



THE SHELLENBERGER FAMILY OF COMPANIES

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PRESIDENT'S MESSAGE

As capacity continues to tighten in our business, we need to stay focused on areas of our business that are essential to help us meet this challenge.

Keeping our trucks seated with good, safe drivers who know how important it is to be on time for our customers is essential. Dominick Grossi and the Shelly Truck Driving School staff, and our company trainers do a great job of teaching and mentoring new drivers. And, we are blessed to have experienced drivers joining our companies.

It is equally essential that the rest of us understand that we too have a continuing responsibility to train, support, motivate, and hold each other accountable as we strive to give "On Time Service" to all customers. "Thank you" to drivers and staff for doing a great job in this challenging area. Our success in "On Time Service" is evidenced by the fact that two of our original customers from 1987 are still with us today. One is our largest customer. There is always room to improve our service and we need to focus on working every day to continue improvement.

Reliable equipment is certainly an essential. Thirty new trucks will arrive this year—all equipped with the latest safety equipment including Drive Cam. We are also adding 150 newer trailers to the fleet.

Even as we celebrate these additions to our fleet, I ask that you keep in your prayers all current and former employees who are suffering through challenging health issues. Our employees are very important to me and it always concerns me when they are faced with health challenges.



Steve Shellenberger,
President and CEO, with Cooper

MISSION

The Shellenberger Family of Companies is dedicated to providing reliable transportation services that exceed our customers' expectations.

By delivering for tomorrow's needs...today, our team of talented drivers and support staff is committed to earning and keeping the loyalty of satisfied customers throughout the Northeastern United States.



Jordan Kolb
Executive Vice President

EXECUTIVE VICE PRESIDENT'S MESSAGE: DRIVER APPRECIATION

Behind all successful trucking companies you will find one key asset that they hold in common. It's not the trucks. It's not the trailers.... It's the DRIVERS! Drivers are the asset that makes trucking companies successful.

At the Shellenberger Family of Companies we are no different, and we appreciate every driver who has helped us grow to the company we are today.

To show appreciation to our drivers, we will begin to publicly celebrate and recognize their personal and professional milestones: Anniversary Dates, Safety Awards, and Marriage

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RECRUITING AND RETENTION:

OUR CURRENT DRIVERS ARE OUR BEST FORM OF ADVERTISING!

KENDRA NEALON

In our winter 2017 newsletter, we explained how our team screens applicants for driver and jockey positions.

Are you wondering how we find those applicants? One way is through print, broadcast and social media advertising. Every week we compare the number of responses that we receive and that comparison allows us to tweak our message, and adjust the placement and the frequency of our ads.

We also rely on Craigslist (our second highest source of drivers), job fairs, school visits, online job boards, and radio spots to find applicants. **Current drivers are, hands down, our most effective form of recruiting drivers and jockeys!!!** We believe that it's because drivers understand our expectations. Our drivers' testimonials are more reliable than any other form of advertising.

We appreciate our drivers' efforts to recruit other qualified drivers and that's why we have a referral bonus program in place to reward their efforts. The referral bonus program changes from time-to-time depending on our current need for drivers. Keep reading to find out the details of the referral bonus program that is in effect now.

Drivers who refer another driver with a minimum of one year of verifiable tractor trailer experience and who meet our hiring criteria, and join our company will

- **Receive \$500 (30 days), \$500 (60 days) and \$500 (90 days) when both the referring driver and the newly-hired driver are employed by our companies at those benchmark dates!**
- Receive a first order of 50 free, personalized business cards, and be able to get even more free business cards.
- Be entered into the yearly recruiting bonus contest.

We need your help to find the best drivers - drivers who will make our company an even better place to work. If there is anything that the Recruiting Team can do to assist with helping you find drivers, or if you have any new ideas for recruiting new drivers, please feel free to meet with any one of us and we will be happy to explore any new ideas!

We couldn't do it without all of you!

SHELLY TRUCK DRIVING SCHOOL:

WE DON'T LIKE TO BRAG...MUCH!

DOMINICK GROSSI

If you've followed our progress over the years, then you know that the Shelly Truck Driving School is experiencing unprecedented growth.

