We were fortunate to accomplish many major goals in 2013, which led to very favorable results. Taking advantage of the opportunities presented during the last year has positioned us well for a repeat performance in 2014. Before looking at this year’s agenda, let me recap some of the highlights of 2013:

- Successfully completed Superior Carriers’ audit of the Responsible Care® Management System. In early 2013, Carry Transit became the first food grade carrier in the nation to receive the FSSC 22000 certification.
- Integrated the TMT Maintenance System throughout the organization. Detailed training has produced improved working warranty process, inventory control and supplier selection procedures.
- Started our exclusive transloading relationship with Logística Integral en Transportación (LIT) for transloading products in Mexico.
- Completed a large capital purchase of new tractors and trailers for SBL. Twenty-five million dollars of new equipment were introduced into the fleet, which included different makes and models from what were for many years our standard units.
- Held Rodeos/Family Days at 18 different locations during the year. These, along with Employee Appreciation Week, strengthened our family unit.
- Increased driver numbers by a net 45, which allowed us to haul a greater portion of our shippers’ volume.
- Grew total revenue by over $16 million or 6.8%. Additional opportunities existed, and we look forward to capturing those in 2014 with enhanced capacity.

Now that we have looked into our rearview mirror, let’s explore what is ahead for us. The challenges facing our...
The Strong State of Our Organization  Continued from page 1

industry include:

- Having an adequate supply of properly trained drivers;
- Sourcing various product-specific types of trailers;
- Cleaning these trailers in compliance with both customer and regulatory requirements;
- Providing our employees and contractors with the detailed training to satisfy both customer and regulatory requirements; and
- Implementing innovative technology-based solutions to meet our customers’ supply chain needs.

I feel we have a strong plan developed for 2014 which will build on all of the improvements of the prior year. Continued investment in our driver/contractor retention and expansion, in our information technology systems, and in equipment purchases will keep us ahead of our competition. Additions to our transloading and terminal facilities, as well as totally new transportation and logistics offerings, are all scheduled. Improvements and additions to our in-house network of tank cleaning facilities will afford us greater control over another major cost area of our organization.

With all of the above mentioned items, SBL should see growth at least equal to, if not greater than, our 2013 performance. I am very excited about and certainly look forward to the coming year. We are extremely well positioned, and the wind is at our backs. The opportunity is there for our organization to make a quantum leap. Let’s stay focused and make it happen!

SALES TEAM TRAINED ON NEW iPHONE® OPERATING SYSTEM & SALESFORCE.COM® APP
By Chris Halvachs, Digital Marketing Representative, Superior Bulk Logistics, Inc.

Managers attending the December 2013 Planning & Sales Conference at corporate headquarters in Oak Brook, Illinois underwent training on the new iOS7 (Operating System) for iPhones® and tablets. They also received updated Salesforce.com® Customer Relationship Management (CRM) instruction, jointly conducted by my fellow administrator, Strategic Development Specialist John Burns III and me.

The Salesforce.com tool brings customer data to smart phones and tablet devices, and is the latest and greatest evolution of technology utilized by SBL to better serve our customers. Our training class outlined how, in keeping with advancing technology, SBL has transitioned several times since the 1980’s to the leading CRM package in use today.

The main topics discussed were Contract Workflow, Rate Review, and the new Salesforce app (Salesforce 1), with a focus on how to use this app to maximize return on investment in new ways. The Contract Workflow allows us to update contracts more efficiently, eliminating the possibility of leaving someone off an email and out of the loop. The new Rate Review workflow, which went live in February, will help reduce the time it takes to review and update contract rates. Both workflows provide a central location to store all the streamlined communication and documentation involved for ease of reference when reviewing prior business decisions.

With the upgrade to iOS7, Salesforce.com took the opportunity to combine their suite of mobile apps into one unified app. In the past, users would have to juggle different functions on different apps. SBL sales and management team members who underwent our training will now be equipped to benefit from the functionality of this versatile app while they are on the road or at a customer’s location.

Remote Support Coordinator Dave Atkerson conducts iOS7 training.
SAFETY ZONE

ZERO ROLLOVERS FOR 2013 AT SUPERIOR CARRIERS

Superior Carriers is pleased to announce that in 2013 the company achieved a perfect safety record regarding rollovers, with zero incidents. Carry Transit experienced one rollover.

