

# THE ON RAMP

A Quarterly Newsletter for Herc Rentals Professional Drivers

## Getting Our Customers to Operate Our Equipment the Right Way

*Our Equipment Safe Operator Trainers help us and customers learn how to operate the gear we rent the safe way*

Herc Rentals is ready to meet your customer training requirements with our qualified Equipment Safe Operator Trainers.

All of our Herc Rentals courses meet OSHA and ANSI Standards for operator equipment certifications, which are offered at any one of our branches across the U.S. and Canada.

We can even come to your customer's jobsite or office!

Herc Rentals trainers help with the regulatory burden of staying on top of all documentation and recordkeeping for your customers. Upon successful course completion and hands-on evaluation, the trainee will receive a wallet card/certificate valid for up to 3 years.

Let Herc Rentals train your customer to operate equipment the right way and the SAFE WAY with our three available options:

**OPTION A:** Instructor-led Training (ILT) courses held at customer jobsites and include both theory and hands-on training. Hands-on evaluations may be delivered at one of our 275+ branch locations or at the customer's site.

**OPTION B:** Blended online theory training delivered live via WebEx with hands-on evaluations conducted at one of our 275+ branch locations or at the customer's site.

**OPTION C:** Computer-based training delivered by our partner program Genie Lift Pro includes in-person, hands-on evaluations. Hands-on evaluations may take place at customer jobsites or select Herc Rentals locations.

## Shifting Gear: Dead End Job Leads Driver to Team Herc

Brian Stogner wasn't happy.

He was stuck in a dead-end job with little opportunity for advancement — and Huntsville, AL, Branch Manager Tony Williams, knew it.

Williams, who once worked with Stogner at another rental company, reached out to

Stogner, told him about the possibilities of advancement at Herc Rentals, and suggested he apply for a position after Stogner expressed interest.

Stogner liked what he heard and started getting his feet wet back in November 2018, working for Herc Rentals through a temp agency until a full-time position as an equipment coordinator became available.

In April 2019, that opportunity presented itself in Madison, AL, where he accepted a position as an equipment coordinator.

"When he started with us, he did a great job, but you could tell he was ready for something else," said Williams, adding new opportunities for Stogner were on the horizon. "I told him that the next position I'd have open was going to be for a rollback driver."

Almost immediately, Stogner did everything in his power to show that he was the right person for the job. He expressed interest. He started going on runs with other drivers, studied, and presented Williams with his Class B permit and license within a short period of time.

"After a couple months, he was ready for his next step," said Williams, recalling Stogner's determined effort to advance. Within a few weeks, he had his Class A permit and the license he needed to drive a tractor trailer. "It's helped us out tremendously. He now can fill in for Class A drivers when they are on vacation or out sick. It really helps us from getting behind on the gear our rollback can't haul.

"Stogner's dedication to the company and customers is exemplary. "He doesn't hesitate a bit if I have to call on him for after hours assistance or deliveries," Williams said.

“He’s doing everything right and he’s positioning himself to achieve his career goal – becoming a master driver.”



**Brian Stogner joined Team Herc as an equipment coordinator and is now a tractor trailer driver. His career goal is to be a master driver.**

# Duncan Delivers Fuel, Customer Delivers Praise

Sometimes doing the routine the right way earns praise.

Take James “Jed” Duncan, a tractor trailer driver at our Tampa, FL, location as an example.

Following a recent delivery, Gregg Johns, a crane operator at a Herc Plus account in the Port of Tampa praised Duncan’s attention to detail, dedication to the job, and continued customer service excellence.

In fact, Johns, who has been doing business with Herc Rentals for years, said Duncan’s customer service and how responsive Team Herc is to his company’s needs are big reasons why they continue as customers.

In an email sent to Herc Rentals District Sales Manager Jeff Wilmes, Johns said he wanted to give Duncan a “shout out” after coming to their rescue again.

“We had recently had an excavator on rent for work and apparently our crew had not refueled the machine,” Johns wrote. “When Jed was loading the machine, he

noted the low fuel level and called asking if we would like him to swing by our terminal to refuel it. I truly appreciate his attention to detail and taking the time and effort to take care of the fuel issue. What great customer service! Thank you.”

While Wilmes said he’s delighted to receive emails like this, he wasn’t surprised the customer was focused on Duncan’s work.

“The email is just a small sample of the level of customer service Jed Duncan delivers every day he puts on the Herc uniform,” Wilmes said. “Jed exemplifies a model employee. He always takes the steps necessary to deliver complete customer service. He consistently shows he cares about the customer and delivers the gold standard.”

Duncan, Wilmes added, has also been busy delivering new recruits to Team Herc. “He’s referred five current employees. To me, that indicates Jed believes in his employer and wants to build a team around him that shares the same values he exudes.”



