

DONNELLY Farms Ltd

"Your Transportation Specialist"

MEANWHILE, BACK AT THE FARM...

January 2007

DONNELLY FARMS LTD NEWSLETTER:

BIRTHDAYS!!!!

Willie Dugan January 23rd
 Aaron Fox January 23rd
 Thomas Kent February 1st
 Wally Crocker ... February 2nd
 Stephen Pike February 7th
 Rick O'Brien ... February 10th
 Larry Brown ... February 14th
 Preston Hanscom ... February 19th
 Dwayne Donnelly ... February 26th
 Allison Hunter ... February 27th
 Joshua Foster ... February 29th
 Meikel Hartjes ... March 9th
 Ben Kent ... March 13th
 Ron Diamond ... March 16th
 Ralph Shaw ... March 19th
 Lucien Vergouwen ... March 22nd
 Jason Clair ... March 24th
 Wolfgang Mentzler ... March 24th
 Keith Anderson ... March 25th

**COMMUNICATION is the
key to success!**

Injuries At Work!!

Please remember to report all injuries no matter how minor as soon as practicable to a member of the Occupational Health & Safety Committee.

Reminder to all staff:

Our Kitchen, Lounge, Laundry and Shower facilities are shared by many. It is important to clean up after yourselves. Put dishes in the dishwasher and don't leave dirty pots and pans. After showering leave the bathroom clean, inspect for any messes that you wouldn't want to see if you were the next person to use it, wipe the whiskers out of the sink. Also, if you are the last one to leave please be sure the TV is off and the lights are turned out in the lounge room. All doors should be locked every night. Thank you for your cooperation!

Please welcome our new Dispatchers: Joan Gillcrist & Sue Perkins. Please also welcome

Cathy Brooks who will be looking after our Billing Department while Melissa is on Maternity Leave.

When would a DIGITAL CAMERA come in handy???

-Unit Damage that you don't want blamed for.
 -Accidents
 -Dirty Trailers
 -Damaged Product
 Put the date and time stamp on your picture & it could help cover your butt.....

INSIDE THIS ISSUE:

-Birthdays
 -Minutes of Drivers Meeting
 -Tips for Communication
 -Fueling Procedures
 -McCain Protocol
 -Jokes



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Drivers Meeting January 20, 2008:

DISPATCH-We have moved the desks in dispatch so when you look through the driver's entrance door the first 3 desks you see will be the 2 dispatchers and Robert; Dispatch Manager. We have a new dispatcher starting Tuesday January 22nd; Sue Perkins. We are hoping that our ongoing struggle with maintaining dispatch staff is over and we can concentrate more on looking after our drivers.

-Robert addressed the old comment of 'Dispatch doesn't care'. It is the responsibility of dispatch to keep the trucks earning money, keep trucks running, get drivers home as scheduled and look after day to day operations; sometimes they are extremely busy and may push or they may give you little information; if ever you are frustrated & need clarification on something please feel free to call and ask. There is always a reason behind every switch, drop, load etc. Thanks for your cooperation.

-When you are coming back to work after your regular time off it is helpful to send dispatch a message letting them know when you would like your next scheduled time off. Dispatch tries to be sure to have drivers home for scheduled DR appointments etc. and thanks everyone for their flexibility & patience when we are a bit late getting you home for time off.

EXTRA PAY FOR DELAY IN PICKING UP LOADED

TRAILERS-At Oxford, Maple Grove, Surveyors Road and Ippilito. If you are just going in to pin up to a trailer that is completely ready you will not be paid a pick but, if you are sent in and you have to wait for the trailer to finish getting loaded please mark it on your envelope and Nila will pay it.

-Once you have sent in your 'Bump the dock' message we are going to make every attempt to give you some direction on what we plan for you. If we need you to sit tight for

a bit and you are in a location where you are not allowed to do so you need to let dispatch know.

-Pick up and Delivery appointment times are often First Come First Serve and our system does not allow us to put that information in the Freight Bill ie: "8:00-4:00". If you let dispatch know what time frame you are shooting for they will contact the shipper/receiver and let them know.

DIRTY TRAILERS: It is very difficult for us to monitor and control who is washing their trailer and who is not. Especially since what may appear clean to one is dirty to another. We have two suggestions: Some drivers take a picture with their digital camera of both clean and dirty trailers. Or, if you go to pick up a trailer and it is dirty ask dispatch who had it last and mention it to that driver if you see him/her on the road.

CLAIMS, SHORTAGES & DAMAGES: It is important to communicate with dispatch when there are shortages & damages on loads. When the refuse product they usually put it back on the trailer (& taking a picture of it on there); you are responsible to return it to DFL so that we can try and sell the product to regain our loss, if possible. Be sure to mark on bills whether we got the damaged product back or not. If you are not allowed on the dock when loading be sure to mark 'Shipper Load & Count' on the bills. If they will not sign SLC notify dispatch and dispatch will handle it.

The suggestion was given to paint the bottom half of our load bars (red for example) so that they can be easily identified. It might help them from going 'missing'.

Hours of Service:

*CANADA; Remember your DAILY Limits > 8 consecutive hours off duty will reset your window as long as you show 2 other hours (which can be ½ increments) in that 24 hour period.



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How to Strengthen Your Communication Skills

Three of the most important things that you can do to strengthen your communication skills is to:

(1) increase your vocabulary

(2) learn to listen

(3) practice your speech.

