



# BUCHANAN'S QUARTERLY REPORT

Apr – June 2010

Volume 3

Trucking's downturn is now in its fourth year, and a recovery is still not clearly in sight. For over three years the professionals have been predicting that the business climate for trucking would be at least a little better over the next year. They have been wrong! Freight volumes are soft and pricing is not there.

I will say that in the last few months BHRI has seen a gradual move in the right direction, but it is just not clear how long this process will take.

There are some positive things happening in the economy. A weaker dollar should mean more domestic manufacturing and exports. A greater willingness of banks to lend at historic low interest rates and tight inventories that will drive more production and transportation will be needed.

The facts are not that bright if you read all the news and dwell on the information I provided above. We have a brighter outlook for the rest of 2010. The real difference will continue to be our BHRI team focused on serving our customers and drivers. We continue to get positive feedback from our customers where one of our team members gave someone superior service. Drivers going the extra mile, customer service giving that extra phone call or an operations person getting on the phone to make sure all the requirements are known and clearly communicated and Agents making those calls and face to face meetings. All these things impress our customers and bring them back.

I want to thank our entire team on the improvements we have made in the area of safety. We made monumental improvements in 2009 and we have put the foundation in place to produce improvements each and every year. This requires everyone believing and committing to working accident and incident free each and every day.

We need to overcome the challenges and take hold of the opportunities. I have had many many talks with the Executives about the opportunities that are in front of this company. The one common theme that we have continued to address is "**QUALITY**". For Buchanan to be a great company, we need to think and act like a great company. The one thing that great companies do over average companies is perform a quality job at every level. We are 90% of the way there, we need to take it the last 10% in 2010

*"Quality - Do it Right the First Time."*

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## EFFECTIVE COMMUNICATION

“The Power of the Tongue”

The leaders of BHRI, beginning with our Owner, have asked us to adapt a “servant leadership” role. To be effective in this type of role, will require everyone to utilize many of the following characteristics:

1. Empathize – Put yourself in the position of the employee that you are instructing.



2. Sympathize - Let the person know that you care about their situation.
3. Friendliness - Provide the necessary instructions in a friendly manner.
4. Voice Inflexion - Control the “tone” and “volume” of your conversation.
5. Honesty – If you always tell the truth, you never have to remember exactly what you said.

The truth is that we can enjoy success in every department in our company while treating all employees, as we would like to be treated by others. Remember the golden rule: “*DO UNTO OTHERS AS YOU WOULD HAVE THEM DO UNTO YOU*”. When you put this into action, you and those around you will have a better day in the work place.

### **SAFETY NEWS**

There is little doubt that winter provides some of the most difficult driving challenges. Often winter road conditions call for reduced speeds due to ice and snowy conditions. Although winter still has its grip across many states, it is important to understand the importance of trip planning with specific emphasis on seasonal changes.

As the seasons change into the warmer spring and summer months, there is a need to be aware of changing road conditions that will impact the way a good trip plan is implemented. While spring often means warmer weather, the spring weather often brings heavy rain and slick driving conditions with reduced visibility. Adding extra time into your trip plans for unforeseen conditions is critical to ensure you meet appointment requirements.

While there are seldom concerns for icy or snowy road conditions throughout most of the summer, these are the months that road construction is at its peak. It is vital to slow down through construction zones. Again, when setting up a trip plan during construction season adding in extra time for construction delays and slow travel will ensure you arrive to your destination safely and on time. As we move from summer to fall, daylight hours decrease increasing drive time at night, which is a change that should be planned for.

Adjustments to trip plans are needed as the seasons change. Take the time to inventory the way you calculate your trips plans to ensure you include any needed extra time many times throughout the year. Remember the saying: “A failure to plan is a plan to fail!” Drive safe and be on time!

### **NEW NEWS**

The Company is in the process of designing a Company Jacket, which will be for purchase. We are currently working with keeping the Jacket cost between \$20 to \$30, apiece. By the end of March we should have a Jacket on Display at the Fort Wayne Terminal for all to see, for the ones that do not get to the Fort Wayne Terminal we will send out a picture of the jacket for all to see. BHRI will send out a notice when you can start ordering Jackets. If you have questions call David Lee in Recruiting / Retention Office.



**UP COMAING EVENTS**

Easter.....	Apr 9.....	Watch for the Chocolate Bunny
Mother's Day.....	May 9 .....	"I Love You Mom"
Memorial Day.....	May 31.....	Send a payer, Tell them Thanks
Father's Day.....	June 20.....	Thanks Dad

**DRIVER RETENTION & RECRUITING NEWS**

Buchanan Hauling Recognizes and Appreciates the following driver for their dedication. The Following drives have meet (Apr, May, June) another mile-stone with the Company:

**6 Years**

Harold Bowman  
James Harrison

**3 Years**

Everett Davis

**2 Years**

Glen Egly  
Charles Jetmore

Dale Morton

Paul Paker

Dale Morton

**1-Year**

Cookie Stoops

Harlan King

Jimmie Cowan

Roger Fuller

Carter Cutts

Ricky Griffith

Michael Bergman

William Bonebrake

Josh Keiser

**\$1,000.00 BONUS FOR NEW DRIVER REFERRALS.** Contact David in Recruiting.

Also, For every Referral that you submit to Recruiting and the referral Qualifies and leases on, your name will be added to a Raffle Drawing for a chance to win additional \$500.00 Prize. The Drawing for this will be every 3 months. The first drawing will be July 1<sup>st</sup>, 2010. The Winner of the \$500.00 will be notified and will be able to select what they want with the \$500.00 prize. You can take the Cash, use it towards a repair bill, use it towards plates, escrow, outstanding balance with BHRI or something for your truck (CB, TV, Radio, etc), something for your family. The choice is yours.

