



QC MILE MARKER

"WHERE QC DRIVERS GO TO KNOW"



IN THIS ISSUE:

- P2** ★ Driver Services
★ Mobile Communication

- P4** ★ Drivers Who Go the Extra Mile

- P5** ★ Idling and Fuel Savings

- P6** ★ Affiliate News

- P7** ★ Featured Department

- P8** ★ Transplastics
★ Training

- P9** ★ QualaWash

- P10** ★ Affiliate News: Featured Affiliate of the Quarter

SAFETY

PERSONAL PROTECTIVE EQUIPMENT (PPE) POLICY:

*A message from Bob Bonnet,
VP of Safety and Security*

Finally, after months of planning and discussion with our drivers pertaining to protective equipment requirements, Quality Carriers now has a driver Personal Protective Equipment (PPE) policy that is hazard class specific.

The two primary changes to the driver policy are the minimum PPE requirement and hazard class specific PPE requirement. Drivers will no longer be required to wear the full acid suit for liquids that are non-hazardous. However, as part of the minimum PPE requirement drivers will be required to wear safety vest, goggles, rubber gloves, steel toed rubber boots, (or steel toed leather boots) hardhat and hearing protection (as required).



Why do we have simple minimum PPE requirements?

We want to ensure the drivers are protected from unforeseen

conditions that could exist or develop during the loading process at a shipper or unloading process at the consignee. In a driver's work environment they are exposed to moving equipment, product pumping activity, and product under pressure transfers. They are often exposed to cramped working conditions or working in areas that may not be readily visible to yard trucks, fork lift operators or plant personnel. Drivers wearing a hard hat, safety goggles, rubber gloves, reflective vest, and steel toe rubber or leather boots increase their visibility within the area they are working which reduces the likeliness of an injury.

Why do the drivers need to wear a reflective vest when this wasn't a requirement before?

The green acid suit not only provides protection from exposure to chemicals it also increases the visibility of drivers on the ground. Since the green acid suit is only required for certain hazmat classes, the visibility declines. Replacing the green acid suit with the reflective vest maintains driver visibility and reduces the potential for injury. The vest is not required when the acid suit is worn. From the customer's perspective, Quality Carriers is the only bulk carrier that has a standard minimum PPE policy. We work in the chemical industry which mandates safety as a condition to handle its shipments. We have a policy that supports our customer's mandates and increases our visibility. This creates a winning opportunity.



QC MILE MARKER

Why do I have to wear PPE?

This question is one of the most frequently asked by drivers. PPE was developed to increase our ability to return home in the same condition which we left.

DRIVER SERVICES

HAVING A GOOD START

In 2004, the Driver Services Department started a buddy program which focused on our new drivers. This program paired a new driver with a corporate employee in an effort to better acclimate the driver to the company and provide a contact for questions.



Brandie Durie is the Driver Service Coordinator assisting our new drivers with their transition into the QC environment. She assists drivers with any uncertainties and questions they may have. "I'm definitely a people person, and enjoy interacting with the drivers. It feels great to make a difference for these guys, and help them through their learning curve," says Brandie. She recognizes that it is difficult for the drivers to adjust to a new company because there is so much to learn. She checks in with each new hire every two weeks for their first three months of employment.

"The best calls are from the drivers who call back after the three months to let me know they are doing great," says Brandie.

GETTING PAID TIMELY AND ACCURATELY

Message from Shawn Harris, Director of Customer Administration

Being paid for the work you do, timely and accurately, is what every person expects. Our drivers are no different. We would like to give you a couple of pointers from a billing perspective that you can do to help the process.

- Fill out the Proof of Delivery in full. Documenting everything that occurs on your trip is the best way to ensure payment. We cannot invoice for a service unless it's documented.
- Fill out every date/time line for your pickup and delivery activities. If you are delayed, please write a brief description of what caused the delay.
- Make sure you obtain a signature, if the customer refuses to sign, please mark "RTS or refuse to sign" on your trip sheet.
- Utilizing your mobile device (QUALCOMM or EDGE) is the quickest way to put your order in front of a Biller. Our system does not queue an order into the billing screen until the load is actualized. Your mobile device will automatically actualize the order if used correctly. If your mobile device is not used, your dispatcher has to manually enter your times into the system and actualize the load, before the biller can begin.

