Neither snow, nor rain, nor heat...

“Neither snow, nor rain, nor heat, nor
gloom of night will stay us from the swift
completion of our appointed rounds.” The
unofficial creed of the U.S. Postal Service
also defines the commitment of KAG
Drivers and all of us who support them.

The enormous challenges we face daily
along with the importance of our role in
society are never more apparent than
during a natural disaster such as sub-zero
temperatures, blizzards, hurricanes and
ice storms. This winter reminded us of
Mother Nature’s wrath and her ability to
shut down large cities and regions. We
also learned new weather terminology
along the way such as “polar vortex.”

Regardless of the terminology, it was
cold, it was dangerous, and it was a
mess! But nothing stopped us from
making deliveries to our valued customers
and their communities.

Those communities depend on fuel,
chemicals and industrial gases to
function, particularly in a crisis situation.
All of us at KAG play a crucial role in the
country’s energy infrastructure, which can
be so fragile, particularly during natural
disasters. Our society counts on us,
which makes KAG so special.

We not only survived the storms, we
excelled, thanks to the commitment of
all of you plus the best Drivers in the
industry.

Thank you, KAG team, for your
extraordinary efforts during a challenging
winter. I’m extremely proud of each and
every one’s efforts.

Patty Harcourt, Vice President of Corporate Communications, recently
spoke with Mark Davis, President of Jack B. Kelley (JBK), and Vern Ingham,
President of Cryogenic Transportation (CTI). The two companies, and
former competitors, now form the KAG Merchant Gas Group. Combined,
they are the largest transporter of industrial gases in the country.

MGG poised for continued success
Former Competitors Thrive as Teammates

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spoke with Mark Davis, President of Jack B. Kelley (JBK), and Vern Ingham,
President of Cryogenic Transportation (CTI). The two companies, and
former competitors, now form the KAG Merchant Gas Group. Combined,
they are the largest transporter of industrial gases in the country.
Patty: The dynamic between your two businesses has changed so dramatically. While you have many similarities, are there still differentiating factors?

Mark: The merchant gas industry involves very specialized products, with only four or five major customers in the U.S. Even within this small area of specialization, we don’t overlap much due to the geographic separation between our two companies and focusing on different products and business models.

Patty: Let’s talk about your two business models.

Vern: At CTI, our focus is more on the traditional cryogenic materials, although we do have a dedicated liquid natural gas (LNG) customer.

Mark: JBK is heavily involved in LNG distribution, having been on the cutting edge of that technology since the 1970s. At JBK, we focus on longer-haul business and offer trailer leasing services.

Vern: A large percentage of our total operations at CTI is call-and-demand business. It’s a different type of operation, often difficult to service. Our customers have their own private fleets but they call upon us to supplement when needed. You are constantly trying to match customer needs with your resources – and you’re not guaranteed anything. Companies need our call-and-demand services for many reasons: a plant outage or a peak demand. We try to fill those gaps.

We also offer dedicated carrier business at CTI, where we are onsite at industrial-gas manufacturing plants to distribute their products.

Patty: How big is your competitive advantage over other companies in industrial gas?

Mark: Together, CTI and JBK have the largest fleet of specialized trailers for hauling industrial gas. At JBK, we own approximately 400 specialized trailers and lease approximately 150 trailers. One trailer can cost $250,000. That’s a huge barrier of entry into this business for other trucking companies.

Vern: All of the products hauled in the merchant gas division require specialized training. The industrial gas industry is very safety conscious, and our Drivers receive thorough training and ongoing support.

Patty: At KAG, safety is always our No. 1 priority. How do you keep safety in the forefront of everything you do?

Vern: At CTI, safety starts with the recruiting process. We are very particular about who we hire, being conscious of both his or her driving record and previous employment. We use a personality profiling software designed to determine if a candidate has the personal attributes and mindset we need.

Technology helps too. We have Qualcomm OBCs in all trucks, which allow us to review data weekly that reveals speeding, hard-braking or excessive-curve-speed incidences. We use Iteris, a system that records 10 seconds before and 10 seconds after a triggered event, such as hard braking. This allows us to see what happened and coach the Driver through avoidance of a similar scenario.

We have quarterly safety meetings and a vast online training program. If there’s something specific we want a particular Driver to know or review, we put it on our system and receive verification after he or she has viewed it. If we find a frequency of certain types of incidences, we prioritize training in that area for all Drivers.

