Superior Carriers has won the 2013 National Tank Truck Carriers (NTTC) Outstanding Safety Performance Trophy, widely recognized as the most coveted award in our industry and the first in the history of our company. Sponsored by Heil Trailer International, the award has a rich history spanning many decades, with only one Grand Award Winner per year. It was presented to Superior Carriers on April 29 during the NTTC’s 66th Annual Conference & Exhibits in Las Vegas, Nevada.

SBL’s CEO Len Fletcher commented: “It is truly an honor to win this award among such an exceptional, large group of safe and competitive NTTC carrier companies. This award is testament to our company-wide values and safety commitment. For over 70 years, Superior Carriers has exemplified service and safety excellence while being one of the largest companies in the bulk truck carrier industry in North America.”

At the NTTC Conference, Superior Carriers received three additional honors which contributed significantly to our winning the overall award:

• Top “Grand Award for Competitive Safety” at .382 DOT recordable accidents per million miles for the 40-90 Million Mile Per Year Carrier Class
• Top “Grand Award for Personnel Safety Contest” at 0.91 lost time injuries per 100 employees for the 40-90 Million Mile Per Year Carrier Class
• “Safety Professional of the Year” Award to SBL’s VP - Administration and Responsible Care® Coordinator Randy Vaughn

This very public recognition of the awards was particularly appropriate because real, day to day safety is often a solitary, unsung endeavor. As any driver will tell you, safety is what happens when no one is looking, involving scores of big and small daily decisions to do the right thing. Superior’s employees and contractors who have the discipline and dedication to practice safety this way can take great pride in their accomplishments.

But safety as observed by individuals is inevitably the result of a deeply embedded corporate safety culture. This point was well articulated at the awards ceremony by keynote speaker Chesley “Sully” Sullenberger, the retired airline captain who in 2009 successfully executed an emergency landing in the Hudson River, saving all on board. Safety, Sullenberger stated, is the result of “cultural values being apparent” -- a powerfully fostered understanding between people that safety is a priority and a shared path. As Superior Carriers President Brian Nowak put it: “Safety experts are realizing that safety is behaviorally based, that people emulate what others do, and that they need to personally believe in safety in order to practice it. Superior’s top-down commitment to safety historically has been nurtured by knowledgeable people who understand our industry, from former CEO Dick Lewis to current CEO Len Fletcher and VP - Administration Randy Vaughn. But perhaps the most credit goes to the terminal managers themselves, who have tremendous authority and responsibility at the local level to make sure safety happens.”

Acknowledging the connection between corporate culture and safety performance, the Outstanding Safety Performance Trophy appropriately recognizes not only a company’s outstanding safety record, but also its safety and preventive maintenance programs, personnel safety programs, and contributions to the causes of the tank truck industry and highway safety.

Accepting the award before more than 650 industry executives, Nowak stated: “We’re humbled to be among the best of the best with this award. This is the single most important moment for me in my years with this industry.”

Superior Carriers Wins continued on page 2...
“The most critical thing we do is keep our people safe,” Nowak continued. “And we owe it to the communities we drive through to safeguard our natural resources and the public health. Finally, our quality commitment to our customers mandates that we practice exemplary safety at their locations and with their products. With customers requiring ever more detailed root cause analysis and process improvement, they are our true safety partners. I cannot overstate the extent of our appreciation to all our employees and contractors -- especially our Drivers.”

Superior Bulk Logistics’ VP - Administration and Responsible Care Coordinator is Randy Vaughn, who joined the company in 2008 in SBL’s Environmental Health, Safety and Security (EHS&S) Department, now headed by Director Tom Gorman. Since then, Vaughn has worked with Gorman to lead innovative efforts to expand safety policies and programs that have resulted in measurable improvement in SBL’s safety performance, as monitored by the DOT and OSHA. The NTTC’s decision to choose Vaughn as Safety Professional of the Year was unsurprising to all but the gentleman in question.

“The announcement at the awards dinner was unexpected,” commented Vaughn. “It wasn’t until Brian Nowak advised me to take a closer look at the program did I realize who won. I am very honored to receive the Safety Professional of the Year award. I believe deeply in the safety culture and it is a part of my life. I work with exceptional staff, and as a team they contributed significantly to installing and training the programs that I introduced to our safety culture. Our drivers, especially, played a vital part in our winning this award.” Vaughn will be additionally recognized during the NTTC’s Tank Truck Cleaning & Safety/Security Council’s Annual Meeting June 3-6 in San Antonio, Texas.