On Superior Carriers’ achievement, President Brian Nowak commented: “Although perfect safety statistics are always our goal, it is difficult to make them a reality. Zero rollovers is an outstanding accomplishment, and a tribute to our drivers and to our commitment to safety and attention to detail. From a historical perspective, you’d have to go back decades to find the last time we as a company achieved this sought-after objective.”

“This is two years in a row that SBL has had only one rollover combined between the two companies,” said Director - EHS&S Tom Gorman. “While one is still too many, it is a huge improvement over the record from years ago. We appreciate the efforts all drivers from both companies have made to positively impact this important statistic.”

Gorman went on to say that drivers’ personal safety is our company’s number one priority. He urged extra caution in wet, snowy and icy conditions, a hazardous reality during a winter of extreme weather in most of the U.S. Nowak added: “Our goal is to make sure everyone returns home injury-free. Keep up the solid focus on doing it right the first time, every time!”

A top priority for Superior Bulk Logistics in 2014 is reduced accident frequency as it relates to hitting fixed objects. The company’s “Get Out and Look” (GOAL) initiative reminds drivers that these types of incidents are preventable by taking extra time to check surroundings.

EIGHT TERMINALS REACH MILLION OR MORE ACCIDENT-FREE MILES IN 2013!

Year-End Performance Snapshot

A system-wide safety year-end review reveals an impressive number of SBL terminals that have achieved a million or more consecutive miles free of preventable accidents. Our Pedricktown, New Jersey operation logged over two million safe miles in 2013. We congratulate all terminals on their impressive achievements!

Within the Million Accident-Free Miles Program, each month terminals tally the number of miles driven without a preventable accident. If an accident occurs, the safe mile tally reverts to zero.

The Pedricktown Terminal started the year at a remarkable 1,798,793 safe miles, and by March had reached 2,053,838 before an accident occurred. Pedricktown is now once again over the half-million mile mark, and we are rooting for another record-breaking tally in 2014!

By September 2013, the Charlotte, North Carolina Terminal had logged 1,989,153 safe miles -- a great achievement in itself -- before a preventable accident occurred heartbreakingly close to their reaching the two million milestone. The Aurora, North Carolina Terminal by April had reached a very impressive 1,707,817 safe miles before an accident reverted their tally to zero.

Drivers at the Pasadena, Texas Terminal had by June 2013 driven 1,536,606 safe miles before experiencing an accident. The Marion, Virginia Terminal started the year at 1,047,288 and by December had reached 1,525,751 safe miles -- thus going the entire year accident-free. The S. Charleston, West Virginia Terminal logged a similarly impressive 1,389,329 safe miles during 2013.

By December 2013, the top-performing Augusta, Georgia Terminal had logged 1,208,455 safe miles. The Axis, Alabama Terminal also made our winners list, at 1,057,427 safe miles by November.

We also congratulate the Parker, Arizona Terminal, which had zero preventable accidents the entire 2013 calendar year, at 645,855 safe miles through December.

These are outstanding achievements, and we applaud the hundreds of drivers who contributed to attaining these great safety records. Keep up the good work!
The very word seems to suggest a status-quo, stay-the-course process. All of which has little to do with the current innovative state of equipment maintenance -- or, more broadly speaking, fleet management -- at Superior Carriers.

Two years ago, making and communicating fleet management decisions for the entire Superior system were largely the responsibility of SBL’s corporate Director of Maintenance. However, with company growth, coordinating regional maintenance issues and nimbly addressing customer needs became more difficult. That’s when Superior Carriers President Brian Nowak decided to establish four Regional Fleet Managers -- who would, in his words, “have their eyes on the customer and their ears to the ground.” The RFM’s would be empowered to work directly with terminal managers, and given new technology tools to manage information about parts, warranties, best prices and practices. They’d also oversee all tank wash operations.

Nowak’s decision aligned with Superior’s historic focus on regional autonomy supported by strong corporate leadership. Twenty-six months later, the new management structure has, quite simply, worked extremely well.

“The RFM system has finally unified equipment maintenance,” stated Central Region VP Paul Foltz. “By creating new avenues for information sharing, it enables us to work together toward the same goal. It’s one of the best things our company has done in many years.”

Superior Carriers’ four Regional Fleet Managers are Charles “Smitty” Smith (Central Region), Brendan Gallagher (Eastern), David Shisler (Southeast), and Marcos Gonzalez (Southwest). “Each RFM brings a different strength and perspective to the enterprise, which enriches us all,” commented Nowak. “And the new reporting structure makes a huge difference. Each RFM reports directly to his Regional Vice President, with a ‘dotted line’ responsibility to Director of Maintenance Ken Shafer. They work directly with the Terminal Managers, who remain the decision-makers, but they also provide tremendous feedback to the Regional Vice Presidents. The weekly group conference call between all RFM’s and Ken Shafer communicate corporate priorities and keep us all working on the same page.”