The #1 reason loads are not billed timely is because there is a delay in the paperwork getting into the system. Most of the drivers utilize a terminal to scan in their

paperwork for them; however, this isn't always an option for a driver on the road.

You can also fax your paperwork to our system at 800-735-8049. You can also scan your paperwork at any QualaWash, Flying J, Pilot, or TA truck stop. Many of our drivers utilize this feature and it has proven much more reliable than faxing. ★

MOBILE COMMUNICATION:

OVERVIEW ON MOBILE COMMUNICATIONS

A message from Dana Goulet, Operations Support

The mobile communication compliance bar has been raised for all Quality Distribution terminals.

As of July 1, 2006 terminal dispatchers were given a goal to meet the target of 100% compliance for transmitting load assignments to drivers. The driver's were then given a goal of September 1, 2006, as the date they were expected to be 100% compliant for sending all the acknowledgements for orders.

Quality supports two different mobile communication devices for drivers - Qualcomm and our proprietary EDGE application installed on Blackberry devices.

Drivers often inquire why it is mandatory for them to have mobile communications and why they should be tracked. The reality is that we live in a dangerous world, many of the products Quality hauls are hazardous, and our customers want to know where their shipments are located. Quality plays an important role in the supply chain of our customers and they rely on the real-time information Quality provides to make their companies as efficient as possible. In the same manner that each of us likes to track where our personal shipments are, Quality's customers demand the ability to track their shipments.

Operationally the company's goal is to standardize a process of issuing and updating load assignments. Orders that are updated faster mean they are billed faster, and the drivers are paid faster.

Quality Distribution, Inc. would like to recognize some of our top performers:

RVP	Terminal	COMPLIANCE	
		Dispatch	Driver
Andersen Bogan	703 Lima	97.60%	55.20%
	773 Memphis	100.00%	81.50%
Catalozzi	155 River Falls	94.40%	72.00%
	796 Florence	99.30%	45.50%
Conley	802 Becancour	97.80%	59.30%
	743 Augusta	100.00%	87.10%
Evans	123 Morgantown	100.00%	80.60%
	760 Fall River	100.00%	57.90%
Haddock	145 Henderson	100.00%	92.60%
	150 Santa Fe Springs	99.40%	47.80%
Mauger	521 Ludington	97.50%	89.90%
	740 Springfield	96.30%	76.10%
Swann Wheeler	842 Bainbridge	97.80%	58.70%
	791 Beaumont	98.60%	60.90%

**Reminder: For any mobile communication issues please contact the Help Desk or EDGE support via email. A representative will be in contact with you Monday - Friday 8AM - 5PM.*

TIPS AND TRICKS TO WORK THE BLACKBERRY

A message from Dana Goulet, Operations Support

I only see "Nxtl" how do I get "NXTL" to show back up?

If your device is receiving a data signal you will see "NXTL" in all capital letters. If you see "Nxtl" follow these steps.

1. Select the phone icon.
2. Press the track-wheel in and select "Options"
3. Select "Push To Talk"
4. Make sure "Phone Only" says "NO", if it says "Yes" change this option to "NO"
5. Press in the track-wheel and save the change
6. Press the back button all the way back to the home screen
7. Give it a minute or two and the "Nxtl" should convert to "NXTL"
8. If this doesn't work follow the instructions for doing a Master Radio Reset

How do I do a Master Radio Reset?

From the home screen:

1. Select "Options" (the wrench icon)
2. Select "Security Options"
3. Select "General Settings"
4. It doesn't matter what is highlighted on this screen, press in on the track-wheel menu
5. On the first question select "Yes"
6. When prompted for the password type in "0000" to type 0 hold down the half moon button below the A on the keyboard, and press 0, left of the Space bar, when you type 0 only * will show on the screen, since this is a password that is correct
7. After the password is entered select "OK"
8. After it says the reboot was successful, back all the way to the home screen
9. Pop the battery out of the back of the device, wait 10 seconds, and put the battery back in
10. After the device reboots, scroll down to the tower icon (it will say "Turn Wireless On") press in the track-wheel, this will turn service back on
11. If the reset was done correctly "NXTL" will show up in all capital letters in the top right-hand corner



"The reason why Fed-Ex and UPS are able to charge a premium relative to the post office is because they provide the technology that companies can't produce themselves. You are paying not just for the delivery, but for the ability to track the package. You can reroute the package... you can control your supply chain with that flow of information."

