

THE ROCK SOLID NEWS

LITTLE ROCK FARM *Trucking*

HAPPY VALENTINES DAY



Random Thoughts with Ray Pennington

The mind's direction is more important than it's purpose.

A good way to spoil the day for a grouch is to smile at them.

Marriage is how some men learned what kind of man their wives would have preferred.

Don't be afraid to go out on a limb, that's often where the fruit is.

It's remarkable, considering how little our parents knew of child psychology, how well we turned out to be.

You won't get much done if you don't start before you're ready.

If you were someone else, would that person want to be a friend of yours?

Life is like a mirror — you only get what you put in it.

Thanks Again Ray!

Marks Message - What's important?

While it seems like the company Christmas Banquet was a long time ago, we haven't forgotten! John, Barb, Liz and I would like to thank you for the unexpected but greatly appreciated gifts! We had a great banquet with lots of good food, real good people, and a few good laughs!

Those are good memories. Memories and relationships are so important. We (me) can get so caught up in the things in life we believe are important. Cars, computers, internet, trucks, money, homes. All those things aren't bad in themselves as long as they are kept in proper perspective.

I was talking to a business man not long ago whose business was turkey's. I asked him how business

was, and considering the world economy, I was surprised at his answer.

He claims that turkey sales actually increase when people fall on hard times. When all those things you were putting your time and efforts into are lost, people start back to the basics of having good relationships with friends and family. And, when people end up getting together more and eating, guess what they may have...turkey!

Why do we have to fall on hard times before we realize what's really important?

Just 2 days before writing this, good family friends of ours were devastated after receiving a call that their 31 year old son was killed in a freak accident. In a

split second their world changed forever.

Too often we fail in keeping ourselves connected with friends and family. Don't get me wrong, there are those of you reading this who are excellent at it...and good for you! Keep it up, you will never be sorry!

But some of us, and I'm including myself in this, really struggle at staying connected. We must fight this weakness...because there will surely come a day when we need people around us who we can trust and rely on to get us through the hard times.

Life isn't just about a body, its about everybody. Maybe we should start by contacting somebody, and letting them know we care.

New Passengers On Board Policy

It is a privilege for a driver to be able to carry passengers... not their right. It is up to the driver's dispatch to approve or deny the request for the driver to have a passenger. We have added the following paragraph on our passenger release forms to explain the conditions.

"It is understood that having a passenger on-board cannot restrict truck moment, truck dispatch or jurisdictions in which the truck travels. If you have a passenger on-board—it is your responsibility to ensure they have documentation required to travel in any jurisdiction in which the unit is licensed. If you are unable to accept a dispatch based on restrictions on your passenger you will not be permitted to carry passengers in the future, and any lost miles will be deemed as personal miles and may be charged back to you."

Tax Time Theresa

"Holy Hanna" is an expression often used by Theresa when she is surprised.

Just like last year, Theresa had all of Little Rock's T-4's completed by January 2nd, 2009. She even stayed at Little Rock well into the midnight hours to complete this task. There's no doubt about it, the word procrastination and her name don't belong in the same sentence.

Wonderful Job Theresa! This place would never be the same without you!

Name Those Office Employees

In every working environment, we come to see that each of us have our own characteristics. How we talk, share, laugh, work, and act. Each of us have our own style and if you think about it, it is what sets us apart from the rest.

Here's a list of sayings, actions or credentials... do you know who they belong to.

Sayings:

- "That's Just Goofy!"
- "Those cats are sure great to deal with!"
- "I'm going to go do the boogli-boo!"
- "10-4 Man!"
- "Whatever!"
- "Will You Stop it!"
- "We just got foo-barred!"
- "What's Going On?"

Personalities

- Who in the office would be the most inclined to offer a hug of support?
- Who is the person that is most likely to tear up when laughing so hard.
- Who wears Little Rock Logo Shirts the most?
- Who wears slippers during their shift?
- Who is the person that would likely crack a joke in the worst chaotic moments for pressure relief?
- Who is addicted to Tim Hortons Steeped Tea?
- Who is the person that offers assistance to every dispatcher at the end of the work day to ensure

everyone is taken care of.