- From January through May of 2018, we had a 98% rate of retention compared with 62% for the same period in 2017. Are we doing a better job of screening applicants? Yes! But that's not all. The number of qualified applicants is growing at our school because people are noticing that our instructors' skills are unparalleled in the industry.
- Robert Schoener will attend the Pennsylvania State Examiners class in July. When he completes that course, every one of our instructors will be qualified to administer the CDL test. We will be better able to meet the growing demand for testing from our students and outside candidates.
- Offering weekend classes was a great way to grow our course offerings. The next class will start on July 7th and it is already fully enrolled. We plan to offer another weekend class, which will begin on September 8th.
- Interviews for the right candidate to become our next CDL Driving Instructor are underway. The number of great instructors on staff will grow to four.
- More students, another instructor, and expanding our CDL testing capabilities equals more demand for space. This summer, we will grow our behind-the-wheel training space to include using the lot adjacent to our Mulberry Street building.

Do you know someone who is considering professional truck driving as a career? Ask that person to call me at 410-294-0821. We can help her/him decide if driving would be a good career choice.

MAINTENANCE

THIRTY NEW TRUCKS ARE ON THE WAY

YOU WILL BE SURPRISED WHEN YOU SEE THEM!

ERIC EVANS

Trucking industry insiders know that driver safety and delivery efficiency improve when trailers and trucks are routinely upgraded. We rely on our drivers to report any equipment issues promptly. DVIRs give us essential information to use as we continuously monitor the condition of our trailers and tractors and make decisions about repairs and replacing.

Here are a few examples of steps we've taken to keep our drivers safe and comfortable while balancing our customers' needs for reliable on-time delivery:

- Fifty 53' dry vans, manufactured between 2008 and 2010, have begun to arrive. They are replacing 50 that were manufactured in 1999 and older. When all of the first 50 are received, we will begin pricing out an additional 50 trailers manufactured in 2010. The older dry vans have been pulled and added to the Shelly Rentals inventory.
- Twenty-eight new sleeper trucks were ordered in May. Three of these new trucks have double bunks. All of the new trucks are coming with the Cummins X15 engine.
- The May order also included two day cabs with Eaton Endurant automatic transmissions. The Endurant offers increased MPG, and maximized uptime including the industry's longest lube change interval and maintenance-free 430mm clutch. Automatic transmissions aren't new to us. Our company began testing the Allison TC10 and Volvo automatic transmissions in 2014. Despite skepticism among some long-time drivers, the drivers running routes with frequent dropping and loading have reported feeling less fatigued with automatic transmissions because they aren't constantly working the clutch in traffic.

The new trucks will begin to arrive in August/September. But, don't look for our traditional all-white tractors. All 30 of the new trucks will sport a new eye-catching modern, color scheme....

"Across the industry and at our school, the number of young drivers and others who have never driven a vehicle with a standard shift transmission is increasing. The new automatic transmissions have a lot of pluses. We want all of our graduates to be as prepared for success as possible. That means knowing how to drive both a 10-speed and an automatic transmission. This is where our Driving Simulator and the patience and expertise of our instructors really come into play."

Dominick Grossi, Shelly Truck Driving School

NEW ENGLAND REGIONAL DRIVERS ELIGIBLE FOR WEEKLY BONUSES!

Bill Eddy, Director of Operations, recently announced an incentive for long haul northeast company drivers. Drivers who are willing to go above and beyond will earn an extra \$.35 per mile for each mile driven over 2000 per week.

The new incentive program became effective on May 27, 2018. To be eligible, New England long haul drivers must

- Be on time with no service failures,
- Work five days per week, accepting all loads as directed by Dispatch including backhauls,
- Have no preventable accidents, and
- Submit all of their paperwork.

Questions about the incentive program may be directed to Bill Eddy at 717-848-5015 x 2107.



Correction: Apologies to Martin Jay. He was incorrectly identified as Jay Martin in our Winter 2017 newsletter. Thank you Martin for being a good sport about it.

Driving for a living and in the Truck Convoy for Wishes!