Ken Hoexter, Merrill Lynch & Co. analyst



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How does a driver get directions on their Blackberry?

For directions to shipping/consignee locations:

1. Go in the EDGE application
2. Highlight the "Started" order (directions only show for "Started" orders)
3. Press in the track-wheel and select "TMW Directions"
4. This will provide any directions that the terminal stored in TMW for the orders next location

For generalized driving directions:

The driver can use the "MapPoint" directions inside the EDGE menu, this will provide non-routing directions from the drivers last order location to the next order location. Again the order must be "Started" for this to work.

Who do I contact to set up a Voice Plan on my Blackberry?

These Blackberry's are on the Nextel iDen network and if you wish to use the Blackberry as your cell phone it will need to be set up with Nextel. You can port an existing phone number over to your Blackberry whether or not you already have a cell phone account with Nextel.

To set up a voice plan contact:

Wade Gordon or Nick Gattuso
Sprint/Nextel Sales Representatives
813-376-2283
Wade.gordon@sprint.com
Quality Distribution's Corporate Discount Code with Sprint/Nextel is: MAQDS_VPL ★

DRIVERS WHO GO THE EXTRA MILE

MIKE BARNES, Terminal Manager, T181.
MICHAEL ROME, from terminal 541 in Geismar, La. rescued a load from one of our drivers who felt sick while on the road. It was a last minute call, and Michael went out of his way to help. He followed all the instructions that were supplied to him and had a great attitude!

Additionally, I would like to thank my own terminal drivers for their long employment service and low virtual risk scores: **DON CAMPBELL** 12/18/98 0.0, **ROBERT HARRIS** 10/31/1994 0.0, **THOMAS STAFFORD** 5/6/2003 0.0, **EDDIE MURPHY** 1/19/1979 0.28, **CHARLES BENTON** 3/23/99 0.45.

DAWN PAGGEOT, Dispatcher Kalamazoo, Mich. T572. I would like to say thank you to **TONY BALCEZAK**, **DAVID HAIST** and **TIM HANLON**. Since I started with Quality Carriers in August 2006, everyone has gone above and beyond their expected duties on several occasions. Each one of these drivers has put in long hours to help Quality from failing on any loads. I appreciate their work ethic and patience!

BOBBY RUHL, Facility Manager, Delaware, Ohio T768. I would like to recognize **KEITH LESTER**. While Keith was picking up a load at our customer's plant, he caught wind of a problem they were having. Their spot truck driver was sick and unable to move trailers in and out of the loading bays. Keith stepped up and moved several of our trailers for the customer without having to be asked or complaining in the least. This prevented a nightmare in dispatch. Several days later, the plant manager called and complimented Keith. KL0026. I'm proud to have a driver like Keith!

RAYMOND ESLICK, Dispatcher, Torrance, Calif. T742. I would like to thank our driver **TIM SPEERS**. He has gone out of his way to help on several occasions. Once he was called at 2 am to rescue a roll-over 5 hours away. He responded very professionally cooperating with

law officials, and trans-loaded the load without any problems. Tim's help is always appreciated!

LISA ROSS, Payroll and Finance Supervisor, T737 & T732. In the last mile marker I congratulated several drivers for their service since our terminal started. **CRAIG MCCURDY** was intended to be on the list. Thank you Craig for being part of our terminal since we started.

DOUG SUTPHIN, Terminal Manager, Dumfries, Va. T133. I would like to thank **REGGIE BOBBITT** for his many years of service with Quality Carriers. Reggie started September 1, 1970 with our organization and has provided 36 years of professional service and dedication. Everyone at our terminal wants to say "thank you, Reggie."

JERRY STITT, Central Scheduler, Tampa, Fla. Corporate Office. I would like to thank **MIKE NEUMANN** T134. A few weeks ago a driver from T541 couldn't offload a pump due to a leaking pump. The driver was unable to find someone to help him unload. After several unsuccessful attempts to resolve the issue, Mike Neumann went to the rescue. He understood the urgency and didn't drop his dirty trailer before helping the driver from T134. His effort saved valuable time. Mike thank you for going the extra mile to help upload that day!

TOM BRANDON, Terminal Manager, Sarnia, Ontario T536. Our official start date was September 18, 2006. In order to ensure a successful start-up, I called upon additional support from four drivers from existing QC terminals to help us. I would like to extend my gratitude to each of the following drivers.