“We are delighted to receive this award,” said Gary Watt, Superior Bulk Logistics Senior VP and Chief Marketing Officer. “Congratulatory messages have been received from numerous customers, and special mention was made from the podiums of two industry conferences I recently attended. This further underscores the importance this award garners in the bulk logistics community.”

**ADMINISTRATIVE TRAINING SESSION GETS POSITIVE REVIEWS**

Corporate managers, terminal managers and operations supervisors at the 2014 Administrative Training Session at SBL’s Oak Brook, Illinois headquarters.

How do our corporate office departments operate -- and what is the terminal manager’s role in keeping that machinery running smoothly? These were some of the questions answered in a lively, well-received Administrative Training Session held at SBL headquarters in Oak Brook, Illinois from April 22-24.

The program was attended by about forty terminal managers and operations supervisors (or their designates) from both SBL operating companies. Sessions opened with a welcome from VP - Administration Randy Vaughn, Superior Carriers President Brian Nowak, and Carry Transit President Jim Blackmon. A motivational speaker from National Seminars conducted an interactive session on “Breaking Bad Communication Habits.” Presenters from the following departments clarified the inner workings of their respective areas: Human Resources, Payroll, Accounting, Pricing, EHS&S, Workers Compensation & Risk Management, Maintenance & Tank Cleaning, Billing, Quality Assurance/Food Safety, Credit/Collections, Information Services, and Logistics Operations.

“This was an intensive program, but it also provided the opportunity for terminal managers to get to know one another, and share challenges and solutions,” stated HR Administrator Yarka Sena. “Lots of breaks -- and great Chicago beef and pizza -- made socialization easy. The training in communications and administrative processes benefited departmental managers and terminal personnel alike.”
For a quarter century, VP - Information Services Ron Bauman has helped Superior Bulk Logistics navigate the ever-changing world of information technology. On the occasion of Ron's June retirement, we asked senior SBL management to share their thoughts:

Ron has been the cornerstone of our Information Technology direction for the past 25 years. His ability to understand the technical aspects of the work, along with his strong desire to produce the best possible results, has helped SBL develop and grow over that period of time. Retirements can be bittersweet, and while we're tremendously happy for Ron, we regret losing an extremely dedicated employee. Ron, I wish you and your family a wonderful retirement.

-- Len F. Fletcher, President & CEO, Superior Bulk Logistics

It has been my pleasure to have known and worked with Ron Bauman for more than thirty-seven years, twenty-five of which were at the Superior Companies.

After I joined Superior Carriers in 1986, we began the task of building a nationwide tank truck carrier. It soon became apparent, after three acquisitions, that we needed a more standardized, efficient automated system. I recruited Ron to join our group based on our prior association at the original Quality Carriers in Wisconsin. Happily, he agreed and we began the task of combining the three entities acquired from 1984 through 1987: Lemmon Transport Company (Marion, Virginia), Strothman Tank Lines (Cincinnati, Ohio) and D&L Transport (Cicero, Illinois) with Superior Carriers of Kenvil, New Jersey.

We had four versions of all systems -- accounting, billing, payroll and benefit plans, operations, maintenance and tank cleaning -- with no single computer system. Ron’s efforts were instrumental in bringing those together under one system using compatible software. It was a daunting task, but the managers of all areas pitched in with our fledgling group of programmers, under Ron’s guidance, and got it done. This allowed us to continue our growth plans and complete the several acquisitions done in the 1990’s and later.

There were challenging times, but many good memories and some considerable accomplishments. Thank you for your many years of hard work and unflinching dedication, and I wish you all the best in a long and healthy retirement.

-- Dick Lewis, Chairman of the Board, Superior Bulk Logistics

Ron was always driven by ‘the tank truck business,’ and not by IT fads. His kind will not soon be replaced, but he will inspire the next generation forward. Thanks, Ron!

-- Brian T. Nowak, President, Superior Carriers

Ron has been instrumental in assisting with the evolution of our Customer Relationship Management (CRM) systems since I joined the company in 1999. Linking our customer key data to our iSeries platform is a useful tool for our sales and marketing teams as well as our regional operations management. He’s also been very supportive of customer data interfaces (many on SAP) that have become their preferred means of tracking our performance. I extend my best wishes for his well-earned retirement.