Mark: We put a lot of focus on safety. All of our JBK Drivers receive special training because of the extremely low temperatures and high pressures involved. They receive 40 hours of classroom instruction and hands-on instruction at our Amarillo, Texas, facility, which is equipped with a liquid nitrogen and carbon dioxide tank onsite. For our in-field training, a trainer rides with a Driver until he is certified to handle the products.

We see our dedicated contract carrier Drivers on a daily or weekly basis and hold regularly scheduled safety meetings. Our call-and-demand Drivers may be gone weeks at a time, so we use on-board computers to transmit safety information.

We’ve been a member of the Compressed Gas Association for many years. We’ve won the fleet safety award four times – the only non-private fleet to have done that.

Patty: Can you talk specifically about some of the products you haul?

Mark: At JBK, we haul liquid nitrogen, argon, helium, oxygen and hydrogen. We also haul LNG. Hydrogen is used by computer chip makers, and as missile fuel in rocket launches that put satellites in space. Oxygen has medical applications as well as industrial. Nitrogen is used to
purge pipelines in chemical plants. Argon is a welding gas, primarily. We haul helium, most of which is exported to Asia and Europe. Helium is also a big component in MRIs, used as a coolant.

Our LNG business tripled from 2011 to 2012. It’s projected to grow another 20 percent this year. LNG has applications in fueling tractors and fleets that are equipped with natural-gas powered engines. UPS bought 1,100 LNG-powered tractors and signed a contract with us in the fourth quarter of 2013. We pick up LNG at the production site and deliver to UPS fueling stations at their distribution centers. In Aug. 2011, we signed a contract with Clean Energy, which is building natural-gas fueling stations across the U.S. They sell fuel to garbage truck fleets and smaller transit systems. As their business grows, so does ours. We currently have a contract ready to sign with another major customer.

Vern: At CTI, our main products are atmospheric gases such as oxygen, nitrogen and argon. We also haul carbon dioxide, helium, hydrogen and LNG. Some of the products are used by the health care sector and are regulated by the FDA. When we make a delivery to hospitals and pharmaceutical companies, we do so under the auspices of the FDA. This involves a strict adherence to product purities, and a complex documentation and paperwork process that allows for tracking in the event of a contamination issue.

Patty: Moving forward, what are your focuses for the future?

Vern: We remain focused on our customers’ needs and making sure that our equipment and Drivers are busy enabling us to continue to grow our business.

Mark: We are keeping up with demand and growing the business, particularly in LNG. LNG is also used for fuel for oil-drilling rigs so we deliver LNG to oil fields – another growing segment of business. One company we work for increased business 40 percent and is projecting another 40 percent increase in the next year. This keeps us busy!

Merchant Gas Group
At a Glance

- Largest for-hire cryogenic trailer fleet in the U.S.
- Among the youngest trailer fleets in the industry, including private fleets.
- Significant concentrations with Praxair, Airgas, Clean Energy and Linde.
- Utilizes specially-designed low-weight tractors allowing maximum payloads of product.
THROUGH A DIFFERENT LENS:
KAG Logistics coordinator in demand as big-time sports photographer

A logistics coordinator needs an eye for detail, an ability to see what others don’t, and a capacity for bringing people’s best qualities to the forefront. It might not be obvious at first, but these are also skills needed by a good photographer. Considered in this light, it’s really no surprise to find out that KAG Logistics coordinator Jason Pohuski leads a double life as an award-winning photographer.

Jason has found a niche as a pro sports and celebrity lifestyle photographer. You will find him on the sidelines of major sporting events for the NFL, NBA, MLB, and NCAA or documenting major life events during athletes’ downtime. He has contracts with Sports Illustrated, ESPN, the New York Post and sports memorabilia companies.

Jason’s interest in taking pictures began as a teenager during an internship at a small photo studio in Barberton, Ohio. After that experience, he quickly landed on the formula of blending photography and sports and started shooting every Friday night high school football game he could. “Even then, I knew photography was going to be how I made it to the NFL,” says Jason.

Capturing the moment
He certainly did make it to the NFL, even winning the 2012 Best Feature Photo for the Pro Football Hall of Fame. The Hall of Fame’s prestigious contest is open only to professional photographers on assignment to cover NFL games.

Jason won for an image of Pittsburgh Steelers safety Ryan Clark stalking the sideline while giving an intense glare to the camera.

“Being able to walk into a store, open up a publication, and read my name next to a photograph is an honor.”