T-137: Company Driver, **TERRY CONSTABLE**
Owner Operator, **BRECK MANDERSTROM**
T-536: Owner Operator, **MICHAEL SHOESMITH**
Owner Operator, **LLOYD HUGHES**

There contribution and professionalism during the start-up period was appreciated. These guys went well above and beyond the call of duty and need to be commended.



FEATURED DEPARTMENT

SETTLEMENTS

*A Message from Lorrie Williams,
Manager of Settlements*

Every driver knows about the Settlements department, but do they really know everything about settlements? Quality Carrier's Settlements department generates statements and distributes pay for owner operators, fleet owners and affiliate terminals. The Settlements department creates only the statement for company drivers. The company driver's statements are submitted to the human resource department at corporate, who in turn issues the pay check.

Many people misunderstand what the Settlements department does. The Settlements department does not bill loads and does not create deductions. The department is simply a processing department. Each service utilized by an owner operator, fleet owner, or affiliate is reported to the Settlements department and deducted. If you have any issues or questions about your settlements, your terminal should be your first contact.

We recommend that all drivers utilize direct deposit vs. physical checks. Direct deposit and physical checks are processed on Wednesday mornings. Direct deposits go directly to the recipient's bank account while physical checks go to the US Postal Service to be mailed. It will take longer to access the funds of a physical check compared to direct deposit. Additionally, physical checks cannot be traced or tracked once they are mailed.

Please contact your terminal if you would like to utilize direct deposit.

We have a team of 8 in the Settlements department. Lorrie Williams, Manager of Settlements, provides terminal assistance when needed to assure issues are resolved in the department. Tasa Dechant, Settlements Lead Coordinator, provides excellent service for the terminals when questions and issues are presented. Tasa has many processes that are maintained for accurate processing of data sent to the department. She works on

Federal income tax withholding from an independent contractor or fleet owner's settlement. Tara is considered the garnishment and IRS Levy specialist. Jerry Bottorff, Settlements Assistant, is responsible to process the terminal's request for T-chek and provide accurate data to the approver of the T-chek. Jerry also processes special assignments and audits as required. Stacey Hunt, Settlements Assistant, is responsible for processing work flow address changes, direct deposit set up, making percent changes based on the contract, managing the T-chek reconciliation, data entry of manual credit/debits, and controlling the returned driver mail. Vanessa Bristol, Settlements Assistant is responsible for processing loans based on the terminals request with proper approvals, data entry on manual credit/debits, processing work flow terminations and controlling the Escrow System. Stefanie Roberson, Settlement Assistant is responsible for accident claim deductions, control on claims for owner operators, fleet owners and Affiliates, processing driver requests for partial escrow refunds, data entry of manual credit/debits, and entry of daily T-cheks. Cathy Tarlton, Driver Recovery Specialist, is responsible for broker overdrafts (driver's arrears) money owed to Quality Carriers.

Along with the duties listed above, all team members prepare and mail driver settlement sheets each Monday and process reports, conduct audits, work on special projects, and provide terminal assistance for questions and issues.

The Settlements department would like to thank all the drivers for the great job they have done. You are our number one priority. Thank you! 🌟



Top Row: Jerry Bottorff, Stacy Hunt, Tasa Dechant, and Vanessa Bristol.
Bottom Row: Lorrie Williams, Tara Boles, Cathy Tarlton, and Stefanie Roberson

special projects, stop payments on lost broker checks, and creation of new fleet owner broker IDs. Tasa also controls the manual adjustments needed to resolve issues, along with other miscellaneous processes. Tara Boles, Settlements Coordinator, processes all incoming data pulled into the settlement system such as billing imports and deduction batch releases. Tara is also responsible for the W-9 process. This process is crucial to pay a driver correctly. A driver's name (as it appears on the W-9 form) is reported to the IRS; the pay information must coincide with the IRS' information. Failure to provide an accurate W-9 may result in a 28%

DRIVER APPRECIATION

A message from the Mile Marker Staff

Rain or shine, our terminals gave their best efforts to show their driver appreciation in August 2006. The first picture is at terminal 771 in Channelview, TX, grilling under the rain for their drivers. The second picture is terminal 101 in Southgate, Calif. showing their grand prize raffle for their drivers. Thank you all terminals for showing your appreciation.