You may have noticed that the cause of many electronically based disagreements (Satellite Communications) appear to be the misinterpretation of certain words, phrases or expressions. In some cases, a simple lack of word knowledge may become the root of the problem. You can prevent this by increasing your vocabulary and if necessary, asking for clarification of the meaning of specific word. Never be embarrassed to ask what a word means even if you're in the middle of a conversation. If you're trying to complete a task - it's critical that you clearly understand what is being asked of you.

You must also learn how to listen in order to effectively communicate as well. All conversation is useless if you don't take the time to fully absorb what's being said. After all, a conversation is based on input and its feedback - you just can't give useful feedback if you don't fully appreciate and accept the input. Nothing is more aggravating than giving a set of lengthy instructions to someone who isn't listening. If you discover that you're having trouble listening on the other hand, you can always politely interrupt your speaker and ask him or her to clarify things that you didn't understand.

When it's your time to speak, you certainly want to do your best to communicate your points in a way that your listener(s) can understand. Some of us are natural communicators, while others of us aren't. But if you practice your speech, you'll find that you'll start to learn a few tricks to relax and speak at a rate that you're comfortable with, or get those 'hard to pronounce' words out of your mouth. One trick that can help your speech flow is to visualize the words on a sheet of paper before you talk. That way when you speak, you can virtually read aloud what you're visualizing. This is a handy trick for those impromptu moments where you're required to answer a series of questions (as in an interview), or when you're attempting to explain a new procedure at work in front of a group of co-workers.

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FUEL PRICES & FUELING PROCEDURES:

Here are a few reminders on where to fuel in the USA; Pilot at Fairfield, ME or Dysarts (at the cardlock using their card) depending on the price & Carney's Point, NJ are our cheapest places in the North East. As a general rule Pilot in the USA is the cheapest place to fuel. DO NOT fuel in New Hampshire as their fuel tax is very expensive. Use ONLY your T-Chek card for fueling in the US.

In Canada here are some tips for helping you get the information in at the pump that is needed: (they all may ask you English / French first)

Irving: First question is "Do you want reefer fuel?" if you say yes at this point it will only allow you 200 litres and shut off, so if you are trying to fuel your truck say "NO" then follow the prompts for truck #, then put your card in again and say "YES" to fuel reefer and put your reefer # in. IF it asks for Odometer please put truck or trailer # in what ever you are fueling.

Ultramar: Type of Fuel: ULS or LS Diesel, Odometer -- at this point put in your truck or trailer # whatever you are fueling, Job Code -- put in your truck or trailer #.

Imperial Oil / Esso /Key to the Highway: "Do you want more prompts?" you must say yes at this point in order to be able to put anything in. When you say yes it will ask for all information, again when it asks for odometer please put trailer or truck # in.

Petro Canada / Superpass: Asks for odometer please put in trailer #, then Truck #, follow the rest of the prompts.

Flying J: must follow prompts, gives you no other options, therefore please put in actual truck and trailer #'s.

Pilot: must follow prompts as well.

Thanking you in advance for your cooperation. Ellen

McCain Protocol:

**McCain Florenceville: When entering facility put CB on Channel 36*

**McCain Plant Grand Falls NB same procedure applies except CB channel is 35*

1. Empty or bobtailing: Give your company name, tractor number, trailer number and tell them you are coming in empty. Security will advise you to proceed and shipping will advise which door to back into or where to drop empty trailer.
2. Loaded to deliver: Use the same procedure as outlined in item # 1 advising the guard what you

have on they will have you stop at gatehouse check over your bills then tell you where to proceed.

3. When coming out with a load Monday to Friday 6:30AM to 4:30PM stop at the scales as they are manned during those hours; check weight (axles etc) then bring bills into security and they will instruct you what to do.
4. When coming out loaded after 4:30PM Monday thru Friday or on weekend stop at scale then proceed on scale it will not be manned but they can weigh you from gatehouse then proceed to gatehouse stop and take bills inside.

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Jokes of the Quarter

TOP 10 DOG PEEVES ABOUT HUMANS

1. Blaming your farts on me.. not funny; not funny at all
2. Yelling at me for barking ... I'M A FRIGGIN' DOG!
3. Taking me for a walk, then not letting me check stuff out. Exactly whose walk is this anyway?
4. Tricks that involves balancing food on my nose; stop it!
5. Any haircut that involves bows or ribbons. Now you know why we chew your stuff up when you're not home.
6. The slight of hand, fake fetch throw. You fooled a dog! Whoooo Hooooo -- what a proud moment for the top of the food chain.
7. Taking me to the vet for the "big snip", then acting surprised when I freak out every time we go back!
8. Getting upset when I sniff the crotches of your guests. Sorry, but I haven't quite mastered that handshake thing yet.
9. Dog sweaters. Hello? Haven't you noticed the fur?
10. How you act disgusted when I lick myself. Look, we both know the truth, you're just jealous.

Salary for Clergymen:

A preacher went to his congregation to ask for a raise because his wife was expecting a baby. After much consideration and discussion, they passed a rule that whenever the preacher's family expanded, so would his paycheck.

These raises began to get expensive after six children, and the congregation held another meeting to discuss the preacher's salary.

There was much yelling and bickering about how much the clergyman's additional children were costing the church.

Finally, the preacher got up and spoke to the crowd.

"Children are a gift from God," he said. Silence fell on the congregation.

From the back pew, a little old lady stood up and said, in a frail voice, "Rain is also a gift from God, but when we get too much, we wear rubbers."

And the congregation said, "Amen."

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