



# HIGHWAY Highlights

linking all employees and contractors

## First Loads for ExxonMobil

With an on-time delivery percentage of 98.5%, our drivers do a good job for our customers every day. Our hard working drivers help the company prosper in good times and bad.

Our first loads for ExxonMobil Chemical kick off on March 30<sup>th</sup>. The majority of the loads will originate from Baytown, TX and go to Houston, TX. Some of the loads will go to Louisiana.

Barry Hall, Jonathan Lockstein, and Jim Tormey met with Winston Johnson, Overland Transportation Supervisor for the ExxonMobil Intermediates. Winston Johnson also visited the Baum Drive location in Knoxville where he met with all stakeholders. The group put a plan in place that will set these loads into motion.

It is crucial for everyone to focus customer service, particularly in a timely manner. How?

### View Yourself as a Steward

We have all been entrusted to properly manage every aspect of these loads, from the financial system to the final delivery. We are all stewards of chemicals, transportation, money, time, safety, and--most importantly--customer relationships.

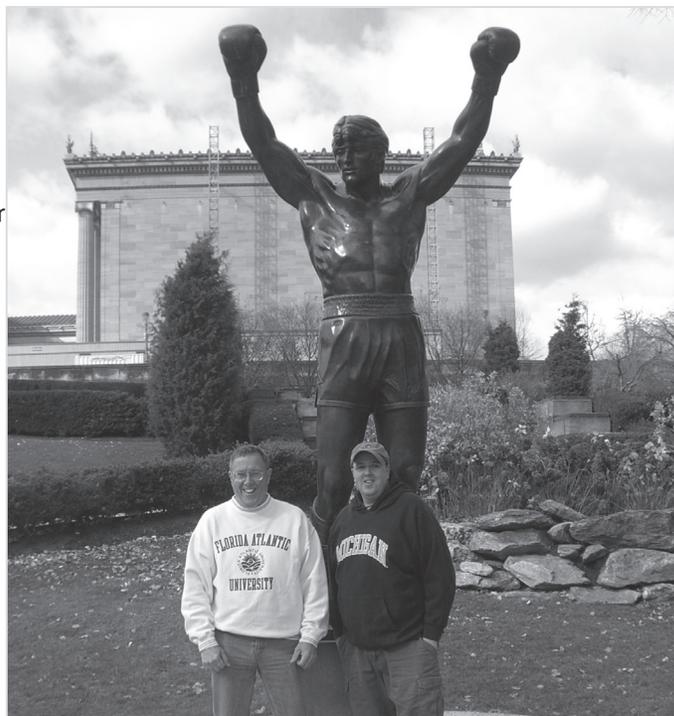
### View from a Grateful Perspective

- We are grateful for the opportunity to haul 3,854 loads for a new customer.
- In today's economy, we are able to grow our business when competition is fierce.
- We are able to shine above our competition because of our superior levels of safety and quality.
- Our influence with customers will shape our future.
- The way we steward every transaction determines the future of the company. 

## Croydon, PA: Triumph in Operations, Recruiting, and Safety

submitted by Gary Reagan,  
President, Highway  
Transport Chemical, LLC

The boxing film *Rocky* (1976) starring Sylvester Stallone introduced a down-and-out club fighter named Rocky Balboa who goes on to defeat the reigning heavy weight boxing champion of the world. To prepare for this big fight, Rocky Balboa began a training regimen of early morning runs through the streets of South Philly that culminated atop the steps of the Philadelphia Museum of Art. As Rocky finished running up the Museum's 72-step entrance, he raised his arms in triumph. The above photo of Bob Godsmark and Tony Booker illustrates the point that Highway Transport Chemical is celebrating moments of triumph in our own special way. Below are some shining examples of Highway Transport steadfastness in doing something despite delay or hardship.



Moving to a new location is a big undertaking. It is one of the most problematic tasks, and it makes people mentally and physically tired. It is important to recognize the efforts of Tim Brock and Chris Worthington during the successful transition from our Bensalem terminal to Croydon, PA. They were able maintain a high level of customer service while moving between the physical locations of the old and new facilities, which are about 6 miles apart.

Also I would like to recognize the recruiting department. Bob Godsmark and Tony Booker worked hard to complete the hiring of 20 drivers for the Croydon operation. The largest component of the hiring process is in getting drivers properly trained. Bill Reagan and Charles Perry are to be commended for their efforts in guiding such a large group of professional tank truck drivers to be trained on our systems and understand our customers' needs.

quote from Rocky VI: I don't care how tough you are, It'll (life) beat you to your knees and keep you there permanently if you let it. You, me, nobody is gonna hit you as hard as life. But it ain't about how hard you hit. It's about how hard you can get hit and keep moving forward; how much you can take and keep getting up. That's how winnin' is done. 