“I’m the personal photographer to Ryan and other players around the league in the off season,” says Jason. “I had just spent the previous summer documenting Ryan’s training in off-season workouts. It was natural to have the camera focused on him during the game. The particular spot on the field where I was standing is where Ryan always stands while the offense is on the field. I was just hoping to capture some type of emotion from Ryan and was lucky to be in the right spot at the right time."

Jason says Clark had just finished giving his teammates a piece of his mind in the midst of a blowout loss when the picture was snapped.

Hanging out with Antonio Brown
One the most memorable characters Jason has met in his travels is Steelers wide receiver Antonio Brown, who Jason met when Brown was a little-known player coming off his rookie season.

“Their idea was to photograph 24 hours of his life, in every possible aspect, in the off-season,” says Jason. “We wanted to show the real side of a football player and not what you see on Sundays.” Jason was surprised to discover that Brown was living in a tiny, 400-square-foot garage apartment and still drove his car from college. “Antonio’s philosophy was ‘low budget, high income,’” says Jason.

The approach worked well for Brown, who signed a five-year, $42.5 million deal with Pittsburgh in 2012.

Working hard to achieve greatness
“Antonio taught me that no matter how big the spotlight is, keep life simple, keep your costs down, and work hard to achieve greatness. Money does not define who we are.”

While having two full-time careers has its rewards, Jason insists that his biggest thrill still comes from seeing one of his photos in print. “Being able walk into a store, open up a publication, and read my name next to a photograph is an honor.”
Storm Stories
If there ever was a winter to remember, it was 2013-2014. KAG Drivers across the country braved the bitter cold, the driving winds and the mounds of snow to deliver needed products. Here are some images, taken by KAG team members, that document this winter’s wrath.

A winter to remember

2014 weather stats
- 14 winter storms as of mid-February.
- New York saw at least four feet of snow.
- Chicago has had 75.5 inches of snow – the fourth-most on record since 1884.
- Ohio used almost one million tons of salt.
- Major cities around the U.S. saw anywhere from 157 percent to 316 percent more snowfall than usual.
- Georgia declared a state of emergency on Jan. 28 in response to winter-storm highway gridlock.

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* as of March 7, 2014

Highway Connections • Spring 2014 5
Driver need is increasing.

Recruitment and retention of Drivers, as well as Mechanics and Tank Cleaners, is vital to our future. As a leader, we know the goal is more than finding people; it’s finding the right people.

**Recruiting the best**

Recruiting the best Drivers, Mechanics and Tank Washers is Mary Wright’s job. It’s one that she relishes and a cause she believes in wholeheartedly.

“I love to tell the KAG story—how the company grew, and that it’s still led by people of integrity and vision,” says Mary, KAG’s Director of Corporate Driver Recruiting and Retention.

This history, which Mary says binds all KAG employees together, is one to be proud of.

“They started with only a dozen trucks, and yet they had a vision of something different. They built it like no other, and we can all become part of that vision,” says Mary. “I’m not a salesperson – I really believe this. I’ve worked in the trucking industry for more than 30 years, so this is easy to say.”

**The recruitment process**

Driver recruitment is a multi-faceted process, which Mary oversees for all subsidiaries. Information from all KAG locations funnels in through a detailed system developed to ensure positions are filled as quickly as possible with the right candidates for the job.

The volume of phone inquiries alone is astounding – at least 150 per day. Mary and her team contact Terminal Managers and Business Unit Leaders every week regarding their hiring needs and ad requests. Updated and detailed information on current needs goes into a master database.

“We can look at our need list and match up with the calls that come through,” says Mary. “Everything is coordinated and organized.”

**Advertising that reflects who we are**

Information on hiring needs is then used to develop advertising that’s targeted, professional and uses the best sources to reach qualified candidates.

“We want our advertising to be an accurate reflection of our company,” says Mary.

KAG advertises online, in local newspapers and national trucking magazines, in handouts at Driver travel centers and job fairs, on billboards, and on banners at Terminals.

**A team effort**

Mary works closely with a team of 25 recruiters, which she relies on to be successful.

Recruitment is not only Mary and her team’s job, though. Recruitment done by our Drivers and other employees is vital to KAG’s success.

“Our Driver referral program is successful, and the more we promote it, the better it becomes,” says Mary.

KAG offers a $1,000 referral bonus to Drivers and Mechanics, once the referred and hired employee stays six months with the company. This method of recruitment often yields the best results. Mary explains that statistics show the percentage of Drivers approved and hired is much greater within the pool of those recruited from current employees.

