

THE ON RAMP

A Monthly Newsletter for Herc Rentals Professional Drivers

Herc Professional Drivers,

I want to personally acknowledge your efforts during this unusual time for our nations, our industry and our company. During this time of a national health emergency, your front-line efforts are greatly appreciated by all of us, as well as our customers. We obviously could not run our company without you. During this dramatic disruption to our nations, Team Herc has been called upon as an essential service to support the communities we serve in healthcare, government services, commercial construction and emergency services related to the pandemic.

Additional PPE and sanitizing products have been located, purchased and are being delivered to our branches. Continue to follow the Herc and CDC guidelines related to COVID-19 and stay safe as our US and Canada nations work towards a resumption of business and beyond.

Aaron Birnbaum – COO



A Message From:

**Aaron
Birnbaum – COO**

Dawson Drives Business Beyond Deliveries



Professional Driver, Terry Dawson

Few things stay the same for more than two decades.

Terry Dawson, a driver in Everett, WA, may be the exception.

Now in his 23rd year at Herc Rentals, Dawson displays his dedication to his duties daily, said Everett Branch Manager Brian Jones.

“His dedication to his job and attention to detail set him apart from other drivers in our industry,” said Jones, noting that Dawson is often requested by name from long standing customers in the Everett market. “His ability to build and maintain relationships with superintendents on jobsites has been an integral part in our growth.”

Dawson’s positive impact on our business goes beyond the equipment he delivers, said Jones, adding that he’s also made an impact on the culture at the branch.

“Many new drivers in the Puget Sound train under Terry,” Jones said. “He passes along the traits that all professional drivers should possess. He calls customers before arriving on sites, inspects his truck and equipment, makes sure to get signatures at delivery, always uses PPE and invokes the “Stop Work” authority when needed to ensure customer and employee safety are heeded.”

Dawson’s passion for his craft and his understanding that he’s not just representing himself, but the brand itself every time he’s on the road, makes him an exceptional driver and valued member of Team Herc, Jones said.

Driver Spotlight: Kenneth Taylor, Alberta, Canada

Official Title: Tractor Trailer Driver

Fun Fact: Kenny has been employed by Herc Rentals for 41% of his life or since 2007.

What Do You Drive: 2019 Freightliner Cascadia.

What's Your Favorite Part of the Job: "The variation between sites and equipment, rarely is it ever monotonous."

Biggest Pet Peeve: "It's a tie between able-bodied people parking in handicapped spots and people who come to a full stop with an entirely free merge lane ahead."

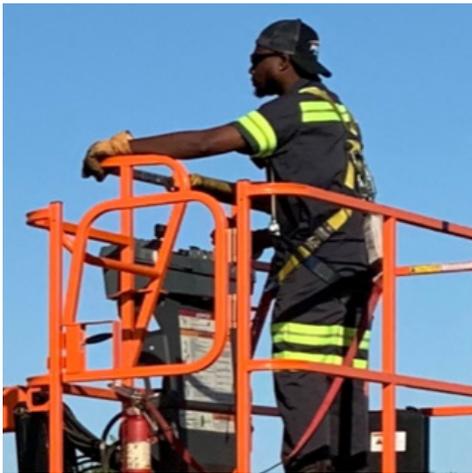
What's On the Radio When You're Driving : "Usually a good podcast."

"Kenneth Taylor, or Kenny, started working for Herc Rentals in 2007 as a yard worker and was quickly promoted to shipper/receiver. After showing interest in a position as a driver, Kenny transferred from shipping to a Class 5 position where he drove one of our F550s hauling a gooseneck trailer. Not one to sit still for long, Kenny then steered his attention toward obtaining his Class 1 license. It took him six months. He then drove Class 1 until April 2013 when he transferred to our Albion Sands branch as a customer service representative. Kenny recently transferred back to the Fort McMurray location as a Class 1 driver. Most recently, he served as the branch's driver-trainer in December 2019." – Angie Sammann, Logistics Supervisor, Fort McMurray, Alberta, Canada.



Professional Driver, Kenneth Taylor

Driver Steps Up When Disaster Strikes



Professional Driver, James Tarver

When Hurricane Harvey hammered Houston, TX, in 2017 and Hurricane Michael pummeled Florida's panhandle a year later, North Texas tractor trailer driver James Tarver volunteered to spend weeks away from his family making equipment deliveries to help those communities recover.

Now he's doing it again. This time, however,

it's not related to hurricane recovery but a healthcare crisis.

"He volunteered to go to Shreveport, LA, when that branch had a case of COVID-19," North Texas District Manager Evan Kalstad explained. "While they were forced to quarantine at home, James worked tirelessly as the lone driver for a branch that normally has three."

It wasn't easy.

With hotels and motels shut down in Northern Louisiana, Tarver spent his nights sleeping in a hotel over the state line in Texas.