-- Gary Watt, Senior VP and CMO, Superior Bulk Logistics

Ron Bids Farewell to Superior

“I have enjoyed my 25 years working at Superior because of the interesting challenges, great people to work with, and the open information policy.

“When I started with Superior, the company was much smaller and many systems were still manual. Over the years we automated and improved dispatch, payables, and payroll. Major systems for document imaging, EDI connectivity, rail transfer, and driver recruiting were created. Our own websites also were put into place with shipment tracking, image retrieval, paycheck/W2 look up, and driver verification capabilities.

“Assimilating other companies -- Central Transport, Grace, Carry Transit, and Matlack -- into our systems was also challenging. Our policy of continuing to pay people using the prior companies’ pay plans made our payroll programs very complex. It did help to reassure our new people that joining our Superior team was smooth and without trauma.

“More recently we have changed gears and begun to install systems purchased from outside software firms. We have found that installing these systems is almost as challenging as developing them from scratch. CODA financial software, TMT Maintenance software, and the Salesforce sales and marketing system in the cloud have been added over the last couple of years. They incorporate lots of features we never would have thought of ourselves.

“On the personal side, I owe immeasurable thanks to all of the great associates I have had the pleasure of working with and learning from. Most of all, thanks to my wife, Donna, for putting up with me and the goofy hours over the years. I look forward to drowning worms, chasing a little white ball, and catching up with my grandkids. Thank you, Superior!”

-- Gary Watt, Senior VP and CMO, Superior Bulk Logistics

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STUART TANK WINS 2013 PRESIDENT’S SUPPLIER EXCELLENCE AWARD

By Brian Nowak, President, Superior Carriers

Stuart Tank Sales receives award from Superior Carriers. Left to right: SBL VP Finance Tim McCann, SBL President & CEO Len Fletcher, Stuart Tank Sales President Mike O’Donell, Superior Carriers President Brian Nowak, Stuart Tank Sales VP Sales & Marketing Phil Klein, Stuart Tank Sales VP Kirk Russell, and SBL Sr. VP & CMO Gary Watt.

Each year, Superior Carriers selects only one vendor to receive the President's Supplier Excellence Award -- a supplier named above all others in recognition of an outstanding partnership. This year, Stuart Tank Sales was that vendor, having exceeded our expectations in 2013 by helping us meet challenging operational goals. The award is a tribute to the many people at Stuart Tank Sales who provide us with exceptional service along with a deep and unmatched understanding of our business.

Stuart Tank Sales operates as a tank dealer for several manufacturers, as a bulk tank truck repair facility, and as a resource for tank truck and trailer parts. Although Superior Carriers’ relationship with Stuart Tank Sales is not long in tenure, a high level of trust has developed between our two organizations. Stuart Tank Sales received our prestigious President's Supplier Excellence Award for the following services rendered in 2013:

• Entering our quality process when our new STEs came off the line, carefully inspecting each prior to our taking delivery;
• Assisting us in redesigning the new ladder configuration for driver fall protection, so we now have the best in the industry;
• Palletizing tractor components (pumps, compressors, etc.) for our new trucks and sending the components to three primary modification centers for Mack, Kenworth, and Peterbilt.

Upon hearing of the award, Mike O’Donell, President & CEO of Stuart Tank Sales, commented in part: "This award means a lot to us, as one of your solid partners. We very much appreciate our relationship with your team. We are always striving to do better."

On March 19, a luncheon and award presentation was held in Oak Brook, Illinois to honor Stuart Tank Sales. We look forward to a long and mutually beneficial partnership.
Bauman Retires  Continued from page 3

Twenty-five years ago Ron Bauman joined Superior Carriers. Our IT staff at that time was Ron and one programmer. Over the years Ron was involved in the larger acquisitions that built Superior Bulk Logistics to its size today. These included numerous post-1990 acquisitions, which extended our geographic reach as they increased our IT challenges: Vista Transport (1991), Merrill Transport (1993), Grace Transportation (1995), Central Transport (1997), Carry Transit and its SaniCare tank cleaning system (1999), and certain assets of Matlack Systems (2001). In 2010, Ron and his team upgraded our General Ledger System to CODA, and more recently breathed life into our TMT Maintenance system.