“Good employees recognize other good candidates, so it’s a great way to identify the best out there,” says Mary. “And from a retention standpoint, we have higher retention of Driver- and Mechanic-referred employees, often because the person who brought them in has the heart to mentor them and the desire for them to stay so they get the referral bonus.”

**Keeping the best**

Retention is also important. To hire and train a new Driver costs the company $6,500 to $10,000.

Retention of good Drivers, according to Mary, begins with the initial interview. The recruitment team puts a lot of work into the hiring process.

Mary travels to Terminals across the country, with tips for attracting the best candidates.

“A neat, clean and welcoming Terminal is important—it helps present the professional manner that we want to strive for every day,” says Mary. “I tell our Terminal Managers that a smile goes a long way. Know your applicant, greet him or her and be ready with information and questions.”

**Training is the next step**

Teamwork comes into play when training a new Driver or Mechanic or Tank Cleaner. By working closely together – Terminal Managers, Dispatchers and the team in the field — there’s a camaraderie and family feel to the atmosphere. This feeling contributes to a good impression for the new employees.

“We want our applicants to begin to capture the vision we have for our company,” says Mary. “If they, too, believe that what we have is something special, we’re more likely to retain them as employees. We want them to feel that they’ve found a home here.”
When Everardo Hernandez landed his dream job, he wanted to spread the word. He's been driving for KAG West’s West Sacramento, Calif., Terminal for a year now, and he’s already recruited two Drivers. He has two more recruits coming in soon.

“When I started hauling gas for KAG, I thought, why didn’t I do this sooner?” says Everardo. “So I told my friends about it.”

He wanted them to know KAG is a good company and that they might benefit from applying. From his viewpoint, KAG offers Drivers the chance to grow and even become an Owner/Operator if that interests them.

“If I am willing to work more hours, they are always willing to give me more loads,” says Everardo.

His two recruits currently with the company like it here. One has been here nine months and the other seven months.

“I recommended good workers. I think that many Drivers recognize other good workers, even from other companies,” says Everardo. “The people I have brought in are people that I know like to work and are willing to do what is needed to do the job right.”

Everardo describes good benefits and paid vacation as other perks of his job. He applauds the company for the emphasis on safety, and he says he is surrounded by nice, hardworking people.

“The trucks are well maintained. I like that they give you uniforms too. Anything you need to get the job done, they’re willing to get for you,” he says.

Everardo has received referral bonuses for the two applicants that are currently working for KAG. He received $500 for each referral after they had three months of service and another $500 after they completed six months of service.

“The referral bonuses are really nice,” he says. “I do think that will help some people start to make referrals.”

It was not just a referral bonus that motivated Everardo, however. After years as a professional Driver, he knew that hauling gas was his ultimate goal. He is thankful to KAG for giving him the opportunity to live that dream.

“KAG West gave me a chance to get into the tanker business,” he says. “Other people looking for good jobs want the inside scoop. I have the opportunity to do that and open the door for others.”

“When I started hauling gas for KAG, I thought, why didn’t I do this sooner?”
—Everardo Hernandez

Opening the doors for others
Emerging Leaders Program

Attracting people to transportation

As North America’s premier transportation and logistics provider, KAG attracts all types of skilled and talented individuals to our company.

To promote future transportation leaders, the Leadership Development Program has been developed under the guidance of Bill Downey, Executive Vice President of Corporate Affairs. The program identifies individuals within the company who exhibit strong communications skills and the desire to take on leadership roles. We also recruit individuals from colleges all across the U.S.

The Leadership Development Program provides intensive company-wide experiences. It’s hands-on work that gives participants a complete overview. To understand the importance of a Mechanic’s job, you need to be next to him or her with a wrench in hand. To understand a day in the life of a Driver, you need to be on the road with him or her. This is exactly what we do.

Some members of the Leadership Development team shared their experiences with the program.

Looking for a daily challenge

Derek Chappell, Terminal Manager for the Baltimore, Md., Terminal of Kenan Transport, originally planned a career in construction and real estate. But at the time he was graduating from Walsh University in Canton, Ohio, the construction and real estate industry was on the decline. Derek’s college mentor suggested he meet with KAG to learn more about the transportation industry and the many opportunities provided.

“To be honest, I had never thought about how a tank of gas ends up in your car,” says Derek, laughing. “My first week after I came on board with KAG, I saw the dispatch operations and learned about allocation and the network of refineries across the nation – it was just amazing! People don’t realize what goes into every drop of fuel.”

Derek soon saw a correlation between his attraction to construction and real estate, and transportation industry work.