TRANSPLASTICS

GETTING TO TRANSPLASTICS PART III

A Message from John Skane, Manager Pricing & Optimization

By the end of the third quarter all TPI dispatchers had attended and successfully completed the "People Side of Dispatching" training that was held at the corporate offices in Tampa, Fla. This program appears to be a huge success and initial feedback has been very positive both from dispatchers and drivers. One of the many messages that each dispatcher took home was that there is more to a driver than a driver number but like the driver number each driver is unique and different. During the fourth quarter all terminal managers will also be coming into Tampa for training. TPI is committed to having the best trained and most knowledgeable staff in the industry.



TPI would also like to welcome its newest member to the management team at the Greer, S.C. terminal, David Dennis. If you recall from the last edition of Getting to Know Transplastics, Mark Cason, former manager, moved over to sales and as expected we have already begun to see the benefits of this move. David Dennis brings with him extensive experience in the transportation field and we anticipate strong growth in this market with David and Mark.

In September TPI received the DUPONT 2006 SERVICE AWARD in recognition of our superior performance in the transportation of DuPont products. TPI would like to extend its gratitude to all our drivers who made this prestigious award possible and also to all those drivers that have made TPI the Number One Dry Bulk Carrier.

Lastly we would like to recognize the following drivers who have been submitted for recognition by Dispatcher Ian Reid

from the Saddlebrook, N.J. terminal, T517.

Dimas Suarez and Angel Garcia are dedicated sugar haulers. Dimas delivers bulk sugar every day to Nabisco in Fairlawn N.J. Angel Garcia delivers bulk sugar to Nabisco in Philadelphia, Pa. Both drivers are dedicated to the company that they represent, but more importantly, to the customers that keep us rolling by providing these customers day in and day out with timely, efficient, and friendly service.

Eugene Cottrell lives in southern New Jersey and works every day out of Katoen Interpak in Edison N.J., pulling loads for Alliance Logistics, providing a level of professionalism that is exemplary.

Arthur Barillo works diligently out of Saddle Brook, N.J. and is a driver that can be counted on. He has, on many occasions, gone the extra mile for the company in a selflessness attempt to better our organization. ★

TRAINING

A Message from Genna Krantzberg, Training Specialist

Bob Earley and the Driver Services group were pleased to have Dan Baker, driver advocate, speak to terminal managers at the most recent session of Managing Terminal Operations (MTO). MTO is the latest training devoted to TMs and focuses many of its presentations on the principles of the book by Jim Collins, "Good to Great."

With drivers in mind, MTO was designed to provide terminal managers with:

- Recruiting and retaining the best drivers
- Making safety a priority at all times
- Managing equipment and personnel utilization to achieve

optimum return on investment (ROI)

- Performance and management of dispatch procedures
- Providing excellent customer service always
- Ethical business management in all matters

These are just a few of the topics covered while TMs are in Tampa interacting with all levels of corporate personnel.

The Managing Terminal Operations workshop has received an overwhelmingly positive response from those that have attended. Terminal Managers specifically enjoyed Dan Baker's presentation on the importance of our drivers. Because Dan's message is so important, it was videotaped and will be worked into every session of MTO for all TMs to view.



All the TMs commented on how powerful Dan's message was and vowed to take it back to all levels at their respective terminals. Each left Dan's presentation with a renewed outlook on our most valuable resources - our drivers. ★

QUALAWASH

**THE REFURBISHING OF
BARBERTON, OH AND ALANTA, GA**
*A Message from Erik Leto, Senior Business Analyst,
QualaWash Corporate*

Both facilities have undergone major refurbishing projects in 2006. 230-Barberton, Ohio was the first major project undertaken by QST. The project consisted of an almost total refurbishing of both the interior and exterior of the facility. All exterior walls were either replaced with new siding or

painted. The color scheme is white with blue trim, which gives it a new and bright appearance.

255-Atlanta did not have quite the same needs as Barberton, but required a different type of rebuild. Major construction was necessary. A new driver lounge, kitchen area and new restrooms were built.

The interior of both facilities have all new offices, driver lounges, and kitchen areas. These areas were particularly designed to accommodate our trucking customers. A hot dog steamer and popcorn machine are always full and, along with the new vending machines, a driver never has to leave the facility for a quick lunch or a mid-night snack. Washers and dryers were installed so the driver can wash clothes while we wash their trailer. If they have no clothes to wash they can spend their time cleaning the interior of their truck with our Industrial Vacuum Cleaner or just relax in our comfortable driver lounge fully equipped with televisions and internet access.