- Who in the office holds a valid CDL in their wallets?
- Who is the person to commute the furthest to Little Rock each morning?
- Who in the office has the newest child as of 2008?
- Who in the office is wearing contacts instead of wearing glasses?
- Who would take a base ball bat to the photocopy machine if given the opportunity?
- Whose desk has a rock that looks like an animal deposit?
- Who has the most contagious laugh to get the rest of the group to laugh?
- Who is inclined to jump down off Theresa's Doorway Step into her office?
- Who relocated from London to work for Little Rock Walkerton?
- Who gives a daily funky nickname based on clothing styles of others for the day?
- Who is known to stomp once with their foot during the start of a laugh?
- Who gets the most frustrated with the shredder because others (and we know WHO THEY ARE...) leave it jammed for this person to find?
- Who home schools their child while here at Little Rock?
- This person acknowledges others for their work by saying "Good job"!

Extra Forms

For the chicken haulers, they know all too well that they need to fill out a lot of paperwork.



In some cases, sudden load changes can occur and the most common complaint when that happens is that the driver doesn't have any blank forms for the new shipment.

We would like to encourage you to take 2-3 copies of each document to keep aside for those situations that occur. It saves drivers a headache for scrambling around to get the legal documents they need to make their journey successful.

See Pat, Dave or Michael

ATTENTION

Effectively immediately, any receipts handed in where the driver is required to be paid back will not be paid back to the driver if the receipt is altered in any way. This includes, but not limited to, ripped off information, scratched out with pen or markers of times and dates and any information identified to be intentionally altered.

This is your notice, there will not be a second chance.

Identification Update

When is the last time you looked at your identification? Which can include Licences, Passports and any other form of Identification that you may be carrying. It's good to review your travel documentation to ensure the expiry date doesn't creep up on you.



Take a look today to ensure your identification is current. Give yourself extra time to run around to get your identification updated. If you wait and something goes wrong, you may just be parked instead of riding the open highways!

PASSPORT NOW REQUIRED

By: Steve Mc Entee

Well the real deadline is finally coming. We have been hearing about it for five years now. June 1st, 2009 is the final date that all drivers entering the United States through a land port of entry will have to obtain a valid passport and/or Fast Card.

It has been a law in affect for over a year for the air travel and now the Department of Homeland Security through Customs and Border Protection will enforce the land travel as well.

A valid passport is the only form of identification that is recognized world wide as a secure document.

I hear all the time from drivers who ask "Why do I need a passport?" Well, I personally think everyone should have one. It is only for your own benefit. You must remember you are traveling in a foreign country.

You can be stopped at any time and asked for identification. These authorities do not have to accept any form of identification other than a passport.

A passport contains a lot of information in the serial number. At a quick glance the CBP officer that is reading your ACE Manifest will



get the information from your passport serial number so they can process your shipment quickly. It reduces the amount of questioning that drivers receive. It speeds up their own process and makes it less of a headache for you.

Some officers like to exercise their right to send you in to the customs building, ask questions that could have been skipped and/or send you to immigration. You can stop this by obtaining your passport. Who wants to be more daring and face an officer with rubber gloves and a bottle of KY?

You can pick up an application at any post office for free. Thanks to Theresa, we have some available here in the office.

You can go to London, Kitchener, Hamilton or Toronto to the Passport Office. You will need someone who knows you for at least 3 years to co-sign the document. You must get your legal passport photo taken at any store who does it.

Passport that are mailed take up to 6 weeks and/or 10 days if you go to the office directly. Cost is \$70.00 either way you submit it. Plan ahead and remember June 1st isn't that far away.

Steve M

Cell Phone Tax Incentive

Form T2200

Little Rock provides calling cards to call customers and dispatch. Did you know that if you use your cell phone for company business, you can qualify for a tax expense even as a company driver?

We've all done it where we have picked up our cell phones to call customers for directions and called dispatch to find out what's going on. **Form T2200** is called **Declaration of Conditions of Employment**.

Using your cell phone isn't a tax incentive by Little Rock, but is one for your own personal income tax.