“I knew I didn’t want to be behind a desk all day,” says Derek. “Like construction, transportation allows me to see different people and different situations every day. No two days are the same, and that’s what I like!”

Derek participated in KAG’s Leadership Development Program, where he began his rotation, learning about all aspects of the business. He worked on the Horizons Project, rolling out new dispatch software across all KAG subsidiaries. Later, Derek became a Terminal Manager when Kenan Transport opened a new facility in Baltimore, Md. This was a challenge, and Derek faced adversity every day, but he made it work.

“I worked out of a hotel conference room for 10 months,” he recalls. “I worked a lot of hours, and it required a lot of dedication.”

“Through my travels, I am acquainted with most of the people at KAG,” says Derek. “It doesn’t matter how big of a company it is, when you can pick up the phone and talk to someone you have a history with, they’re more likely to give you a hand.”

Reflecting back on nine years of growth

David Jankowski, Regional Manager for Advantage Management Group, joined KAG nine years ago. He came from BP, but he soon found that carrier work is vastly different from working with major oil companies.

During his first role as a Dispatcher for McDaniel Transportation and Klemm Tank Lines, David learned skills that are the foundation for everything we do at KAG. Later, as a member of the Horizon Project team, he visited nearly every terminal in the company.

David went on to his current position as Regional Manager, and he credits the Leadership Development Program for providing a network of people he can interact with and learn from. He feels that he has a lasting bond with those in the program.

“Bill talked about building up a network of advisors, and this program affords me with that support system,” says David, who feels that KAG’s unique approach to training future leadership ensures the success of the company.

“When a company has a vision and trains future leadership by giving them contact with others throughout the organization – that vision is shared,” says David.

Traveling the country

Mitch Anderson, Terminal Manager for Cryogenic Transportation of Azusa, Calif., hadn’t considered transportation as a career goal.

“I had studied pre-med and then had decided to go into medical or pharmaceutical sales,” says Mitch.

When Mitch heard that there were jobs at KAG that would allow him to travel around the country while learning the business, it caught his attention. He calls his experience with KAG’s Leadership Development Program a complete learning process. There, he sat with every department in the company including risk management, claims, safety, accounting, billing and dispatch.

Little things about the transportation industry surprised him.

“I was very surprised to learn of the declining number of Drivers across the country,” says Mitch. He realized that KAG’s top-notch Drivers are truly the cream of the crop. “Finding the Drivers we want – safety-conscious and professional – isn’t an easy job, even in the larger cities.”

Mitch knew when he entered the company that he wanted to be focused on operations, and that’s still his goal today. His first assignment was working as a Dispatcher in Green Bay, Wis., with Klemm Tank Lines. What he learned formed the foundation for his current position as Terminal Manager.

“We work together as a family and as a community at KAG, which helped make it less difficult to move into managerial work,” says Mitch.

A natural fit

Lisa French graduated from college unsure of her next steps. She attended college on a ROTC scholarship and was working nights at a police station in dispatch when she was hired to work in Safety at KAG. Her dispatch experience and familiarity with working different shifts provided some connections between her
skills and the trucking industry.

“My grandfather drove a truck his whole life, and my father managed a gas station, so looking back, it kind of makes perfect sense,” says Lisa. “It was something I had never put together, but now it seems like a natural fit for me.”

Lisa moved from Safety into Payroll and then joined the Leadership Development Program, and from there, she moved to Green Bay to work in operations for Klemm Tank Lines. Lisa then joined the Horizons team and eventually progressed to Toledo, Ohio, to serve as an Assistant Terminal Manager.

“There, I learned more about the management side rather than the paperwork,” says Lisa, who is currently a member of the KAG Process Improvement Initiative at the Canton Support Center.

“As the older generation retires, younger people need to enter the industry,” says Lisa. “Some younger people think you can graduate from college and demand a top-level job with a big salary. It doesn’t work that way! There’s hard work involved.”

**The logistics of finding the right career**

Mark Lloyd graduated from college as a business major with a marketing logistics degree. His logistics courses had piqued his interest, but he still wasn’t sure exactly what he wanted to do.

“It’s funny now,” says Mark. “When you are outside of this world of transportation, you don’t realize how vital the industry is for so many organizations. How would UPS and other companies deliver packages to your door without companies like KAG, who move assets hundreds of miles?”

Mark was surprised how complex it can be to handle all of the logistics related to getting goods and services where they are needed. That necessity is evident to him because even with the current Driver shortage, KAG is still growing.