Speaking of washing trailers, the facility can not only clean trailers in the newly cleaned, painted, and brightly lit wash bays, but can also clean the old latex build-up with their new 20,000 psi Hydroblaster. The Barberton Hydroblaster has been fully operational for over a month now with great success, while the Atlanta equipment will be ready to service our customers in the Southeast by year end.

These two facilities are not only newly refurbished, but are staffed with very experienced Facility Managers. Both the facilities and mangers are part of the new standard and future of Qualawash. If you or your drivers have not been to these facilities lately, please stop in and see what the new Quala experience is all about!

For additional information please give us a call:

230-Barberton, OH – Rick Derr, 330-753-5079

255-Atlanta, GA – Greg Hayes, 770-471-4818 ★

230- BARBERTON, OH FACILITY



255- ATLANTA, GA FACILITY





QC MILE MARKER

AFFILIATE NEWS:

FEATURED AFFILIATE OF THE QUARTER

A message from Bill Landis, Affiliate Owner

Incorporated in the state of Pennsylvania, Landis Tank Lines surpassed seven years as an affiliate operation this past August. Northeast Bulk is getting ready to complete its fourth year in business at the end of the year. Both affiliates are headquartered in York, Pa. where Bill and his wife Krista team up and handle the daily management tasks, accounting, benefits/insurance, and support of the pricing and sales functions provided by Quality Carriers.

Equipment is domiciled by Landis Tank Lines in Williamsport, Pa. (T785), Nazareth, Pa. (T794), and a satellite location in Mechanicsburg, Pa. The Pennsylvania operations are managed closely by Steve Shoemaker, General Operations Manager. Steve previously worked for Chemical Leaman and Quality Carriers bringing a strong safety background with him. The Williamsport location has a shop facility on site.

Northeast Bulk, Inc. operates in Branford, Conn. (T766) and Fall River, Mass. (T760) handling business through the northeast corridor. Both of these facilities are managed by Steve St. Jean, Director of Operations. Steve also previously worked for Chemical Leaman as a terminal manager and has a wealth of tank truck knowledge and experience. He is an asset to the operation. The Branford facility has a shop on-site able to perform work on system equipment as well as affiliate and leased operator units. There is a QSI cleaning rack at this location.

Bill's philosophy has always been safety first. Williamsport (T785) was previously recognized as Safest Terminal of the Year followed by Branford, Conn. (T766) capturing the same

honor in 2003. Nazareth (T794) earned the 2005 Excellence Award for Safety. Every month a staff person is responsible for issuing a safety memo and sharing the topic with all locations for a monthly driver safety meeting. While all locations are managed similarly when it comes to safety, the parameters of each vicinity vary. In the New England states as well as in the hills of Pennsylvania, winters can be very snowy and icy; non-conductive to a perfect safety record. It is up to the experienced drivers to carry out the task of working injury and accident-free. This is a big task, but one that is taken very seriously by all and the expectations are high.

Between the four locations, there are 51 leased operators and 49 affiliate drivers behind the wheel daily. We have very experienced dispatchers; two who have been with the company in excess of 25 years each. The office staff is comprised of billing clerks, log clerks, and a solid support staff that meet and exceed the daily needs of our customers; both internal and external.

Some of the larger customers serviced by these two affiliate operations include DOW Chemical, Merck & Co., Avery Dennison, Lonza, General Chemical, Borden & Remington, Cytec, Univar, and Norfolk Southern. Outstanding service is a priority, delivering an average of 530 loads per week.

Bill Landis is very proud of the level of safety and service the drivers and staff provide. It is a collective effort of everyone working as a team. Dedication and commitment make these two affiliates a success. ★



DRIVER APPRECIATION

A message from the Mile Marker Staff

Terminal 750 erected a tent for Driver Appreciation Week and welcomed not only the drivers on their roster, but every QC driver that came to Joliet as well the trainees at the QC Safety School.



Terminal 539 held their event within the confines of a permanent structure and their event as well was open to any and all QC drivers who happened to be in Albany during the week.



Front row left to right: Paul Boddiger (T707), Rodney Hendricks (T539), Bob Sherwood (T538/539) dispatcher, Jerome Rakestraw QSI facility manager.

Second row from left to right: John Martin driver (T784), Jeff Moore (T739), Robert Huntington (T539), Joseph Henzler terminal manager for (T538/539)