Realistically, we all use our cell phones for both private and business phone calls. Simply calculate the yearly expense of your cell phone, take a look at your calling record and determine the percentage that the phone was used for company business.

For Example say you paid \$1000 for your cell phone over the year. Looking at your records you determine that 50% of your bill was company related. They would take \$1000 x 50% giving you \$500 tax incentive.

It's a tax incentive to be careful of, if you claim 100% of your cell phone to be company business... you better make sure your bills can prove that fact. It's a nice little incentive and it's best to be honest. **Talk to your accountant or income tax preparer when filing your tax.**

Collapsing Schedules Not Always A Dispatcher's Fault

Who is going to give me a nickel for every time I hear that the dispatcher is at fault for the scheduling of the live haul being all wrong?

Having worked in the office for over a year, it's usually by Sunday Afternoon that the chicken schedule becomes obsolete and new ground rules need to be established to see the process through.

Over the past several months, Monday morning is about damage control and revamping the schedule all over again.

We are a service ori-

ented business with customers to please. The scheduling of trucks is derived from the processing plants. They tell us they want their birds on a certain date with the farm locations. It is up to us to schedule our drivers to be there and back to the plant for processing.

Over the past several months we are having the first wave of drivers leaving too late for their farms. Drivers are not giving themselves enough time to get there, legally rest, and then drive straight back for processing. Most

locations, it is suppose to be a straight drive back. In some cases, drivers are intentionally sleeping with loaded chicken as a result of not leaving early enough which is increasing the DOA counts exponentially.

This further conflicts with their delivery schedule to the processing plant which complicates the trailer switch off... which further complicates when that driver will be at the next farm etc.

A late leaver not only snow balls their own schedule but conflicts

with the entire fleet because they are out of sync with the rest.

Even the drivers who leave early are feeling the effects of having their entire week being rescheduled to accommodate.

Customers are arranged around our truck schedule and when we are intentionally late, we pay the price with poor quality customer service and/or service fees and/or down time at the processors.

"Shipper Load & Counted" With Your Signatures

Unfortunately, some drivers have experienced paying for products that were shorted on a bill of lading. With meat products, paying for each missing case can be quite costly.

To protect yourself against shippers who

don't load you with the product that is on the Bill of Lading, you should stand on the dock to oversee the operation.

Once signed, your signature is legal and you, as a driver, assume responsibilities of that

product.

By signing "Shipper Load And Counted" beside your signature you are shifting responsibility back onto the shipper to ensure what they have loaded is actually on your truck.

Protect yourself and save yourself some headaches. If you knew where you were going to be shorted, you wouldn't let it happen. Unfortunately these claims come up when you least expect them. Bottom Line... Protect Yourself.

Calling All Eastern Canada Drivers

We are putting together a master list of fuel stops for Eastern Canada.

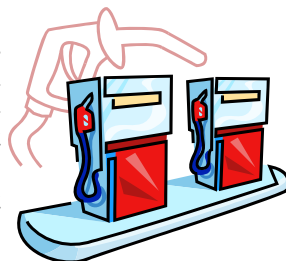
The T-Chek Card isn't accepted all over the place. In the eastern sector of Canada in New Brunswick and Nova Scotia.

We could just Google this information but the problem is that some service centre information is not updated. Service centres may have stopped taking

the cards while other service centres are starting to accept it.

The most common question on a weekend is where to fuel up in that area.

We are asking for Drivers to record their fuel loca-



tions on a spare piece of paper. Leave that paper in your envelope and we will put a master list together so that you and your fellow drivers know exactly where they are able to purchase fuel.

Once we get enough locations, along with our own

research, we will distribute this list to help make better fueling decisions.

Thanks Kindly

Dispatch Instructions

Some drivers are leaving their dispatching instructions to the on call or after hours administrators. Notice I didn't say "dispatchers". The after hours administrators are Mike, Mike, and Michael, they are looking after paperwork and responsibilities that go beyond the dispatcher's realm.

Let's face it, the after hours administrators don't deal with drivers on a regular basis, nor are they part of the negotiations and customer relations during load set up times. This includes items like special instructions, times, locations and etc.