Throughout all this expansion, Ron led the various integrations and training, simultaneously managing critical behind-the-scenes office tasks. With 41 years of industry experience, there is very little Ron has not seen or done. It has been a pleasure to work with a company historian and first class individual who has always put the company ahead of himself. Ron has a poster in his office which may best sum up his work philosophy: “Teamwork divides the toil -- and doubles the success.” Ron, you will truly be missed!

-- Tim McCann, Vice President Finance, Superior Bulk Logistics

SUPERIOR TEAM SHINES AT SCTA DRIVING CHAMPIONSHIP

By Phil Henderson, Terminal Manager, Greer, South Carolina

The 2014 South Carolina Trucking Association (SCTA) Driving Championship was held April 4-5 at the Midlands Technical College Airport Campus in Columbia. All 58 drivers registered in the competition were tested in four areas: written test, pre-trip inspection, driving skills, and personal interview.

Greer driver Bill Driskill won second place in the tank truck class, a high honor considering the tough competition. Bill was an entry-level graduate from Greenville Technical College in 2007. Independent Contractor Ray Wright competed in the flat bed class. The event only recognizes first and second place but Ray finished a close third, a solid achievement given the extremely narrow point spread between the top three spots.

The entire team -- Operations Supervisor Vaughn Pitts, Driver Bill Driskill, and Independent Contractor Ray Wright -- represented Superior Carriers proudly and professionally!

A LOOK BACK: INSURANCE ADMINISTRATOR HOFFMEISTER RETIRES

Professionalism, dedication, and competence have defined Insurance Administrator Mary Kay Hoffmeister throughout her career at SBL -- a 17-year journey that will formally end with her June 13 retirement. “Mary Kay has been a tremendous asset to SBL here at the corporate office, and will be missed by all,” stated Randy Vaughn, VP - Administration.

When asked to summarize her experience at Superior, Mary Kay said:

“I began working for Superior on August 20, 1997. I had answered an ad in the paper and interviewed with Diane Wright, Bill Lavery and Gerry Doll. I promised them two years, and here we are almost 17 years later. Once you are at Superior, you tend not to leave.

“The job title was Human Resources Administrative Assistant, but there was no real job description. The company was growing, and our goal was to be flexible and see where things took us. In the first year, I reviewed deductible billings for workers comp and auto liability claims. That morphed into dealing with adjusters and attorneys. Bill then said we needed additional help, and asked whether I’d like to stay with HR or handle insurance. By then I was hooked, so I stayed with insurance and I became Claims Manager, then Insurance Administrator.

“Bill was an incredible mentor, and knows more about insurance and the law than anyone I know. He always took the time to not only answer a question, but give you the background that explained how you got there.

A Look Back continued on page 8 ...
NEW M-580 OAKLAND-TO-STOCKTON BARGE SERVICE SAVES CARRY CUSTOMERS TIME, MONEY

Seventy-five nautical miles east of San Francisco’s Golden Gate Bridge in California’s Central Valley is the Port of Stockton, which seems like an unlikely spot for a seaport. But for 70 years, its deep-water access to Oakland/San Francisco Bay -- and by extension, the world -- has made Stockton a busy bulk cargo center. It is also the current home of two thriving Carry Transit Class I SuperFlo facilities.

Now, California’s newest “Marine Highway” -- the M-580 barge service -- is providing a faster, greener, more economical alternative to trucking containers between Stockton and Oakland. The service allows Carry Transit to offer customers an unusual supply chain solution for large-volume imported and exported products.

Opened for business July 2013 with a $13 million federal transportation grant, the M-580 Service along California’s “Green Trade Corridor” runs barges stacked with shipping containers the 8-hour trip from San Francisco Bay to Stockton. The service is owned and operated by the Port of Stockton, which connects to major interstates and transloading facilities. The M-580 barge service costs less per ton than truck transport, and reduces the number of trucks on congested local highways, improving air quality. The barge also serves as a cost-effective, legal “overweight corridor,” since containers may be filled heavier than the 80,000-pound weight limit for trucks traveling the same route.

According to Carry’s Port of Stockton Terminal Manager Rick Van Dyk, the barge service is attracting new customers who value the benefits provided by this alternative mode of transport between the two overcrowded West Coast ports. “The new M-580 shipping lane improves cycle time and productivity for our customers. It costs less to load a barge with, say, eight containers than to utilize eight trucks to move the same distance,” he said. “Exporting customers bring product in by rail to our terminal where we typically load it into Flexi-bags, then ISO containers, and take it to the staging area. The containers are put on the barge, transported to Oakland, and shipped anywhere in the world. We also manage moves in the reverse direction for customers importing product from Australia or the Pacific Rim -- product that arrives in Oakland, is taken by the M-580 to the Port of Stockton, and loaded onto Carry tank trucks.”