The Truck Convoy for Wishes, held in Gettysburg each year during the first weekend in May, is one of our favorite charities. We are proud to be able to provide two trailers, decorated with the names of Wish Children, that are pulled in the Convoy.

This year, **Logan Reed**, Director of Sales, and **Cindy Reed**, S&H/Bulk Owner Operator Billing & Payroll worked alongside Church & Dwight employees at the Redneck Store. Logan also organized a foursome to play in the Jerry Gordon Golf Outing that also benefitted Make a Wish. This year the weekend events raised \$186,800, which will grant the wishes of 42 children.

Hats off to **Paul Congdon**, S&H Express, **Danny McCleary**, S&H Express, **Edwin Ramos**, Owner Operator, **James Ruhl**, Owner Operator, **Larry Snyder**, Granite Transportation, and **Amanda Tracey**, S&H Express, for driving in the 2018 Truck Convoy for Wishes this year. **Larry Welch**, Owner Operator was scheduled to drive in the Convoy but had to cancel at the last minute. He's a definite for 2019!



Owner Operator Edwin Ramos (above with Wish Child Leah and her service dog) is a regular in the Truck Convoy for Wishes. S&H Express driver Amanda Tracey (at left with her husband Titus) drove in the Convoy for the first time this year.

Larry Welch, Owner Operator, S&H Bulk Transport, remembers a few mistakes he made in his early years on the road. "We're all aware of the guidelines, but experience on the road lets us really appreciate how those guidelines keep us safe," he explains.

Larry's been driving since he turned 18 in 2000. But his knowledge of the industry runs even deeper—he grew up in a family with a truck driving tradition. Larry guesses that he's driven three million miles. Many were long-haul. Now, Larry hauls bulk product to Pittsburgh and brings ash back from Morgantown, enjoying the mountain scenery along the way.

Aside from following trucking-safety guidelines, Larry's advice to anyone considering being a truck driver is to understand that trucking is a life-style and not a job. "Schedules can change at the last minute and you run into unforeseen situations, so you can miss a lot - birthday celebrations, anniversaries, funerals," he says. Larry credits his family's and wife's understanding and support for allowing him to make a career in trucking. His children help him keep the truck running and clean, his wife, Shilo, tracks down parts and follows-up on paperwork in addition to running her photography business. "Sometimes its hectic, but we pull through it together," he says.

In his spare time, Larry tends to his farm and beef cattle. He also enjoys deer hunting, fishing and riding four-wheelers with his children.

"Trucking is an honest job that I love. It's provided a good life for me and for my family," says Larry Welch (right with his wife Shilo).





Danny McCleary, S&H Express driver, shown here with his wife, Jaime, and their children Colby, Payge, and Evyn at Christmas 2017, describes himself as an old-school driver.

Larry Snyder, Granite Transportation, says that instinct, coupled with the ability to stay focused for long periods of time, are strong predictors of success in trucking.

Being focused helps prevent side-swipe and rear-ending accidents. For Larry, focus also includes knowing details such as the color of the car or truck that he has pulled out to pass. "Lane changes are the most dangerous maneuvers. I pay attention to the features of the vehicle I'm passing—that helps me be certain of where that vehicle is," says Larry.

Having a variety of experiences in trucking also helps hone a driver's skills. Larry began his professional truck driving career in 1980. His early experiences in trucking include pulling a milk tanker and a spread-axle flatbed. "Driving the milk tanker provided lots of practice driving in ice and snow and I had to learn in a hurry how to back up. That job is where I really understood that you are steering the trailer. When you learn that, then steering the truck comes easy," he explains.

Larry doesn't have a lot of spare time, but when he does, he enjoys spending time around the house and working in his woodshop.

In his free time, Owner Operator James Ruhl (right) enjoys working in the yard and vegetable garden, and maintaining and washing his car and truck.



Danny McCleary, S&H Express, has been a professional truck driver for almost 20 years. He drove long haul at the beginning of his career and never really kept track of his total miles. Suffice it to say he's driven a lot of miles.

Now, Danny is a dedicated driver for Church and Dwight, a driver trainer and he administers road and jockey tests.