“We are becoming a larger and better organization. It shows the resilience of this industry,” says Mark.

His involvement with the Leadership Development Program helped him hone his leadership skills. He is now Senior Manager, Business Development within KAG Logistics.

“Leadership might be part of your natural makeup, but with this program, you really learn to fine-tune your interpersonal skills,” says Mark. “Having the experience of traveling around to different parts of the organization gives you a well-rounded idea of what people are doing to keep the company moving.”

Mark took tours of operations at Green Bay and Fort Lauderdale, Fla., eventually moving into the logistics group. He started in the customer service account management role, working with existing customers in facilitating higher retention rates. His role eventually became more business development-oriented.

In the seven years since Mark joined KAG and entered the transportation field, he has seen the company’s operations triple in size.

“It’s an exciting time to be part of the industry,” says Mark.

**Driver Shifts Gears**

Giuseppe Puccia enjoyed his job as a Driver for the CTI Bozrah, Conn., Terminal, but yearned to try something different. After considering what type of job he wanted, he told Human Resources he wanted to explore other opportunities within KAG. He ultimately became an Assistant Terminal Manager for the Bozrah Terminal.

It didn’t happen overnight. First, Giuseppe was selected to join the Leadership Development Program. “My first assignment was a six-month rotation traveling to subsidiaries across the country,” says Giuseppe. “I had no idea what I was about to learn, but it was fantastic.”

Through his travels, Giuseppe learned that different regulations in each state have an impact.

“It was a real eye-opener,” says Giuseppe. “There may be slight differences, but everyone from the Terminal Manager to the Drivers has to be on top of things.”

Giuseppe likes his new role as Assistant Terminal Manager in Bozrah, and he is open to any opportunities that come his way.

“My current job is action-packed, and I feel like I’m making a difference every day,” he says. “I really enjoy that.”

He reflects back on his six-month rotation with great memories, and a keen understanding of what makes KAG special.

“I really had no idea how great everyone in this company is, but when you get into the trenches, it’s just amazing,” he says. “We have great people everywhere.”
Terminal Spotlight – JBK Wilmington, Calif.

This issue of Highway Connections, we shine the spotlight on the JBK Terminal in Wilmington, Calif.

The success story: Reducing accidents, meeting KPIs and saving fuel.

A complete focus on safety and a willingness by everyone to work hard has resulted in impressive statistics for JBK Wilmington. The Terminal has seen a major reduction in accidents, going from 12 accidents in 2012 to three accidents in 2013.

The Terminal, which does contract carrier work for Praxair, also has been doing an excellent job meeting, and often exceeding, Praxair’s Key Performance Indicators (KPIs).

“Our Drivers have all stepped up,” says Kris Olsen, Terminal Manager.

Fuel economy is another success story. Where they were recently getting five miles per gallon, the team now gets over six miles per gallon, making them much more profitable. They accomplished this by re-evaluating truck operation and comparing it to the perimeters set by the manufacturer.

“The trucks are monitored through a computer system, which allows us to know everything about the operation of a vehicle,” says Olsen. “We can look back and see ways in which we can improve fuel economy by how the Driver operates the truck.”

The Customers: The Wilmington Terminal has accounts that span the breadth of the entire market, including energy, aerospace, high tech, biomedical, government and military contracts, heavy industry, manufacturing, and food processing.

They transport cryogenic liquids to the southern half of California, operating approximately 20 tractor-trailer units.

“If we don’t show up, companies shut down,” says Olsen.

Safety First: While exceeding customer expectations and fuel economy are important, safety is the number one focus of the Terminal. One of the major reasons the Terminal has been able to reduce accidents and raise customer KPIs is training.

“If you don’t train someone appropriately they won’t know what to do,” says Olsen.

Weekly safety meetings include a report that shows over speeds, fuel economy, and KPIs. Olsen says the practice of noting and highlighting which Drivers are meeting and exceeding expectations keeps Drivers motivated.

Primarily we work within the Los Angeles and San Diego areas, servicing approximately 400 accounts,” says Olsen.

The Drivers: The Drivers are a diverse group, says Olsen, but they have one thing in common: they’re good at what they do. Most of the Drivers have five to 10 years of experience hauling liquid nitrogen, oxygen and argon.

The Terminal employs 23 Drivers and two full-time Mechanics. Because of the nature of shift work, not all of the employees see each other on a regular basis. Within shifts they know each other well, and Olsen knows he can count on them to work together as a team toward continuous improvement.

