let this be you!

GOLD PIN DISCOUNTS

Jeff Loggins: Director of Contractor Relations

What is Gold PIN? PIN stands for "Purchase in Numbers". We go into vendors with the overall purchasing power of over 5,000 trucks. It is due to this purchasing power that we are able to offer you Gold PIN savings on a variety of products and services. Currently, that list includes: Tire discount plans, fuel discounts, shop and parts discounts, Health Insurance, truck wash discounts, legal services and low-cost load securement products.

We continue to get requests from our Owner Operators for more services and products to be added. Some of the things that are currently being set up with the vendors are: Low cost/high quality mattresses for your bunk, fleet pricing on used trucks (as well as trailers), discounts on home computers and laptops, wireless net

book, wireless cards and cell phone plans and coming soon, a company logo store where you can purchase CRST Malone logo items, such as jackets, coats, shirts and other items.

Keep an eye on the www.malonecontractors.com website and our load board for more information. If you have any suggestions for the Gold PIN Program, please let me know. You can contact me via email at jloggins@crst.com or give me a call at the Birmingham office.



COST SAVINGS AND BEING PROFITABLE ON THE ROAD

Andy Franklin: Director of Operations

With the economy still somewhat unstable and the cost of doing business remaining high, it might be a good idea to review some basic cost saving measures you can use to be more profitable running your business. Several of these seem obvious and relatively simple, yet it is very easy to overlook them.

- 1) Watch your idle time. By far, the greatest expense you have is fuel. If you are sitting at a truck stop, terminal, etc., shut your truck off, go inside and take advantage of their AC or heat.
- 2) Watch your tire pressure. Under-inflated tires are fuel mileage killers. This should be a part of every pre-trip inspection.

- 3) Slow down. Driving 65 instead of 70 translates into serious savings on fuel.
- 4) Keep your truck maintained correctly and regularly. Clogged fuel filters and poor engine performance cost you more in fuel than the routine maintenance necessary to keep your truck up does.
- 5) Pack meals instead of eating at the truck stop three times a day. Consider what it costs to buy groceries for the week and keeping them in your truck as opposed to buying every meal at a truck stop.

Keep up with every penny spent, run smart and above all, be safe.

WISE ALLOYS

W. Hunter Randa:
Customer Service

Wise Alloys is an aluminum producer located in Muscle Shoals, AL.

Muscle Shoals is located in the Northwest corner of Alabama, 45 miles South of Decatur and 150 miles Southeast of Memphis. Wise is the 3rd leading producer of aluminum can stock in the U. S. and has recently added Anheuser Busch as its largest customer.

The Muscle Shoals facility operates 24 hours a day, Monday through Friday and ships from 7:00 AM to 4:00 PM Saturday and Sunday. Personal Protection Equipment is required at all Wise facilities, as well as long pants, long sleeve shirts and closed-toe shoes. Wise requires that we use a tarp and soft edge protectors on each and every load to ensure that their product arrives in its intended condition. The majority of loads produced at Wise are for immediate delivery. We would like everyone loading to go in with a fresh clock and ready to run.

Our primary lanes from Muscle Shoals are to California, Florida, Indiana, and Ohio. We move freight "day of" for Wise, meaning they let us know every morning what we will be moving that day. Please let your fleet manager or Hunter Randa know when you will be around The Shoals area and we will do our best to get you towards the destination of your choice.

OPERATION'S ROLE IN SAFETY

CRAIG SMITH: VP – ROCKPORT DIVISION

The culture for safety in transportation starts in the operations department. Too often, the primary focus is getting loads moved from agents and customers and there is little regard for getting there safely. Revenue, rate per mile, cash flow, etc. mean nothing if we aren't operating safely and protecting the cargo we haul.

CSA 2010 and the increased enforcement of existing regulations will require us to elevate our safety culture as a carrier or we will go out of business. As drivers for CRST Malone, you should be seeing more emphasis from our operations groups in several areas:

- Proper load securement on every load and a review of load securement requirements.
- Unless stated on the bills, all loads must be tarp protected.

- We need clean inspections, always. Prepare for these events by doing thorough pre-trips and post-trips.
- We run legal and safe. Period! If you are delayed getting loaded, adjustments to ETAs will be made. Any suggestions, advice, or encouragement to the contrary should be brought to the attention of management immediately.

Safety compliance in all areas is not an afterthought in operations and our dispatchers/agents are being held accountable to ensure that direction.

Most compliance items are adequately communicated from our safety department to operations to allow for sufficient planning in getting those items handled in a manner that doesn't compromise service or your ability to make money.

Thank you all for cooperation in this matter and let's all act safely.



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