“I’d hate to think where we would be without the Regional Fleet Managers,” stated Southeast Region VP Rusty Davis. “They’re another set of eyes at the terminal in managing maintenance, but they also reinforce safety, handle contacts with manufacturers, and get deeply involved with our rodeos - a great addition to our regional team!”

One powerful tool for the RFM’s is the maintenance software which stores all parts, warranty and price information in one database, a program the RFM’s have implemented with the considerable help of SBL’s corporate IT team. RFM’s also have introduced new training aids for the millions of dollars of new equipment purchased in 2013 and 2014.

Feedback from RFM’s indicates a high degree of satisfaction with the frequency and quality of communication between them. The general consensus is that the managers’ ability to share information on specific unit performance and repair costs provides them with a better feel for the equipment, for critical warranty issues, and for the quality of our dealers. The Terminal Managers keep RFMs informed on day to day issues, and they in turn communicate directly with the repair shops.

In one recent example, when an oil filter malfunctioned in a new International tractor, news of the problem quickly spread to other locations through the RFM’s. Supported by rapid response from the manufacturer, potentially dangerous and costly incidents were averted. “This kind of communication ties in with our #1 focus on safety,” stated Eastern RFM Brendan Gallagher. “In our weekly conference calls, Ken Shafer keeps safety at the forefront, bridging the gap between corporate concerns and frontline practices, and broadening our safety culture.”

Southwest RFM Marcos Gonzalez agrees that the new information sharing and weekly calls “head problems off at the pass” for everyone. “We put our heads together to closely monitor issues. One benefit of this process is improved warranty repair management. When equipment goes to an outside shop, the RFM can provide an extra presence to expedite progress . . . especially valuable if a driver is sitting in a hotel 400 miles from his terminal!”

Gonzalez sees endless potential to use the maintenance software to analyze and compare terminals, giving everyone a wide-angle

Continued on page 6
TEAM-DRIVEN PERFORMANCE EARNED 7TH BP AWARD FOR AUGUSTA, GEORGIA TERMINAL

The culture of performance and teamwork at Superior Carriers’ Augusta, Georgia terminal, fostered under the leadership of Terminal Manager Tracey Mellott, has resulted in yet another Safety & Operational Excellence Award from BP Petrochemicals -- the seventh such award in as many years.

For 2013, the terminal turned in an impressive composite score of 99.3% across a wide range of performance and safety indicators. Southeast Region VP Rusty Davis commented: “When Tracey moved into the terminal manager position seven years ago, she implemented an approach to customer service that took our nearly 25-year relationship with BP to new levels. She excels at personal communication, whether she’s solving a customer’s logistics problem or staying on top of driver issues. She gives this level of attention to all SBL customers, not just BP.”

Mellott herself is characteristically modest about her role in garnering the terminal’s seventh consecutive BP award. “I just want to let everyone know this is all about teamwork, about drivers following procedures and staying aware of our BP Chemical requirements. This could not have been accomplished without everyone doing their job.”

VP-National Accounts Mike Kulaga agreed. “This award is the result of drivers, dispatch and management all working together and following up. BP supports these efforts by keeping safety at the forefront, implementing such programs as the Winter Bulletin for product handling and the Safety Partnership Program Card.”

On January 23rd, BP Petrochemicals management visited SBL’s corporate headquarters in Oak Brook, Illinois to present the award. In thanking BP for the honor, CEO Len Fletcher commented: “We value the opportunity to serve as BP’s logistics partner, and congratulate all Augusta Terminal personnel for their dedication to safety and performance.”

SUPERIOR’S SOUTH CAROLINA TERMINALS WIN THREE SCTA AWARDS!