“We encourage them to stretch...to go beyond the minimal expectations,” says Olsen.

The Terminal enjoys a yearly Driver Rodeo through Praxair where they navigate obstacle courses designed for tractor trailers. The winning Drivers go to a regional rodeo in Colorado.

“This is one occasion where we are all together, regardless of shifts,” says Olsen. “I know our Drivers will show their best.”

Whether it is on the job or at a competition like the Driver Rodeo, Olsen says that the Terminal has used teamwork to be successful.

“It’s not just me trying to motivate them; they motivate each other,” says Olsen. “It’s that fun element of competitiveness and the desire to do better that has helped us develop a culture of success.”
KAG’s Canadian flagship company celebrates 50 years

RTL-Westcan, a leading bulk commodity hauler in Western Canada and Western Arctic, is the newest KAG subsidiary and growth platform for our Canadian operations. We will provide more information about RTL-Westcan and our newly formed KAG Canada Group in the next issue of Highway Connections.

Westcan Bulk Transport is currently celebrating 50 years in the transportation industry. Having grown from a small fleet, founded in 1964 in Moose Jaw, Saskatchewan, Westcan Bulk Transport now has a fleet of more than 500 trucks, including 77 owner operators and 1,650 trailers. The company operates out of 16 locations across Alberta, Saskatchewan, British Columbia, and the Northwest Territories.

Westcan Bulk Transport serves the bulk transportation needs of customers in the energy, mining, agriculture, and construction industries. They provide ongoing safety training and a leading-edge fatigue management program.

“We are extremely proud of our successes over the past 50 years, through economic recessions and other challenges, and we know that we could not have done it without the loyalty of our customers and the tireless dedication and innovation of our employees,” said Grant Mitchell, President and CEO of RTL-Westcan. “The fact that we have so many long-time employees who have been with us for 10 years or more is a testament to the continued strength of our team and our organization.”

KAGLogistics.com has a new look!

Because of our hard work and proven capabilities, KAG Logistics is now the standard in the industry.

As we continue to put ourselves at the forefront of technology, our website needed to reflect that expertise. The new kaglogistics.com features detailed information about our experience, as well as numerous customer testimonials that speak to the level of confidence our customers have in KAG Logistics.

Visit our new site to see how it represents the “Execution Advantage” KAG Logistics offers our customers.

Background photo by Jerry Oberle, Owner/Operator with JBK, Great Bend, Kan., Terminal.
Random Questions
Get to know your coworkers

Jessica Rauls, Communications Coordinator at KAG’s Support Center in North Canton, Ohio, continues to help us get to know coworkers better through her Random Questions series. In this issue, she talks to Mitch Boone, Malinda Jones and Will Mays.

Mitch Boone
Terminal Manager for KAG West Las Vegas, Nev., Terminal.

What was your first concert?
REO Speedwagon in 1976.

How do you take your coffee?
I like my coffee with a little cream and way too much sugar. Seriously, you could pour it on pancakes.

If you were a dog, what dog would you be?
I would be an Australian Shepard. Friends of mine had one. That dog was “all in” with everything he did. He would work cattle as if he were on a mission and then spend hours chasing a Frisbee with the kids.

What do you find most rewarding about your job?
Working with this team and taking care of my people is the most rewarding part of my job. We have a great group of talented and dedicated Drivers. We also have a great team of operational and administrative personnel in support.

Malinda Jones
Office Assistant for Advantage Tank Lines in Warren, Pa.

What was your first concert?
The first concert I ever went to was Alabama, and it was an amazing concert.

How do you take your coffee?
I take my coffee black unless I am in the mood for something sweet. Then my favorite treat is a chai tea.

If you were a dog, what dog would you be?
If I were a dog I would be a rottweiler. We have two at home, and they’re amazing animals. I am very serious when it comes to work, but I love to have a good time. Anyone that knows me would say a rottweiler would suit my personality.

What do you find most rewarding about your job?
The most rewarding part of my job is the Drivers. If I can make a difference in their day, whether it’s having supplies they may need to do their job or simply listening to what’s on their minds, I believe their day will go smoother. This makes a safer and happier Driver.

Will Mays
Terminal Manager for Kenan Transport’s Tampa, Fla., Terminal.

What was your first concert?
I saw the Allman Brothers Live at the Fillmore East Tour in Memphis, Tenn., on Sept. 17, 1971.

How do you take your coffee?
Black.

If you were a dog, what dog would you be?
A golden retriever.