Carry Transit President Jim Blackmon stated: “Together with our 120 dual-served railcar spots, our storage, processing, trucking and transload services, and our FSSC-22000 Food Safety services, the M-580 allows us to offer customers a variety of supply chain solutions for domestic and international shipments.”

Services Available at Carry’s Two Port of Stockton Terminals

**Stockton I: Rough & Ready Island location offers:**
- 100 rail car spots, 22 with steam
- Web-connected security cameras

**Both terminals offer:**
- Port of Stockton access with M-580 barge service
- SuperFlo rail-to truck transloading
- Dual service by BNSF and UP Railroads
- Warehousing and packaging services

**Stockton II: Washington Street location offers:**
- 20 rail car spots
- Three 3.5 million lb. process and storage tanks; six 35,000-gallon storage tanks
- Sugar melting, pasteurization, laboratory services
- Boiler for steaming, oil-free compressor
- FSSC 22000 and ISO 22000 certified
- FDA-registered site
- HACCP food safety procedures
- 24-hour certified truck scale
NEW SUPERFLO SITE IN BENSON, ARIZONA OPENS

Since the nineteenth century, the small village of Benson, Arizona southeast of Tucson has served as an important rail terminal for the mining industry, connecting to such legendary mining centers as Tombstone and Bisbee. This historic town is today the newest site in SBL’s fast-growing SuperFlo network, with operations focused on rail-to-truck transloading of bulk chemicals used to refine regionally mined ores.

Officially opened May 6, the six-railcar facility currently dedicates two spots to a single shipper, who in 2013 began working with Superior Carriers to find a way to ship chemicals closer to their core customers. Located in a key Southeastern Arizona mining corridor close to New Mexico and the Republic of Mexico, Benson was the logical choice. It is served by the San Pedro & Southwestern Railroad (SPSR), a short line operation of ARG Transportation Services, which interchanges daily with Union Pacific Railroad in Benson. SPSR switches the SuperFlo track daily thus allowing substantial throughput with a few transload car spots. The facility is located about 330 miles from Parker, Superior’s other SuperFlo location in Arizona. Both are overseen by veteran Terminal Manager Paul Wheatley.

“While current operations in Benson are dedicated to a single shipper, there is room for growth. We’re pleased to have Operations Supervisor John McTarsney onsite, who as a former loader and driver in Parker knows our business well,” stated Southwest Region VP Steve Lowman. “We continue to explore area logistics solutions for all our customers’ needs, which may involve opening additional facilities in northern Arizona later this year.”

“The SPSR was very supportive in getting this new site up and running on a timely basis, and we’re confident of their ongoing performance,” said Gary Watt, Superior Bulk Logistics Senior VP and Chief Marketing Officer.

Those interested in learning more about bulk distribution opportunities in Arizona, or throughout SuperFlo’s network of 25 sites in the U.S. and Mexico, may contact Gary at 800-654-7707.
MILLION ACCIDENT-FREE MILES PROGRAM UPDATE
By Tom Gorman, Director, EHS&S

As of April 30, terminals from all regions reached new milestones in safety. Congratulations to the Eastern Region’s Marion, Virginia Terminal, as this team continues to drive toward two million safe miles, reaching 1.71 million miles in April without a preventable accident. And we celebrate another terminal reaching the one million mile mark: High Point, North Carolina currently stands at 1.27 million accident-free miles! Kudos to all drivers from Marion and High Point for a job well done. High Point drivers will receive a $50 gift card along with certificates and a plaque commemorating the achievement for the terminal. Keep up the great work!

The Pedricktown, New Jersey Terminal in our Eastern Region is knocking on the door of one million safe miles, standing at 976,224 miles (on April 30) without a preventable accident. Three other terminals passed the 500,000 mile mark in April: Markham, Illinois in our Central Region, and Charlotte, North Carolina and Atlanta, Georgia from the Southeast Region. Drivers from those terminals will receive a safe driving certificate plus an award patch for their efforts. The next goal of 750,000 miles is within reach!