Drivers from Superior Carriers’ Greer and N. Charleston, South Carolina terminals racked up a trifecta of trophies at this year's South Carolina Trucking Association (SCTA) Awards luncheon, held February 26th. SCTA Awards are given based on the performance of all operations in the state, with honors going to all terminals in that state. The 2013 SCTA Grand Truck Safety Award recognized Superior drivers as the best in the state in their class. They also captured 2nd Place Tank Intercity 2,000,001 to 5,000,000 Mile Class, and 1st Place Tank Truck 1,000,000 to 5,000,000 Mile Class. “This is a huge accomplishment by the drivers from both terminals,” stated Southeast Region VP Rusty Davis. SBL was represented at the event by Greer Terminal Manager Phil Henderson. Linda Berger is the N. Charleston Terminal Manager.
A strong supporter of enhanced communication within the RFM structure, Central RFM Charles “Smitty” Smith is witnessing a boost in productive interactions between shops, terminals, vendors and dealers. “We can better handle equipment breakdowns, respond immediately to terminal equipment needs, analyze vendor and dealer performance, and provide employees with necessary training and tools.”

Southeast RFM David Shisler feels that the greater “face time” between mechanics, RFM’s and management effectively fosters an inter-terminal comfort level that gets things done. “Recently, Southeast and Southwest RFM’s along with other management had a week-long session with International at the Pasadena, Texas terminal, working with our inventory software system. There was an easy give and take and sharing of problems and solutions, which is continuing long after this event.” Shisler pointed out that this teamwork extends to getting parts where they need to be on short notice -- even if it means sending them in one of our own trucks.

Feedback to RVP’s from terminal managers throughout all regions has been positive. According to Southwest Region VP Steve Lowman: “Having the RFM as a liaison between the terminals and repair vendors is priceless. Marcos [Gonzalez] follows up with shops when we have units down for repair, and holds them accountable when they tell us a unit will be ready. Having the RFM working directly with me and the terminals has tremendously improved asset utilization and the process of moving of equipment into growing terminals.”

Eastern Region VP Johnny Williams concurs. “Brendan [Gallagher] has worked well with Terminal Managers and shop personnel to conduct critical training on safety and personal injury awareness, to coordinate equipment moves, and to interact with Ken Shafer. I continue to see great things emerge since the advent of the Regional Fleet Manager -- and I expect to see many more.”

NEW FOR INDEPENDENT CONTRACTORS!
COMPREHENSIVE, AFFORDABLE BENEFITS FROM SBL

For years, Superior Bulk Logistics has looked for a reliable, low cost independent contractor benefit solution that goes beyond the “bare bones” insurance offered by many trucking companies. Last summer, SBL was pleased to introduce a new benefit package available to all Superior Carriers and Carry Transit IC’s. The program is offered through Universal Trucking Benefits Association (UTBA) and our insurance administrator, Cottingham & Butler (C&B).

Through membership in the C&B Contractor Program/UTBA Association, independent contractors have access to a full range of benefits:

- Medical Insurance Options
- Dental & Vision Insurance Plans
- Disability Insurance
- Life Insurance & Critical Illness Benefits
- CDL Defender – Legal Protection Plan
- Numerous Health & Consumer Discounts

Many of these insurance options are offered on a guaranteed issue basis, which means that even if applicants have health conditions now (or have had in the past), they may still qualify for coverage. To date, 60 IC’s have enrolled in the new program.

We’re happy to be able to provide this great new benefit to independent contractors. The very low cost of this insurance is simply deducted from independent contractor settlement statements, and all data is managed through our new insurance administrator, not SBL.

In business since 1987 and founded to serve owner-operators and employees, UTBA is committed to providing an industry-specific product that is reliable and comprehensive. SBL’s new C&B/UTBA benefit solution also will help our company attract and retain quality drivers. The benefit package is unaffected by the Affordable Care Act (“Obamacare”) and is offered to all IC’s under contract with SBL.

A Cottingham & Butler Contractor Program Agent will be calling all SBL IC’s to confirm receipt of the 2013 Insurance Benefit Options Packet. If you are an IC and have not been contacted, please call 855-843-6563.
SBL TRANSLOAD NETWORK EXPANDS TO MEET DEMAND

Through its operating companies Superior Carriers and Carry Transit, SBL continues to accelerate the creation and expansion of SuperFlo bulk transloading facilities, as more and more customers discover the unit cost benefit of long distance rail transport combined with the reliability of final delivery by tank truck.

Customers shipping bulk commodities to markets in Southeastern Arizona, Southwestern New Mexico, and northern Mexico soon will be able to capitalize on SBL transload services in Benson, Arizona, located about fifty miles east of Tucson on Interstate 10. Scheduled to begin operations in May, the facility will be served by the San Pedro & Southwestern Railroad with direct daily interchange with the Union Pacific Railroad. SBL currently operates a SuperFlo location on the California border in Parker, Arizona.