Danny credits his success as a professional truck driver to his ability to pay close attention to everything around him. He's aware of what's happening in front, on both sides, and behind his truck. Always.

His awareness of who else and what kinds of vehicles he's sharing the road with forms the basis of Danny's advice for his driver trainees. "The successful trainee follows directions and understands instructions, and he or she is continuously aware of what everyone else is doing," says Danny. His biggest challenge? The trainee who is in trucking for the wrong reasons and isn't willing to listen and learn.

In his spare time, Danny enjoys time with his family and being outside fishing, hiking, biking, camping, and kayaking.

James Ruhl, Owner Operator, York, learned to drive from his brother-in-law. He says that he never thought about being a truck driver but after 30 years working in an aluminum foundry he "saw the handwriting on the wall." He left before the foundry closed and doesn't regret those years because he met his wife there.

Safety is very important to Jim, who explains, "I've always been cautious, keeping a safe following distance, focused on the road, anticipating what might happen at intersections." Now that he's an owner operator, Jim repairs and maintains his truck himself. "That's another level of responsibility," he says, "If I don't have my truck because its being repaired, I don't work. I try to make myself a perfect driver."

It's more difficult for Jim to stay in shape now compared to working in the foundry because that was a more physical job. Now, Jim tries to take walks instead of sitting in the truck if he is waiting. He also brings healthy snacks instead of buying fast food. Jim's wife cooks healthy meals and he tries to follow advice from his daughter who is a nurse.

Jim has supported Make-A-Wish for many years. He drove in the Gettysburg-area Truck Convoy for Wishes in May, the Lancaster Convoy in the past and he will drive in the Lebanon-area Convoy later this month.

CHARITABLE CONTRIBUTIONS

Each year our companies receive letters and phone calls from dozens of cultural, civic, health, and sports-related non-profit organizations. All of those letters ask for donations.

Members of the Charitable Contributions Committee research these requests and decide which of the requests will receive donations and how much we will give.

Employees of our companies can get involved in our charitable giving too. The Contributions Committee has created three ways for employees to ask for support for their favorite charities:

- Recommend a charity for a future donation.
- Ask for a matching contribution for a gift that you've made. The company sets aside \$5,000 each year for employee matching gifts.
- Submit a request for a \$50 donation to recognize your participation in an organization's walk, run, bicycle ride, plunge, or similar fundraising event.

You can find details at www.sandhexpress.com/charitable-contribution-policy/ or by visiting our website, www.sandhexpress.com, and clicking on the Charitable Contributions tab.

Email hwalkley@sandhexpress.com with questions, to suggest a charity for support, or to request a matching gift or event participation form.

During the past year, we have supported a wide variety of non-profit organizations including

- ALS Association
- American Heart Association
- Byrnes Health Education Center
- Christ's Home for Children
- Cultural Alliance of York County
- HOPE Ministries and Community Services
- Humane Society
- MANNA Worldwide (Hunsicker Mission)
- Meiji 5K Run Like an Animal
- Muscular Dystrophy Association
- Olli—Penn State York
- S. Wilson Pollock Center
- Truck Convoy for Wishes (Make-A-Wish)
- York Area Sports Night

OFFICER PHIL
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WELCOME OFFICER PHIL & PALS!

We Are Proud To Support The Officer Phil Program

SH EXPRESS **SHELLY TRUCK DRIVING SCHOOL**
A Shellenberger Family Company

Safety is our top priority – in our neighborhoods and on the road!
You can learn more about us at www.sandhexpress.com

This year, Spring Garden Township elementary school children learned personal safety and good citizenship through the Office Phil Program. S&H Express and Shelly Truck Driving School are proud to be lead sponsors of the program.

We took the lead role in sponsoring Spring Garden Township's Officer Phil Program. This is the first year that the Officer Phil Program has been used in Spring Garden Township schools but the program has been used successfully in other elementary schools throughout the country for 43 years.

The Officer Phil Program is a fun way for young children to learn strategies for staying safe in our neighborhoods, at home, and on the internet. Children attend interactive, age-appropriate assemblies that address bullying, respect for authority, and fire and personal safety. Each child receives an activity book to take home to share with family members.