Seven other terminals surpassed the 250,000 safe mile mark in April: Cincinnati, Ohio (Central Region); Auburn, Maine and Kingsport, Tennessee (Eastern Region); Pasadena, Texas and Sulphur, Louisiana (Southwest Region); and Savannah and Augusta, Georgia (Southeast Region). Congratulations to everyone for making Superior Carriers the safest tank truck carrier in the country!

WILMINGTON WASH RACK RENOVATION BOOSTS SAFETY, EFFICIENCY
By Rusty Davis, Southeast Region VP

May saw the start of our Wilmington, North Carolina wash rack upgrade project. To date we have replaced the floors in all three bays, installed new stainless steel drains, and modified our water disposal system to discharge cleaner water. The new floor improves water flow to the drains, minimizing slip hazards. The project is complete except for the tank drying phase, which will be finished in July.

This busy wash rack is manned by three full time tank cleaners, who averaged 240 tanks per month through April of this year, and were on track to meet this count in May before construction started. I would expect this above-average trailer count to continue as commercial cleaning customers return when renovation is complete.

Thanks to all for a great team effort: from our great cleaners who continued to wash tanks as they assisted with the concrete project, to Henry Davis and Buster Lemons who helped with the drain installation and concrete work!
Create a Path to Retirement Readiness!
Most retirees need between 75% and 90% of their working income for each year in retirement in order to maintain their standard of living. Are you saving enough? Retirement readiness means knowing how much income you will need, and staying on track to reach your goals.

MassMutual’s RetireSMART Ready Tool is an online program to help you make meaningful planning decisions and improve the likelihood of a successful retirement. Visit www.retiresmart.com or call 1-800-743-5274. Remember . . . it’s always a good idea to consult with a financial advisor about your own situation.

Asthma: Managing Your Condition
Asthma is a serious disease. However, with careful diagnosis, good medical treatment and responsible self-care, most people with asthma lead normal, healthy lives. While the causes of asthma are unclear, at-risk individuals include those with a family history of asthma or allergies, or those who were exposed to tobacco smoke, infections and certain allergens early in life.

Common symptoms are:
- Coughing that is worse at night, or early in the morning
- Wheezing (a whistling or squeaky sound when breathing); faster or noisy breathing
- Tightness in the chest
- Shortness of breath
- Trouble breathing, especially at night or early in the morning

An asthma attack may be triggered by:
- Allergens -- Animal dander, house dust mites, cockroaches, tree or grass pollen, indoor/outdoor mold
- Irritants -- Cigarette smoke, air pollution, cold air or changes in weather, strong odors from painting or cooking, scented products, emotional expression (crying, laughing hard), stress, exercise
- Other Triggers -- Aspirin and beta-blockers, sulfites in food or beverages, infections, work-related irritants or allergens (chemicals, dusts), gastroesophageal reflux disease (GERD)

Treatments for asthma include:
- Avoiding triggers -- Remove dust-catchers from the bedroom; keep home humidity levels low; use an air filter in the bedroom; do not smoke cigarettes or be around those who do; change your exercise routine
- Medication -- Use preventive (long-term control) and rescue (quick-relief) asthma medications; sometimes allergy medications and shots are recommended
- Self-management -- Develop an emergency action plan; visit www.nhlbi.nih.gov/health/dci/Diseases/Asthma/asthma_actionplan.pdf

Blue Cross Blue Shield Reminders

Effective Dates for Adding Dependents to Your Coverage
If you need to change your Family Coverage, or the coverage for your additional dependents, due to:
- Marriage
- Birth, adoption, or placement of adoption of a child
- Obtaining legal guardianship of a child

Remember to apply for this change within 31 days of the event, in which case your coverage will be effective from the date of the event.

If you need to change your Family Coverage, or the coverage for your additional dependents, due to:
- Loss of eligibility for you or your dependents when Medicaid or CHIP (Children’s Health Insurance Program) coverage is terminated
- You or your dependents become eligible for a premium assistance subsidy under Medicaid or CHIP

Remember to apply for this change within 60 days of the event, in which case your coverage will be effective from the date of the event.

Pay Your Premiums While Out on Leave!
If you are not working due to illness, injury, or other personal reasons, you must keep up with your health insurance premium payments. Your insurance benefits will cease if your premiums are not paid, and your health insurance will be cancelled. Please contact your terminal manager, or the Human Resources Department, if you have questions.
In April, Eastern Region VP Johnny Williams announced the promotion of Jeffrey (Jeff) Hall to Kingsport, Tennessee Terminal Manager. A six-year employee with Superior Carriers, Jeff worked as dispatcher until 2013 when he was promoted to Operations Supervisor. “Jeff began his career in the transportation industry in 2002 after serving 20 years in the U.S. Army as a Non-commissioned Officer. He is an excellent organizer and proven leader,” Williams stated.

