



# BUCHANAN'S QUARTERLY REPORT

OCT - DEC 10

Volume 4

We have finished the third quarter of 2010 with renewed optimism and confidence in our plan, and we have the best expectations we have had for some time. I believe that BHRI has the team, the selection of services, the mixed fleet, the safety culture, and the will to succeed. Providing we do not experience a second dip in the economy, it appears that the freight market can support our success as well.

I am confident in BHRI. Because 2009 was a difficult and trying year from a freight market perspective with constant rate pressures from our customers, BHRI has focused on where we could create significant and sustainable impact - cost controls, customer service, and safety. We had impressive results in each of these areas and it should carry over to create better results in 2011.

Our results from the cost management side had each manager scrutinizing every area of their responsibility, implementing changes and doing it over again. We challenged our sales team to make better calls focusing on balance and yield improvement. We challenged our customer service to plan pickup and delivery times with the next movement in mind.

These actions could have distracted or demoralized some companies. Thanks to the character and the leadership of our management, our employees have been energized by the opportunity to transform our business to make it safer, more efficient, and more valuable to our customers and most of all to our employees. We have been very successful with establishing that over the long term. A more profitable company means more opportunity.

## **Driver Appreciation Week 20-24 Sep 2010**

We would like to extend our sincere and deepest appreciation for all your extra efforts to make Buchanan one of the best in the industry. In this crazy industry and fast everyday pace many times we may miss a Thank You, but please realize you are noticed and we appreciate your efforts.

We would like to thank Sherry Collins, Mike Wardzinski and David Lee for a job well done on set-up and the execution of Driver Appreciation Week at both are terminals. Also, we would like to thank the employees that assisted and finally to our Drivers; "THANK YOU"



## **SAFETY NEWS**

HERE WE GO AGAIN.....**WINTER!**

Winter is coming again. Its time to prepare again; remember what you need to do to stay safe and operational. We hope these few tips will help you with the winter challenges.

- Buy fuel that meets the needs of colder temperatures.
- Drain your air tanks every day. If you notice water, have the shop check the air dryer.
- Manage the electrical power you have. Your tractor should produce at least 13.5 volts to 14.2 volts when running.
- Give the trailer an extra tug after hooking up. Your fifth wheel will be more difficult to latch securely. It is a good idea to also look at the fifth wheel to verify that the trailer is hooked properly.
- Do not put anything in front of the auxiliary cab heater vent. The outlet is hot and will melt many plastics.
- Please allow time for the trailer suspension to fill with air before moving. If the trailer is moved before the air bags are able to hold the weight of the load the trailer suspension may fail.
- Make sure your brakes are released before moving the equipment. Failure to do this will cause the wheels to drag and destroy the tires.
- Run the engines on the tractors and APU if equipped, in temperatures under 20 degrees, to avoid fuel gelling.
- Please allow extra time for repairs.

The winter season requires additional focus and attention while navigating our nation's highways.

## **UP COMAING EVENTS**

Columbus Day .....	Oct 11.....	Sail Away
Halloween.....	Oct 31 .....	“Boo! and Candy!!!”
Daylight-Savings.....	Nov 7.....	Turn Clocks
Veterans Day.....	Nov 11.....	Thank a Veteran
Thanksgiving.....	Nov 25.....	Eat your Hearts out
Christmas .....	Dec 25.....	Presents!!!!!!!!!!



## DRIVER RETENTION & RECRUITING NEWS

Buchanan Hauling Recognizes and Appreciates the following drivers for their dedication. The following drivers have accomplished (Oct, Nov, Dec) another milestone with the Company:

### Oct

Narven Gist – 1yr  
Bill Rumler – 1yr  
Mary Newton – 1 yr  
Ernest Newton – 1 yr  
Shukree Nadir – 1yr  
Albert Pritchard – 1 yr  
Evan Piscitello – 1 Yr  
Michael Schoenborn – 1 Yr  
John Hill - 2 yrs  
Raul Mena - 3 yrs  
William Buchanan – 3 yrs  
Chris Rusk – 3 Yrs  
Charles Robertson – 4 yrs

### Nov

Clarence Hubbard - 2yrs  
Miner Carr – 3 yrs

### Dec

James Donaldson – 1 yr  
Phillip Gibbs – 1 yr  
Kenneth Elliott – 1 yr  
John Buchanan – 3 yrs  
Dennis Losh – 3 yrs

**Note** – Roger Nulf -5 yrs (Aug) was not listed on the last Quarters Newsletter  
Sorry Roger.

Drivers will receive a New Decal for their truck; some drivers will receive a Shirt/Jacket if they have not already. Again, Thank you for your dedication to the company.

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



**Order your Company Jacket today. Only \$25. Contact the Recruiting Department**