**James “Jed” Duncan delivers equipment and superior service to our customers and new members to Team Herc, says Jeff Wilmes, Herc Rentals’ District Sales Manager in Tampa Bay.**

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## Celebrating Five Years at Herc Rentals

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### Driver Kip Gregory

Almost from the moment he joined Team Herc, Kip Gregory, a rollback Class A driver, has been bringing smiles to our Virginia Beach, VA, branch.

On Sept. 12, his teammates helped him celebrate his five years with the company.

“He’s been going the extra mile for the branch and his teammates since the first day he started working for Herc Rentals,” explained Christopher Williams, the Virginia Beach Branch Manager. “He’s a morale booster and jokes with the crew here every day. He brings a lot of smiles to the branch.”

But he’s also more than that, Williams is quick to point out.

“He’s a valued member of our team and always is eager to take on more jobs,” said Williams, recalling an instance where Gregory was literally a lifesaver. “A customer, a drug store, lost power after hours and they were in danger of having to throw out medications that many people depend on unless we could deliver a generator quickly. I asked Kip if he could do it. He did. Without hesitation. Our customer was very happy.”



**Kip Gregory, who celebrated his five-year anniversary with the company in September, works hard but also serves as one of the Virginia Beach branch’s biggest morale boosters, according to Branch Manager Christopher Williams.**

### Driver Mike Andrews

Tractor Trailer Driver Mike Andrews hauls gear, assists customers, and always lends a hand around the branch — just like he learned from his fellow drivers at the branch in Tupelo, MS.

“He really hit the ground running when he started here back in 2016,” said Josh Herndon, Tupelo’s Branch Manager. “He came in ready to learn from our other driver trainer here.”

Now, five years later, Andrews is a rock star.

“He does an absolutely fantastic job of hauling equipment to our customers,” Herndon said shortly after presenting Andrews with his five-year anniversary certificate. “He’s so much more comfortable hauling our equipment now. It shows each day.”

In addition to being dependable and always at work on time, Herndon said he’s also excellent with customers. “He will take his time with them, showing them how a piece of equipment works and how they can get the most out of their rental,” Herndon said. “He’s a true team player and is always willing to help out in other areas of our business, whether it’s washing gear or helping other drivers load and unload.”

He’s also a safe driver.

“In his five years here, he’s been stopped by DOT seven times and passed each inspection with flying colors,” said Herndon, adding that Andrews loves his job and plans to stay on board for the long haul.



**Tupelo, MS, Branch Manager Josh Herndon (left) presents Tractor Trailer Driver Mike Andrews with a certificate acknowledging his five years as a Herc Rentals professional driver.**

# DRIVER SPOTLIGHT

## Lanora Reynolds

**Job Title:** CRC Driver/Technician

**Branch:** 9466, Fort Worth, TX



**How long have you been driving for Herc Rentals?**

"Just started. I'm a new driver with the company."

**Who taught you how to drive and where did you first get behind the wheel?**

"My father taught me how to drive around the age of 11. I started off with go carts and transitioned into big trucks."

**What's a fun fact about you?** "I love my family. It's the most important thing to me. I have 16 brothers and sisters."

**What's your favorite part of the job?** "Learning new ways to improve and provide quality service while affecting people's lives."

**What's your biggest driving pet peeve?** "My biggest pet peeve is being in a dirty truck. Clean up after yourself always. Always leave the environment better than you found it."

**How did the military prepare you for your career at Herc Rentals?** "The military prepared me for employment at Herc Rentals by instilling the foundation of driver's training and many other skills that I actively use daily in my profession. From attention to detail, accountability and being at the right place at the right time. It also, taught me the importance of a team and how important every element is for success."

**What advice would you give women who may be considering a job as a driver for Herc Rentals?** "Apply. The field is wide open and is in need of more women drivers. Don't let the normal standard of things stop any goals you may have on pursuing a career as a professional driver. I love being a driver and would love more women drivers on the Herc Team."

**What do you think the industry can do to encourage more women to consider a career as a driver?** "Encourage, teach and motivate properly without bias."

**What's on the radio when you're driving?** "Sade. She keeps me at peace and provides a good vibe to create my own paradise on the road."

## Safety Tip:



# Defensive Driving is the Key to Getting Home Safely Each Day

Defensive driving is a form of driving that encourages drivers to consistently be on the lookout for potential hazards and changes in driving or road conditions. Drivers are encouraged to reduce the risk of accidents and injuries by anticipating potentially dangerous situations and making safe, well-informed decisions while behind the wheel. Using defensive driving techniques makes you less likely to be involved in accidents.