Williams also announced that Jonathan (Jon) Marshall will be assuming Jeff’s former duties to become the new Kingsport Terminal Operations Supervisor. “Jon joined Superior Carriers in 2011 as a dispatcher and scheduler,” Williams said. “He’s been in the transportation industry for 11 years, and has a great track record of strong communications and load planning.”

Southeast Region VP Rusty Davis reports the promotion of Lance Hunter from Operations Supervisor to Terminal Manager at the Atlanta, Georgia Terminal. “Lance joined the Superior team as a driver in 2008 and moved to a Dispatch Trainee position in 2010 before becoming Operations Supervisor in 2011. He was instrumental in EOBR implementation and training throughout the Southeast and Southwest Regions,” Davis said. “Lance will have a great support staff including dispatchers Leslie Barker and Ken Tollerson, and Shop Supervisor Frank Brooks. Special thanks to Greer, South Carolina Terminal Manager Phil Henderson for overseeing the Atlanta Terminal during this transition period.”

Superior Carriers President Brian Nowak added: “Congratulations, and well deserved, Lance! You have good folks around you, and with your leadership I am sure you will expand the recent growth and success of this location.”

In March, Pasadena, Texas Terminal Manager Avery Hayes was pleased to receive a positive Carrier Supplier Evaluation report from Melodee Schaller at Axiall, who said: “We appreciate [Dispatcher] Staci Guidry’s help securing driver teams for our customer’s changing delivery dates. Also, [Dispatcher] Willard Perkins did a great job securing drivers for our Mexico loads. [Drivers] Howard Johnson and Jeff Adkison did an awesome job delivering to our local customers too. Thank you for your excellent service in 2013.”

Southwest Regional VP Steve Lowman added: “Well done to you and your team, Avery. Axiall is an important part of our continued success in Pasadena!”

There are few things customers appreciate more than our ability to assist in emergency situations. Witness this note from Colette Reid at Fuchs Lubricants Company (FLC): “Yesterday we had a customer run out of product and threaten to shut down lines unless we could produce a truck full of product [that day.] At 9 a.m. FLC Production Manager John Cunningham called [Dispatcher] Zach Snodsmith at the Kankakee, Illinois Terminal. Zach ensured the equipment was loaded and delivered all in the same day without a hitch. Our customer was able to prevent production shutdown, and once again FLC was able to call Superior Carriers and count on a solution that was executed without fail. Zach provided the same responsive service we have become accustomed to with Jeff O’Dell. Jeff was on vacation and Zach stepped right in. We’d like to recognize the great work that both men do daily in providing service as a true partner. They make our jobs easier.”

Twenty years as a Superior Carriers IC and company driver, plus ZERO lifetime accidents, adds up to an admirable career performance for new retiree Jim Wery, who left our company April 4th. According to Markham and Kankakee, Illinois Terminal Manager Jim Carl: “Jim was known for commitment to his work, and for always being a gentleman and a professional. When he was provided a shipment, you knew it was handled!” Last we saw Mr. Wery, he was Florida bound, promising to return for a future drivers’ meeting. We will miss you, Jim!

VP - National Accounts Mike Kulaga recently forwarded this “attaboy” to our team in Memphis, Tennessee, from Kurt Abegglen, Transportation Analyst at Straight Shot Logistics:

“The customer service I have received from your dispatchers in Memphis has been awesome. It’s very nice working with people like [Dispatchers] Scott Yackel and Shellea McDougal. The drivers have been good on calling in updates. But one person stood out on my last load. Even with waiting eight hours to get his equipment loaded, Frank Ruiz was very pleasant to talk with and went above and beyond what was asked for!”

Lance Hunter
Atlanta Terminal Manager

Jeff Hall
Kingsport Terminal Manager

Jon Marshall
Kingsport Ops. Supervisor

Jim Wery
Retiring Markham Driver
This quarter’s Good Samaritan award goes to driver Richard Sullivan out of Superior’s Axis, Alabama terminal. Theresa Boes of Ashland Water Technology Group writes: “My sincere thanks for a job well done by your driver Richard Sullivan. On May 6, he was onsite delivering a load of chemicals and assisted another driver [from a different tank truck company] who unfortunately was ill prepared both with equipment and experience. The customer was on the verge of turning the driver away when Richard stepped in, providing instruction on how to do the unload . . . thanks to Richard taking initiative, we were able to avert a potential disaster.”