SAFETY

WHY SAFETY IS IMPORTANT

BRIDGET ORT

I joined the company in early April and am very excited to be part of the team. My professional background is in customer service. While I have never worked in trucking before, my paralegal degree, puts me in a unique position with this job.

I have always felt safety is the most important part of any company. If we are not operating in a safe manner it can be devastating, in trucking even more so. We have to make sure that everything we do is done in a safe manner.

Safety begins even before you get into your truck—

- Did you get enough sleep? Proper sleep?
- Are you wearing proper footwear?
- Did you leave with enough time to reach your destination without rushing?

Once you are driving it's very important that safety is still in the front of your mind. What you do on the road can affect everyone else in the company. Any accident - even the smallest - can have devastating financial hits to the company. That financial impact might not be from what actually happened at the time of the accident, but from what the other driver says after the accident occurred.

There are many more costly lawsuits from accidents than I imagined and my paralegal background is helping me work through them. Focusing on safety and accident prevention is something we can and should do as individuals and together.

TIPS ON PREVENTING ACCIDENTS

- Watch your blind spots
- Maintain your truck—do the pre-, inter-, and post-trip inspections
- Be alert
- Leave room in front of your truck

(Continued from page 1)

and Birth announcements.

To begin this recognition program, I would like to thank our longest-tenured drivers. Those drivers—listed below—have been with S&H Express prior to 2000:

James "Jimmy" Myers - 25 years
 Steve Shaak - 25 years (Landis Express)
 Henry "Bill" Siegler - 23 years
 Wayne Becraft - 19 years
 James Peters - 19 years
 Bryan Robinson - 19 years

Moving forward, we will thank and recognize our drivers several ways—through internal communications, by posting announcements in the offices of each division and by inclusion in our newsletters.

To all drivers, thank you for your day in, day out dedication. We know that you sometimes put your lives and families on hold to make sure our customer needs are delivered on time.

At the Shellenberger Family of Companies, we are driven to create a healthy driver culture— to provide not just a job, but a career to our workforce.

**Good Food, Swimming, Games,
Prizes, and more!**

Annual Company Picnic

Saturday, September 8, 2018

at

Wisehaven Swimming Pool

2985 E. Prospect Road

York, PA 17402

SHELLENBERGER FAMILY OF COMPANIES LOGO

728 N. Broad Street
P. O. Box 20219
York, PA 17402-0165
Phone: 717-848-5015
Fax: 717-854-6060
www.sandhexpress.com



Our kids are really SMART!!!

Our Report Card Program is a long-standing employee benefit. Employees may submit their children's and/or grandchildren's report cards, as they are received, for each marking period. For the final marking period of the 2017/18 school year, an "A" is worth \$10 and a "B" is worth \$5.

Last year, we paid out a total of **\$24,680** for good grades. We have every expectation that payments to employee's children and grandchildren will be at or above that level again this year!

Please note the following requirements for participation in the Report Card Program:

- **Report cards must be received within four weeks of the date that they are distributed to families.**
- **The student's name and address, and the employee's name must be written on the report card.**

Please direct questions about the Report Card Program to David Ruiz.

The Scholarship Program

The Shellenberger Family of Companies provides scholarships to employees' children. Students with "A" or "B" averages who plan to attend a two or four-year post-secondary school are eligible. Applications and transcripts must be received by July 31. Awards are made in September. Students may apply for scholarships for a maximum of four years. A student who has already received a company scholarship may submit a transcript and letter stating their desire to reapply in lieu of completing a second application.

Congratulations to the 2017/2018 scholarship recipients:

**Isaiah Baldwin (Glenn)
Lexus Groendyk (Pam)
Anissa Hajaree (Rishi)
Sharon Pham (Vi)
Tyesha Snellings (Tyrone)**

An additional scholarship is awarded to the student with the highest fall semester GPA. Only students who received a fall scholarship and submit their fall transcript by January may apply. Congratulations to Sharon Pham, who had the highest GPA of the five scholarship recipients and received the additional scholarship.

Additional information and application(s) are available from David Ruiz.