A newly operational Queretaro, Mexico bulk transload site, located in central Mexico on the Kansas City Southern de Mexico (KCSM) Railway, is under the oversight of our exclusive transloading service provider Logística Integral en Transportación (LIT). “This expertly managed, full service facility is ideally situated to serve most of Mexico’s growing industrial region,” commented Senior VP & Chief Marketing Officer Gary Watt. Bulk trucking services from the facility are provided by another exclusive SBL service provider, Transpormex, also with a full service terminal in Queretaro.

Other SuperFlo sites scheduled to be launched in 2014 include operations in Kingman, Arizona; Cincinnati, Ohio; and Holyoke, Massachusetts. There are currently 25 international SuperFlo sites, located in:

- Charlotte (McAdenville), North Carolina (SC)
- Chicago (Argo), Illinois (CT)
- Chicago (Bridgeview), Illinois (CT)
- Chicago, Illinois NSTBT (CT)
- Cincinnati (Clare), Ohio NSTBT (SC)
- Dallas (Arlington), Texas (CT)
- Holyoke, Massachusetts (SC)
- Knoxville, Tennessee (CT)
- Lake Charles (Sulphur), Louisiana (SC)
- Lakeland, Florida (CT)
- Marion, Virginia (SC)
- Querétaro, QRO, Mexico (LIT)
- San Luis Potosi, SLP, Mexico (LIT)
- Memphis, Tennessee (CT)
- Mobile, Alabama (CT)
- Oakland, New Jersey (CT)
- Orangeburg, South Carolina (CT)
- Orlando, Florida (CT)
- Parker, Arizona (SC)
- Port of Stockton, California #1 (CT)
- Port of Stockton, California #2 (CT)
- San Antonio, Texas (CT)
- South Portland, Maine (SC)
- Sparta, New Jersey (SC)
- Toluca, EM, Mexico (LIT)

SC = Superior Carriers  CT = Carry Transit  LIT = Logística Integral en Transportación

Through SuperFlo, SBL develops customized bulk distribution solutions with multi-modal efficiencies, transloading a wide range of commodities: liquid and dry, food grade and chemicals, hazardous and nonhazardous. Please contact your local SBL representative with any questions or opportunities you may have!
SBL JOINS LEADERSHIP OF NEW, NONPROFIT SUPPLY CHAIN DEVELOPMENT ORGANIZATION

Since December, Carry Transit President Jim Blackmon has represented Superior Bulk Logistics as one of nine top logistics executives constituting the Board of Directors of the Supply Chain Innovation Network of Chicago (SINC). The business-led organization is committed to strengthening the Chicago, Illinois region as a leader in national and international supply chain logistics. It is an offshoot of World Business Chicago (WBC), Mayor Rahm Emanuel’s nonprofit development organization supporting his Plan for Economic Growth and Jobs.

“Chicago is leading the charge in forging relationships between government and the private sector to improve area logistics processes and opportunities,” stated Blackmon. “This is just a first step. Our goal is to translate these tangible results and efficiencies to customers. Ultimately, we hope to use our initiatives as a blueprint for other cities.”

According to WBC’s Strategy Manager Meagan Chuckran, SINC seeks to improve the efficient movement of goods to stimulate regional economic and business growth through improving infrastructure, advancing technology, and attracting capital. By leveraging public policy, awareness building and business programs, SINC hopes to make metropolitan Chicago a national leader in goods movement and logistics innovation, where local supply-chain businesses will exceed national growth rates.

“We’re off to a great start,” commented Chuckran. “We’ve recruited a strong member base and are pursuing exciting potential program areas, including developing off-hour delivery incentive programs for retailers in congested areas, and partnering with local government to streamline permitting and regulations. We’re also exploring the hosting of computer ‘hackathons’ to generate new, data-based solutions for supply chain challenges, and working with local universities on research, innovation and talent development.” She noted that while Chicago has long been a national supply center for the U.S., it is losing ground to other cities. Regaining the leadership will benefit not only local supply chain businesses, but will boost Chicago’s manufacturing, retail, and distribution sectors.

As a Director on the SINC Board, Blackmon serves alongside industry leaders Ann Drake, Chairman and CEO of DSC Logistics; Paul Fisher, President and CEO of CenterPoint Properties; Robert Nathan, CEO of Load Delivered Logistics, and other prominent executives.