Here are a few key defensive driving strategies and practices to use:

### 1 Watch out for blind spots

Most of these accidents occur when drivers are changing lanes. Since rear-view and side mirrors aren't always effective when checking for blind spots, make sure you're looking over your shoulders and out the windows when changing lanes. Also, leave plenty of room around their vehicles when merging.

### 2 Practice the three-second rule

When it comes to avoiding forward and rear collisions, a best practice is for drivers to follow the three-second rule. This rule states that truck drivers should allow three full seconds to pass between the time the car in front of them reaches a particular spot on the road and the time it takes the truck driver to reach that same point. If heavy rain or winds are present, drivers should increase the follow time to five seconds. If the roads are icy, drivers should increase the follow time to 10 seconds.

### 3 Be prepared for emergencies

### 4 Stay calm, cool, and collected

Drivers who allow their anger to control their driving put themselves and others at risk for accidents. The best way to de-escalate road rage situations is by increasing the distance between themselves and angry drivers.

### 5 Always signal

Signaling before changing lanes or turning is required by law, and they should still signal even if they don't see any other vehicles nearby.

### 6 When in doubt, slow down

Slowing down can prevent accidents altogether or, at the very least, decrease the impact and severity if an accident does occur.

## OTG Mobile Enhancements Coming Soon for Drivers

Several new enhancements will be coming soon to the Driver OTG Mobile Application.

### Enhancements include:

- No restriction on the number of images you can submit into OTG
- Ability to record video
- An annotation tool for drivers to record damages
- Ability to bypass "Fuel Pending"
- Equipment sales deliveries will pull into OTG



Attn: Communications  
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# JANUARY<sup>2022</sup> DRIVER NEWSLETTER

## Curb to Curb Coverage

That's what we want to do with this newsletter. Our aim is to highlight our professional drivers, who make our company successful, to share your everyday challenges, and document your accomplishments while reinforcing safety and building a stronger Herc driver community.

But to do all that, we need your input. Do you have a cool tale from the field? If you have items to share, email us at [fieldsupportcommunications@hercrentals.com](mailto:fieldsupportcommunications@hercrentals.com). And please add your name and phone number in case we need to follow up with you.

We're always looking for good people and good drivers like you.  
**Remember, if you refer a friend, you could earn up to \$2,500.**

### Herc Rentals Tractor Trailer Driver Open Positions:

SEND TO [employee referrals@hercrentals.com](mailto:employee referrals@hercrentals.com)

POSITION TITLE	LOCATION	RECRUITER
Tractor Trailer Driver	ON Hamilton	Cindy Samaroo
Tractor Trailer Driver	ON Mississauga	Cindy Samaroo
Tractor Trailer Driver	ON Toronto	Cindy Samaroo
Tractor Trailer Driver	CA Bakersfield	Joshua McEwen
Tractor Trailer Driver	CA Oakland	Cindy Samaroo
Tractor Trailer Driver	PA Harrisburg	Sharon George
Tractor Trailer Driver	FL Panama City	Hannah Maule
Tractor Trailer Driver	FL Tampa	Delimar Vera
Tractor Trailer Driver	FL Tarpon Springs	Delimar Vera
Tractor Trailer Driver	IL Naperville	Tara O'Connor
Tractor Trailer Driver	IN Gary	Tara O'Connor
Tractor Trailer Driver	MI Pontiac	Tara O'Connor
Tractor Trailer Driver	OH Bedford Heights	Tara O'Connor
Tractor Trailer Driver	WA Seattle	Brittanie Phelan
Tractor Trailer Driver	AZ Gilbert	Emily Bryant

POSITION TITLE	LOCATION	RECRUITER
Tractor Trailer Driver	CA Carson	Jackie Sinclair
Tractor Trailer Driver	CA North Hollywood	Joshua McEwen
Tractor Trailer Driver	CO Commerce City	Emily Bryant
Tractor Trailer Driver	NM Albuquerque	Emily Bryant
Tractor Trailer Driver	LA Harvey	Jennifer Usenick
Tractor Trailer Driver	PA Harrisburg	Jennifer Usenick
Tractor Trailer Driver	TX Austin	Jennifer Usenick
Tractor Trailer Driver	TX Austin	Jennifer Usenick
Tractor Trailer Driver	TX Beaumont	Jennifer Usenick
Tractor Trailer Driver	MD Baltimore	Jennifer Usenick
Tractor Trailer Driver	VA Gainesville	Jennifer Usenick
Tractor Trailer Driver	CA Benicia	Jennifer Usenick
Tractor Trailer Driver	CA Union City	Jennifer Usenick
Tractor Trailer Driver	CA Anaheim	Jennifer Usenick
Tractor Trailer Driver	CA Foothill Ranch	Jennifer Usenick

Visit [careers.hercrentals.com](https://careers.hercrentals.com) for all open positions.