Jim Evans, Manager of North American Trucking at BP Petrochemicals, recently recognized Superior Carriers’ Augusta, Georgia Terminal driver Joe Ellis as a “Safety Champion.” Nominated by Terminal Manager Tracey Mellott, Joe was commended for consistently “doing a thorough pre-trip, driving safely, and taking care of customers” when handling BP freight.

The entire team at the Pasadena, Texas terminal wishes longtime dispatcher Willard Perkins a happy retirement, which begins July 6th. Terminal Manager Avery Hayes stated that the terminal will miss Willard’s depth of knowledge about chemical plants and how our industry serves them. “Willard was our go-to guy,” said Hayes. “You could call him anytime day or night and he could tell you what was going on at a certain plant, and what equipment to bring.” Willard was our primary dispatch link to Tri Logistics and Transpormex on all Superior loads to or from Mexico. This successful relationship was recognized recently at a retirement dinner including Transpormex, Superior International, Oak Brook and Pasadena personnel.

Superior Carriers President Brian Nowak added: “Willard has a West Texas attitude of kindness and helpfulness, and had especially strong local industry knowledge, understanding shipper requirements well. He was not afraid to share that education with others and has made us a better company because of it. Our Mexico friends always liked dealing with him because ‘what you see is what you get’ -- never any mixed signals! He will be missed, but not forgotten.” Willard and his wife Cathy will be moving to their property in Teneha, Texas. The parting message from Avery Hayes, Ken Callan, Staci Guidry, and Paul Fry: “We appreciate ‘YA’!”

Superior Carriers’ Terminal 31 in Lakeland, Florida sent retiring driver Molden Dozier off in “Superior” style with a barbecue and custom decorated cake. Mo started with Superior in 1997, and was respected as an excellent driver and all-around wonderful person. We wish him a happy and healthy retirement!

Kudos to Superior’s Markham, Illinois Terminal for their top-notch service to OXEA Corporation. Recently OXEA’s Jerry Coleman wrote: “I wanted you to know how much Superior Carriers goes the extra mile to meet [our customer’s] demands. Many times over the last several weeks [we had] less than 48 hours lead time, and on a few occasions, less than 24 hours, to deliver product to their plants. With Superior Carriers’ flexibility and customer-oriented attitude, [our customer] avoided rate reduction or possible shutdown. Zach Snodsmith’s and Jeff O’Dell’s professionalism is outstanding!” OXEA’s John Radvansky added: “We are aware of the current challenges facing the industry, yet Superior continues to provide ‘superior’ service! Please pass our sincere thanks to the folks in Markham who make it happen!”

Terminal Manager Jimmy Anderson (left) presents retiring driver Molden Dozier with a plaque expressing appreciation for his 17 years of service.

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IN MEMORIAM

We extend deep condolences to the friends and family of veteran Superior Carriers driver Terry “Buck” Shirey, who passed away April 14 at his home following a lengthy illness. Shirey retired from Superior in July 2013 after eighteen years as a system driver at our Karns City, Pennsylvania terminal.

“Buck enjoyed working for Superior, and he was a very good hand,” said Wendell Campbell, Karns City Terminal Manager. “You’d put him on a load, and he’d complete the mission and look for more. Buck also was an avid hunter, and many of us got to benefit from his great barbecuing skills. He loved country music, and participated enthusiastically in our truck rodeos. Our sympathy goes out to his large family and many friends.”

Shirey is survived by his wife Betty, seven children, sixteen grandchildren, five great-grandchildren, four sisters, three brothers and numerous nephews and nieces.

GREER TANK WASH BREAKS GROUND!

Exciting developments at Superior’s Greer, South Carolina terminal include the construction of a new $2M tank wash. According to Terminal Manager Phil Henderson, construction is now well underway for the high tech, three-bay facility, which will include an inter-company manufactured vat system and state-of-the-art electronic controls for system automation.

The building site can accommodate five bays, including a bay to clean and prep food grade equipment. Plans are to clean the first Superior Carriers tanks as early as Fall 2014, with opportunities made available for commercial tank cleaning at a future date.