More information on SINC is available at www.supplychainchicago.com or by emailing sinc@supplychainchicago.com.
PLANNING FOR RETIREMENT & STAYING HEALTHY
By Yarka Sena, Administrator - Human Resources

Act Early for a Comfortable Retirement!
If you are already saving in our retirement plan, congratulations on a smart move! Tax-deferred retirement plans still offer you the best chance to accumulate funds for your future. If you can, save up to the plan maximum. If that’s not affordable, bump up your savings by just 1% or 2%. It will make little difference in your paycheck! If your gross salary is $50,000 and you currently contribute 5% (or $48 a week), increasing it to 7% will decrease your take home pay by only $13 more a week (assuming 25% federal income tax and 5% state income tax.) To see the effect of contributions on your paycheck, visit www.retiresmart.com/calculators.

How much can you contribute? The IRS has published new limits for 2014. The pre-tax contribution maximum is $17,500. If you are 50 or older, take advantage of the catch-up contribution opportunity of $5,500. To learn more, call 1-800-743-5274 or visit www.retiresmart.com. It's always a good idea to consult a financial or tax advisor about your own situation.

Everyday Health and Wellness Tips from Cottingham & Butler
Feeling overwhelmed with all the health information available to you? There are really only a few basic tips to keep in mind for your optimal health.

Eat Healthy
Focus on fruits, vegetables, whole grains, low-fat milk products, fish, poultry, lean meats, eggs, beans and nuts. Avoid cholesterol-laden items, excessive sodium and added sugars, trans fats and saturated fats. Small dietary changes can have a big impact.

- Keep a food diary. Write down when you eat, as well as what, how much, where and how you feel when you eat (for instance: 3:30 p.m., two cookies, at work, feeling stressed).
- Plan your meals for the week. It will save time and money.
- Shop smart at the grocery store. Eat a snack before you shop. Use a shopping list and choose whole wheat or whole grain bread and crackers. Buy colorful fruits and vegetables.
- Read the nutrition facts label. Look at the serving size, and keep saturated fat, trans fat, cholesterol and sodium at 5% or less of your recommended daily value (DV). Select foods that have at least 20% DV of fiber, iron, calcium, potassium, and vitamins A and C.
- Eat healthy away from home. Choose fat-free or low-fat milk, water or diet drinks. Opt for steamed, broiled or grilled dishes, and ask for your dressing or sauce to be "on the side."
- Cook at home. This will save you a lot of money – and calories!

Get Moving
Build physical activity into your life. Start at a comfortable level, gradually adding more activity. Include aerobic as well as strengthening exercises (sit-ups, push-ups and weightlifting). Aim for 2 hours and 30 minutes each week; if you don’t have time for 30 minutes of exercise at one time, get moving for 10-minute periods throughout the day.

Watch Your Weight
To lose weight, you need to burn more calories than you eat. A healthy diet and physical activity can help you reach your goal. Eat small portions, served on smaller plates. Consume healthy snacks throughout the day, such as baby carrots or unsalted almonds. At a restaurant, take half your meal home. Eat slowly. Don’t eat in front of the TV.

If you're overweight, make a promise to yourself to eat better and move more, and get support from family and friends. Keep initial goals modest, such as losing 1 to 2 pounds per week. Don't know if you're overweight? Calculate your body mass index (BMI) at www.nhlbi.nih.gov/guidelines/obesity/BMI/bmicalc.htm.

Women’s Health
Get Enough Folic Acid
Folic acid can prevent birth defects and is especially crucial for pregnant women, or women who may become pregnant. Women of childbearing age need 400 mg daily of folic acid, which is found in fortified breakfast cereals, daily vitamins, asparagus, spinach, orange juice and beans.

Get Tested for Breast Cancer
A mammogram, or breast x-ray, can help detect breast cancer early. It uses a very low level of radiation and is safe. Get mammograms every 1 to 2 years starting at age 40, or earlier if your family has a history of breast or ovarian cancer. Perform monthly breast self-exams (BSEs); to learn how, visit www5.komen.org/BreastCancer/BreastSelfExam.html.

Get Tested for Cervical Cancer
The best way to prevent cervical cancer is to get regular Pap tests. You need a Pap test if you are 21 or older, or under 21 and have been sexually active for 3 years or more. It is recommended you have a Pap test every 1 to 3 years from ages 21 to 64. Women age 26 and younger are advised to get the human papilloma virus (HPV) vaccine. It protects against the types of HPV that cause cervical cancer and some sexually transmitted diseases (STDs).
Get Enough Calcium
Adults ages 19 to 50 need at least 1,000 mg of calcium daily to prevent osteoporosis. Consume fat-free or low-fat milk and yogurt, spinach and greens, tofu made with calcium, and orange juice with added calcium. If you doctor recommends it, take a calcium pill daily. Buy foods with at least 20% DV of calcium. Get adequate vitamin D, which aids in calcium absorption and is found in salmon, milk, some yogurts, and vitamin D pills.