"He was working before sunrise every day until long after it had set," Kalstad said. "He was able to honor the commitments we had made to customers, including an air scrubber to Brentwood hospital. And he did it all through remote, paperless dispatching, while also following our social-distancing and equipment sanitization procedures."

Kalstad said Tarver should also be commended for his preparation.

"When we sent him out, it was initially supposed to be for just a day's work and to haul an atrium lift back to Dallas," Kalstad said. When the situation changed, Tarver said, "I packed extra clothes just in case, I can just stay out here all week if it'll help."

Tarver accomplished so much in that week by himself that it enabled the Shreveport branch to respond rapidly to new requests for equipment. "When we got a call for an emergency 40kw generator, spider boxes, cable, and cable ramps for a COVID-19 testing site tent, we were able to immediately respond," Kalstad added.

Now enrolled in Herc Rentals' Black + Gold program, formerly known as the Early Career Development Program, Tarver is making the switch from driver to coordinator. "He has a bright future with our company, and is truly a hero," Kalstad said.

Spirit and Significance of 'Aloha' Makes Hawaii Driver Stand Out

Rafael Rodriguez Adorno is everything a driver for Herc Rentals should be – safe, reliable, loyal, detail-oriented and courteous.

Hawaii Area Operation Manager Patrick Lapitan said Adorno, a tractor trailer driver, has done everything the right way since joining Team Herc.

“He has no recorded DOT violations and he doesn’t take short cuts,” Lapitan said of Adorno’s driver safety habits. “He’s extremely knowledgeable on Hawaii DOT policy and always provides the branch managers with input on how to keep Herc Hawaii DOT compliant.”

On equipment deliveries, Adorno always informs customers prior to arrival and offers a 15-minute familiarization training on every piece of equipment he delivers.

“He’s very dependable too,” said Lapitan, even when he receives an off-duty after-hours call. “He never complains about having to make a last minute or unforeseen delivery and I’ve never had one complaint from a customer.”

Beyond customers, Lapitan also praises Adorno’s interaction with his teammates.

“He’s very loyal to the company and definitely wants to grow within the company,” Lapitan said. “He is very passionate on what he does and will go above and beyond to help Hawaii operations grow. Most importantly, he comes to work with a positive attitude.”



Professional Driver, Rafael Rodriguez Adorno

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. And please add your name and phone number in case we need to follow up with you.

Safety Tip:



Keeping Our Delivery Trucks Clean and Safe During COVID-19 Pandemic

As we continue to navigate the COVID-19 pandemic, it’s critical all equipment is properly cleaned and sterilized.

When it comes to delivery trucks, we need to be diligent that we are cleaning and sanitizing the entire truck with extra focus on the high touch areas. These areas should be sprayed with a disinfectant (i.e., Barbicide) during pre-trip and post-trip inspections.

High touch areas include:

- Door handles (interior and exterior), including tailgate handles
- Steering wheel
- Shifting levers
- Climate control knobs
- Radio control knobs
- All touchscreen displays
- Seatbelts and buckles
- Fuel door and fuel cap
- Door panels
- Consoles
- Dashboard
- Storage box handles on trailer
- Driver and passenger seats
- Hood latches
- Cones + Chocks
- Chains + Binders
- Trailer controls
- Any item under the hood that requires inspection daily, including dipsticks

If you have any questions, please reach out to your supporting Safety Manager.

Setting Up for a Safe, Successful Pick-Up or Delivery and Protecting Yourself and Others During the COVID-19 Global Pandemic

Of all driving safety tips, checking out delivery spots on foot, is one of most often ignored by drivers.

When delivering, especially to a new customer, find a place to park safely, leave your truck to scope out the place. Customers will too often say, “Oh, we have trucks in here all the time, it’s OK.”

Check for yourself. A truck can easily get trapped and unable to turn around or the delivery site just isn’t suitable for big rigs. By getting out of your truck and looking around for yourself, you’ll see obstacles that may be in your way, such as low fire hydrants, posts, ditches, and other obstacles.

Take a mental picture of the area. If you just drive in, you will NOT see the hazards until it is, perhaps, too late.

Also remember that a large percentage of truck accidents happen when backing up. Accidents are costly for everyone and can seriously impair your driving record.

We also want our drivers to be safe, on the road, making deliveries and in between as we deal with COVID-19. Herc Rentals recommends that drivers take the following steps to help protect yourself and your family.

- Wear the latex/nitrile gloves when fueling and in truck stops to avoid contact with contaminated surfaces.
- Wear a mask if possible when in truck stops and avoid going inside if pay at the pump is available.
- Remove and properly dispose of latex/nitrile gloves prior to entering your truck.
- Bring food and water from home to avoid restaurants and stores for lunch.

Besides customer interaction (avoid if at all possible), fueling your truck can put you at the highest risk or exposure.



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MAY 2020 DRIVER NEWSLETTER

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