Drivers are continually not speaking directly to their dispatchers, nor are returning calls from dispatchers prior to the end of day Friday. The trickle effect then rolls down and is felt on weekends.

Drivers who decide to call in late find out they should have left already to be at their pick up. This is causing scheduling issues that are affecting the rest of the fleet and also customer service with the processors.

Dave and Pat need Drivers to call in on Fridays between 11 am—3pm for your dispatch.

TEAMWORK

To get the job done. It is not only the responsibility of the dispatcher to ensure a driver has work, it is also the responsibility of the driver to know what that work is.

Dave

Driver's Picture Submissions



By: Geoff Goetz



Road Trip



By: Dave Beedham



By: Paul Sarhan — Darlene & John P

Load'er UP By Steve M

When you are going to a shipper to pick up your load. Do not sit in the truck while they are loading. There are a few reasons for this:

1. You don't know what they are putting on board. Maybe they are loading extra product, or shorting you. *(In Michael's case, I had been completely loaded with the wrong automotive parts as they thought I was going to Mexico and not Ontario, I sat in the truck and wasted a great deal of my own time.)*
2. You don't know how they are loading your trailer. Maybe they are loading it all to the front or all to the rear. Either way, you'll end up having weight issues. Of course you won't know about it until you are fined at a scale or go to the local truck stop for weighing.
3. You won't know if they are loading in the correct order that is to be loaded. Of course, you won't find out until your first stop then the first order is at the front and there are 16 pallets blocking you from gaining access to it.
4. You don't know if they are loading the product in a secure safe manner. Are the pallets stacked properly? Are they falling over or being loaded in a way that they will fall over?



By not informing the shipper/loader of the correct order and what to load, you won't know what they are doing. All this attributes to big expenses for Little Rock. It also cost the driver in a lot of wasted time. Delivering freight on time is very important. When we are delivering and we are late for a delivery, our customers get irritated.

Customers have product promises to their customers with definite delivery times. They are, in turn, our customers with our contract agreement to get their products from point a to point b on schedule.

In the end, ensuring your truck is loaded properly is a driver's responsibility. We are not there to oversee them loading you, you are.

Steve M

Appreciation & Gratitude

I heard a quote on Youtube that really made me sit back in my chair to think about the gratefulness and appreciation people have on a regular basis. I watched the video as this person commented on how much emphasis society puts on achieving **"The Dream"**. Exactly what **"The Dream"** could be is a self choice on what we are looking to strive for.

For example, someone may have a perfectly good DVD Player but they desire the latest version even though their current DVD Player works just fine. They upgrade not because they need to, but because they want to. People seem to think that some of their wants are needs.

The quote on YOUTUBE I heard was this, "(why do people)...want to chase the next thing that comes along before they take the time to really appreciate what they already have!"

I found this quote to be true for more than just material possessions, it could be related to relationships, friendships, services, jobs, and the list can go on and on. Just like a child who is told not to touch a burning candle because it is hot, they do it anyway because the warning or foresight is not enough for them to be convinced of the danger. It's only after that experience that they appreciate and wish they had not touched the candle.

It's all too common for us to be always seeking something better, when in fact, where we are in life maybe just fine. A million dollars would make anyone happy, but if we don't truly appreciate what we already have, why would we truly value the million dollars.

My mother taught me from a young age to appreciate the food I eat, the clothes I wear, and to respect and appreciate what others have done for me. Through this, she taught me that I can't expect acknowledgement or appreciation if I don't give appreciation or acknowledgement to others.

In my 20's my parents went through an ugly divorce. My dad, who controlled everything set my mother free into a world where she knew little about how to pay bills, and budgeting was not in her vocabulary. My mother spiraled out of control, she was homeless for a few weeks living in her car. Someone came to her aid and offered her a bed in an industrial garage and there she lived in a corner with a warm bed to lay her head for three years. To the outsider, you would have never known her situation. She never complained about it because she saw it as a blessing to be out of the cold, with a roof over her head. She, in many people's eyes, was not living **"The dream"**, when in fact, in her mind she was. Her needs were being taken care of and her wants were put on the shelf.

It's all about perspective to where you are now to where you could be right now. You may find there is more to be appreciative of than you realize.