Manage Stress
Lowering stress will help you relax, sleep and concentrate better, improve relationships, and lessen neck and back pain. Start by planning your time. Write a to-do list and complete tasks in order of importance. Calmly prepare ahead for stressful events like a job interview. Try deep breathing, meditation, or yoga. Stay active. Give your body plenty of energy by eating fruits, vegetables and protein. When facing a problem, talk to friends and family, and if necessary visit a mental health professional. Use your free Employee Assistance Program!

Like these tips? Get more health info at www.bcbsil.com.

Employee Assistance Program through MHN
We all need help every now and then….. which is why SBL continues to provide an Employee Assistance Program (EAP). It is still confidential and free. You and the members of your household are entitled to up to 3 consultations with a licensed clinician per incident, per individual, per calendar year. Please call 1-800-511-3920 anytime to speak with a clinician, request a referral or schedule an appointment. Consultations are available for legal services, financial services, childcare and eldercare assistance, identity theft recovery, and daily living services. Check out online Member Services at www.members.mhn.com (enter company code metlifeeap2).

TERMINAL ACTS QUICKLY AFTER STORM DESTROYS HIGH POINT, NORTH CAROLINA WASH RACK
When on February 13th a major storm annihilated Superior Carriers’ busy four-bay tank wash in High Point, North Carolina, the terminal team pulled together to get the facility up and running in only 15 days.

Deciding they couldn’t suspend tank washing for four to six weeks -- the timeframe for delivery of the new structure -- staff pitched in to manage and execute clean up, install electrical and piping, and build temporary fall protection. “This has been an outstanding team effort,” said Terminal Manager Mac Stanley. “Southeast Region VP Rusty Davis was here first thing to help with decisions, dispatchers Scott Groce and Casa Eaton quickly coordinated services with outside tank washes, our contractor Danny Burton had cleanup done in record time, and Trailer Shop Supervisor John Frame had his people ready to go as soon as cleanup was complete.”

Currently the terminal is operating an “open air” tank wash at half capacity -- two bays instead of four -- but plans to be fully operational by the end of March, when the new structure will be in place.
Only a few days before Christmas, Superior Carriers brought Fuchs Lubricants glad tidings of great teamwork in the execution of an emergency delivery involving three drivers, multiple terminals, and Log Ops. Colette Reid at Fuchs expressed her appreciation to Superior’s VP-National Accounts Mike Kulaga: “I just wanted to thank you and your crew at Superior for once again helping us out of a tight jam. We asked for a truck from Houston to Harvey, Illinois, and provided a 2-hour notice for straight through service. There were a few bumps along the way, but Superior rebounded nicely and went above and beyond to ensure our delivery was met . . . Superior is always my reliable go-to carrier with creative ways to get the job done.” We commend everyone involved in this stellar service, especially St. Gabriel, Louisiana Terminal driver Carl Booker, Augusta, Georgia Terminal driver Jason Wise, and Markham, Illinois Terminal driver Jerry Sims.

Hats off to Pasadena, Texas Terminal Dispatcher Bruce Acree and the Pasadena Terminal mechanics for going to great lengths to troubleshoot an issue when loading an INVISTA trailer. INVISTA’s Courtney Heikes wrote: “Bruce Acree went above and beyond to assist my LaPorte team by using his experience and expertise. He worked directly with our loading team on Saturday to determine the issue with -- and several possible solutions to -- a compartment trailer they were having difficulty loading. He and your mechanics [also] worked to resolve this issue Sunday. Though no resolution was determined other than to reschedule the load, I appreciate his help. I know that I can always depend on Bruce.” Many thanks to these weekend warriors, who keep our customer service “Superior”!

How important are pre-trip inspections? Ask Atlanta, Georgia driver Jimmy Hildebrand, whose conscientious actions prompted this comment from Randy Brooks at Dow Chemical Company: “I would like to recognize Jimmy Hildebrand for an excellent job in performing his duties . . . during [a January 12th] pre-trip inspection Jimmy discovered a product line leaking inside the trailer. He notified security and helped to initiate corrective actions. His efforts also helped to avoid a more significant event that could have occurred while en-route or during offloading. His attention to detail and commitment to following the process is to be commended.”