## Service Anniversaries March 2009

A large crowd turned out at the Knoxville terminal to honor Knoxville Driver Howard Immenhort for 20 years of service. Known fondly to everyone as "H" or "Big H", he was presented the Rolex watch. Drivers and co-workers went around the room and remarked about his outstanding service to the company and his safety record. Greg Watkins and others took the time to reminisce about their favorite memory of working with "H". Howard and his wife Barbara were glad to celebrate with everyone, and "H" gave a short address expressing his amazement at how his 20 years with Highway have just flown by. 🍷



Gary Reagan, President of Highway Transport Chemical, presents the Rolex watch to Knoxville Driver Howard Immenhort (right) for 20 years of service.

**20 Years**  
Howard Immenhort,  
Knoxville Driver

**17 Years**  
Leonard Steele, Jr.,  
Chattanooga Tank  
Cleaner  
Kenneth Barnett,  
Chattanooga Tank  
Cleaner

**16 Years**  
Beverly Henderson,  
Pricing Coordinator  
David McDaniel,  
Knoxville Driver

**13 Years**  
James Bristol,  
Knoxville Driver  
Becky Sanders,  
Petroleum Sales  
Manager  
Michael Stropp,  
Knoxville Driver

**11 Years**  
Steven Cranfield,  
Chattanooga Tank  
Cleaner  
James Nicley,  
Knoxville Driver  
Jackie Taylor,  
Knoxville Driver

**10 Years**  
Don Howard,  
Knoxville Petroleum  
Driver

**7 Years**  
Joseph Macon,  
Knoxville Contractor

**3 Years**  
Theodore Nussbaum,  
Chattanooga Driver

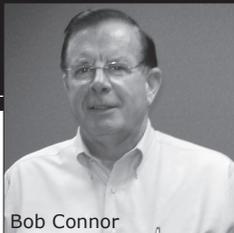
**2 Years**  
Michael Samuel,  
McDonough Driver

**1 Year**  
Martin Brown,  
McDonough Driver  
Richard Garza,  
Chicago Driver  
Robert Harden,  
McDonough Driver  
Stephen Harvey,  
Chattanooga  
Contractor  
Lloyd Houltzhouser,  
Joliet Driver  
Kelvin Prince,  
LaPorte Driver  
Andrew Sims,  
Chicago Driver  
Zygmunt Wieckowski,  
Chicago Driver

## Personnel & Personal

### New Arrivals . . .

- We are pleased to announce the birth of a new granddaughter for **Bob Godsmark**. Ella Marie Irwin, 5.6 lbs., 17-inches long, born 9:59 p.m. on February 12.



Bob Connor

Truck Leasing. He will be responsible for the maintenance and tank cleaning functions in Croydon.

- HTC has hired **Bob Connor** as the terminal manager for Croydon. Bob has a Bachelor of Science degree in business management from Rutgers University and extensive experience in transportation and logistics with Praxair and Trimac.

### Personnel Changes . . .

- David Rudan** has been hired as the General Services Manager at Croydon. He brings with him over 32 years of experience in managing maintenance functions and was previously affiliated with Freightliner of Philadelphia and Penske

### With Deepest Sympathy . . .

- Becky Ishibashi's** mother passed away on February 12. 🍷

## Driver Safety Awards



Knoxville Driver Bob Vineyard (right) is presented the 15-year safety award by Scott Ennen (left) Vice President of Safety & Quality.



Knoxville Driver Gerald Edwards (right) is presented the 16-year safety award by Scott Ennen

## March Birthdays

Charles Baker  
Arthur Beckett  
Martin Brown  
Jerry Burleson  
Martin Conley  
Kenneth Dickey  
Donald Franks  
Richard Garza  
Timothy Gibson  
Paul Goodale  
Roy Haynes  
Keith Idle  
Becky Ishibashi  
Jerry Johnston  
Ray Kitching, Jr.  
Billy Lively  
Jeffrey Long  
Gilbert Martinez  
Reginald Miller

Bob Nettles  
Jerry Nicely  
Jared Pierce  
Michael Pittman  
Harold Rindolph  
Bill Reagan  
Philip Shelley  
Traci Smith  
Wilbert Sneed  
Patrick Sowers  
Dan Teffeteller  
David Weidner  
Neil Williams  
Michael Wolf



### Customer Testimonial: Mark Hamilton

e-mail correspondence between Neil Evans and a customer

Troy---are you OK with Mark?  
All Paperwork straight?---  
Neil

Mark is a fine example of a truck driver, and if I owned a trucking company, I would want Mark working for me, he is EXCELLENT! Thanks Neil.  
Best regards,  
Troy D. Creech  
Magnum International, Inc. 🍷