What do you find most rewarding about your job?
Building relationships with coworkers and customers is the most rewarding thing. I’ve established some friendships that have lasted a lifetime.
New employee assistance program offers support for employees and family

Have you hit a bump in the road? It happens to all of us sometime. You might be surprised to learn that KAG can help through the new KAG Employee Assistance Program (EAP).

Confidential, free assistance is available

An EAP helps you find the resources you need to get life back on track when you’re in a tough spot. An EAP provides confidential help, available 24 hours a day, to both you and your family – at no additional cost.

Here are some of the many topics addressed through the new KAG EAP:

- Workplace safety
- Child and elder care
- Tobacco cessation
- Grief and loss
- Family health
- Home improvement
- Addiction and recovery
- Dealing with identity theft

How do I access KAG’s EAP?

Call 800-999-7222 or visit anthemEAP.com. Your EAP membership through KAG entitles you or a family member to three free visits for each issue you are facing. If you need ongoing assistance, we will help connect you with a qualified resource. Again, EAP assistance is provided through Anthem Blue Cross Blue Shield and is confidential. No one will know you called EAP unless you give them permission in writing.

Online resources offer more guidance

You also can visit anthemEAP.com to access articles, checklists, quizzes and other helpful tools. You can attend a webinar or take an online class, all from your desk or the comfort of your home.

At KAG, our employees are the reason we are able to live out our mission statement every day. We value each and every one. Remember – whatever is troubling you, you don’t have to face it alone.

Send in your truck photos!

Calling all truck enthusiasts...we know you’re out there! In our last issue, we requested photos and information about employees who enjoy working on cars and trucks as a hobby. We only received one response, but we know there are more stories to tell. Don’t be shy; tell us your story! Send photos and information to Jessica Rauls at jessica.rauls@thekag.com.
Awards and Kudos

Wilder named Driver of the Month by WMCA

Bill Wilder, Driver for Klemm Tank Lines’ Madison, Wis., Terminal, was honored as Driver of the Month in July 2013 by the Wisconsin Motor Carriers Association (WMCA). Bill has been a Driver for more than 35 years.

Tom Howells, WMCA President, stated, “Being a professional truck Driver is a demanding job. They must be in total compliance with all safety regulations and are expected to deliver their loads on time, despite bad weather. Operating a tractor-trailer valued at over $175,000, loaded with thousands of dollars of cargo, often in severe weather and traffic conditions, is a high-stress job requiring a great degree of skill and patience.”

KAG Regional Manager, Pete Peerenboom, says, “Bill is always willing to go the extra mile for dispatch, including working on his day off or long hauling for a week. He helps at so many Terminals, he has to have 30 different loading cards!”

HR professionals earn certification

Congratulations go out to two members of our team, Katy Murphy, Human Resources Generalist, and Lena Barber, Human Resources Manager. Katy recently earned her Professional in Human Resources (PHR) certification. Lena recently earned her Senior Professional in Human Resources (SPHR) certification, the senior-most human resources certification for those who have also demonstrated a strategic mastery of the HR body of knowledge. These certifications, awarded by the Human Resource Certification Institute (HRCI), signify that individuals possess the theoretical knowledge and practical experience in human resource management necessary to pass a rigorous examination.

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Condolences

Our condolences go to the families of two Drivers, Harry Bacon and Jack Laughlin.

Harry Bacon was a Driver for Kenan Transport’s Tampa, Fla., Terminal. Jeff Chancey, Safety Security Manager for the Terminal, says, “With a heavy heart, we say goodbye to Harry - a compassionate friend to all who knew him and one of the pioneers of the KAG family. Harry was a mentor and made a great contribution not only to Kenan, but to all who knew him. We will miss the stories of the great things he experienced in his life as a professional Driver. Harry, thanks for the memories. You will be missed.”

Jack Laughlin was a Driver for the Parker, Pa., Terminal of Transport Service Co. Bruce Dunmyre, Terminal Manager for the Parker Terminal, says, “Jack had been in the trucking industry for more than 50 years. Our Terminal was fortunate to have him for the last four years. Jack loved being an Owner/Operator, and he was always professional and safety-minded when out on the road. He will be greatly missed here.”
For the latest KAG information, visit mykaghome.com.
Help us
Choose a Mascot
for the
KAG coloring contests!

We’re looking for a mascot to feature in the Highway Connections coloring contests.

We would like your help picking an animal to be the mascot.

Send your suggestions to jessica.rauls@thekag.com, and look for the top three votes in the next employee newsletter!