Regarding Jimmy’s work performance, Southeast Region VP Rusty Davis commented: “Inspecting this specialized equipment takes a lot of effort on the driver’s part to climb inside the customer-owned van trailer to check hose, tanks and connections. Jimmy joined Superior in 2005 and has remained dedicated to the Dow Chemical account the entire time, mainly because of his do-it-right attitude. Well done, Jimmy!”

One of the greatest services we can provide customers is the assurance that a challenging job will be handled with minimum effort on their part. BASF’s Transportation and Distribution Manager Bill VanTreuren recently expressed his gratitude to Superior Carriers Executive VP-Sales Wes Stone for such service: “Superior has assisted my Business Unit with two unrelated opportunities today. First, when I called [Mobile, Alabama Terminal Manager] Leslie German to accommodate a very complicated blind shipment, I kept waiting for her to hang up . . . instead, she just continued to say ‘no problem.’ Second, [Memphis, Tennessee Terminal Manager] Michael Lundberg is accommodating a last-minute spotting requirement in West Memphis. A variety of alternatives was pursued with no success. When I explained my situation to Michael, his reply was short: ‘We will take care of it.’ These two opportunities were of the nature that I had to drop everything else and resolve. Courtesy of Leslie and Michael, I was able to address both of these opportunities almost immediately. Thank you!”

We bid a fond farewell to Oak Brook-based Digital Marketing Representative Brian McCann, who left our company in February. “He contributed significantly to the design and implementation of our new websites, and as a key member of our Salesforce Customer Relationship Management (CRM) implementation and user team,” said Gary Watt, Senior VP and Chief Marketing Officer. “Brian’s duties have been assumed by new Digital Marketing Representative Chris Halvachs, who was promoted from his prior credit & collections position. In addition, Communications/PC Analyst Jeanette Towler, who works out of our High Point, North Carolina SBL Office, has taken on additional responsibility for updating our website content.”

It is with warm wishes for the future that we announce the mid-June retirement of longtime Insurance Administrator Mary Kay Hoffmeister, who has been a member of the Superior family since 1997. “Mary Kay has been a vital part of our organization for the last 17 years,” stated
VP-Administration Randy Vaughn. “We wish her and her husband the very best as they relocate to the Hilton Head, South Carolina area.”

Over the next few months, Mary Kay will work closely with our new Risk Management Administrator in Oak Brook, Bob Vallandingham. Bob brings broad experience in insurance and risk management to our company. We encourage you to extend a personal welcome to this newest member of our corporate staff!

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We also congratulate another retiree: Sulphur, Louisiana Terminal driver Frederick “Ricky” Cardenas. According to Terminal Manager Lester Richard, Ricky joined our company in 1995, driving over the road hauling dry bulk product for WR Grace, then switching to regional and local transport of liquid commodities. We thank you for many years of exemplary safety and service, Ricky -- and best of luck in your future endeavors!

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In March, Superior’s Greer, South Carolina Terminal Manager Phil Henderson was promoted in his Knoxville, Tennessee Air National Guard unit to the unusually high position of Chief Master Sergeant. “I was proud to attend, and spoke of Phil’s integrity,” stated Superior Carriers President Brian Nowak. More than 50 family members, friends, co-workers, and National Guard personnel attended, including Col. Burl Lambert. Not pictured: South Carolina Terminal Operations Supervisor Vaughn Pitts and retired Superior Carriers Sales Representative Don Adams.

We congratulate Phil on this high honor!

BALTIMORE, MARYLAND DRIVER CORNISH RETIRES

It is with our warmest wishes and congratulations that we announce the retirement of Baltimore, Maryland driver Stills Cornish. With Superior Carriers since 1991, Cornish previously served as a driver for Condea Vista Company. He began his driving career in 1970 working for Matlack Tank Lines, and became known as the “Chantilly Kid” due to his dedicated run to Dulles Airport in Chantilly, Virginia.

Cornish worked as a system driver for Superior Carriers in Baltimore until 1995, when he took over dedicated local work delivering daily from PQ Corporation to Unilever. “That piece of business relied totally on Mr. Cornish,” stated Eastern Region VP Johnny Williams. “Both PQ and Unilever were impressed with his professionalism and performance, as conveyed by their many compliments over the years.” Cornish handled this dedicated business until his retirement June 30, 2013.

Cornish is active in his church and community, loves spending time with his family, and enjoys bowling and golf. We thank him for his years of outstanding service, and wish him well in this next chapter of his life!