

THE ON RAMP

A Monthly Newsletter for Herc Rentals Professional Drivers

Technician Steers Career Toward Driving



Alex Rodriguez demonstrated hard work and dedication as a technician. That hasn't changed since his promotion to a truck driver, said Cutler Bay, FL, Branch Manager Fernando Garcia.

"Alex started at Herc Rentals as a coordinator for ProSolutions and after a while he had the opportunity to switch over to Classic as a C technician," explained Cutler Bay Branch Manager Fernando Garcia.

"He was always passionate about driving and while working as a C technician, he used his free time to get himself a CDL," Garcia said.

Noticing the hard work and dedication Rodriguez displayed as a C technician, the branch started giving him some runs so he could get acquainted with the role.

More experienced drivers would join him on runs. They showed him the ins and outs of the position and how to be a professional driver for Herc Rentals, Garcia added. "Herc supported his goals and when a position opened up, he was ready to apply and earn the job. He never gave up on his goal and prepared himself for the role that he envisioned."

"Alex has gone above and beyond to support the branch in many different ways," Garcia explained. "He's always available to do last minute runs on the weekends and always helps the shop when needed by checking units and doing services if required."

Garcia also noted that Rodriguez also takes the "Think Safety, Act Safely" approach seriously.

"He's always actively thinking about safety and making sure he follows safety procedures at all times," Garcia added. "The Cutler Bay branch could not be more proud to have someone like Alex as part of the team. His positive attitude, willingness to help and excellent customer service is infectious and just some of the traits he brings to work every day."

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.

Driver's Tip Leads to Sales Success

Orlando, FL, tractor trailer driver Sam Payne used his observational skills to help Team Herc score a sale, said District Sales Manager Josh Hall.

"He sent me a text last week with a picture of a job site and the site contractor's sign," Hall explained. "Sam mentioned it was a large project and it appeared as though it had a lot of rental potential."



Herc Rentals drivers like Sam Payne not only use their observational skills to be safe on the road, but also on the lookout for sales opportunities.

With his interest piqued, Hall got in his truck that day and went for a site visit. Hall quickly discovered that while the site is an open territory, he also noticed the contractor there was a customer of Territory Sales Representative Blake Davis.

"I immediately called Blake and he met with the customer the next day," Hall said.

One day later, the customer called Davis and booked an off-road truck for a week with the possibility of extending the rental to a month, Hall said.

"This is great work and a great story of how a driver can help drive sales," Hall said.

From Customer Service to Assisting Teammates, Florida Driver Does Everything the Right Way



Finding solutions to customer situations is one of the many things that set Herc Rentals tractor trailer drivers like Joe Ward apart from our competitors, explained Ryan Roehm, the branch manager in our Tampa location.

Ryan Roehm, the branch manager in Tampa, FL, says he's lucky to have an experienced tractor trailer driver with experience and expertise like Joe Ward.

"He's very dependable when it comes to the tough jobs," Roehm said. "He consistently communicates with the counter or myself, and if there is a delivery or pickup that requires a little more skill, Joe pulls from 37 years of experience to make it happen."

One of the many examples of Ward's experience and creativity took place recently.

"We had a skidsteer lose one of its tracks on a job site," Roehm recalled. "Joe knew he would need a different truck than the tradi-

tional tractor trailer to get the skidsteer and bring it back to the branch."

Knowing the driver of the branch's rollback was off that day, Ward found his solution. Once on the job site, Ward used another skidsteer to make a path to the trackless skidsteer. Once the path was cleared, Ward then backed the rollback up to the skidsteer and used the rollback's winch to get the equipment secured for transport back to the branch.

"It's just one of the many examples of Joe making it happen during his tenure at Herc Rentals," said Roehm, adding that Ward's work with customers is just as impressive.

In addition to constantly remaining in contact with the branch and counter to express needs or concerns, Ward often serves as a key point of contact between the customer and our company.

One recent job entailed delivering a scissor lift to a customer who needed the equipment for a day. No problem for Ward. But a problem arose at the end of the day when the customer wanted the lift removed from the building. Instead of calling the branch, the customer called Ward to say that in an attempt to remove the lift from the building, the lift got stuck going down a ramp.

"Joe patiently talked the customer through getting the lift unstuck and back into the building," Roehm said. "The next day we dispatched Joe to pick up the lift and he successfully maneuvered it down the ramp. It's little things like being responsive and helping customers that separates us from other rental companies, and it's dedicated people like Ward that make it happen."

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Safety Tip:

Loading and Unloading: Understanding Trailer Safety

Carefully loading and unloading your trailer is critical to your safety and the safety of those sharing the road with you.

Most Injuries to employees involving trailers are caused when:

- Walking and working on a trailer
- Climbing on and off a trailer
- Loading and unloading equipment
- Securing and un-securing equipment (tiedowns)

Factors that can add to the risks of falls from trailers include but are not limited to:

- Wet, icy, oily, greasy or worn out trailer decking
- Climbing to secure the load
- Climbing on the top of trailer for chains and binders
- Climbing over or around oversized loads
- Jumping down from the carrier or trailer
- Walking on wet and slippery flatbed trailers
- Using tires as steps to climb onto the trailer
- Parking on an incline, where loads can shift and push an employee off the trailer
- An item blocking the employee from safely climbing up, such as the load/equipment, load restraint or fixed toolbox

Ways to reduce these risks:

Use the three-point system when entering and exiting the cab.

- Alternate placing two feet on the steps and one hand on the rails or two hands on the rails and one foot on the steps.
- Use the same three-point system when climbing up or down between the tractor and trailer to hook up brake and electrical lines.

Use a ladder to eliminate the need to climb onto a trailer.

- Arrange the load on the trailer so employees do not need to climb onto the trailer to secure or unsecure load.
- Work around the truck at ground level whenever possible and avoid working from deck of trailer or flatbed.

Watch out for slippery surfaces on or around your truck and trailer.

- Steps, handholds, gratings and ground surfaces can be extra slippery when any amount of oil, moisture, snow or ice are present.
- Color identify the trailer surface with a slip-resistant material.

Do NOT jump from cabs, trailers or loading platforms.

- Jumping is a leading cause of knee, ankle and back injuries for truck drivers.
- Identify and clearly mark entry points on the trailer and loading docks.

When securing the load on a flatbed, use extreme caution.

- Make sure you have secure footing before you move and avoid walking backwards.
- Load with forklift from side, when possible, so there is no need to climb up on the trailer.
- Load multi-drop deliveries in sequence so employees can easily access items at each stop.

Try to stay clear of chains and straps when tightening or pulling them off a load.

Remember, fatigue, stress and haste can also increase the risk for a slip, trip or fall. Work and move cautiously and deliberately.

When pre-loading, securing equipment, and using tie-downs, always follow manufacturer guidelines.

Pre-Loading Reminders:

- “Know What You Tow” – Confirm the load weight is within the gross vehicle weight rating (GVWR) of the trailer, GVWR of the truck, and the gross combined weight rating (GCWR) of the truck and trailer
- Truck and trailer should be positioned on a flat level surface
- Parking brake should be set
- Trailer tires of the last axle should be chocked
- A jack stand should be utilized if the trailer does not have loading ramps that support the back of the trailer when the ramp is lowered into place
- Identify the proper placement of the load so you do not overload the axles, the GVWR of the truck or trailer, and mark the trailer to indicate this placement
- If the truck/trailer begins to move, do not attempt to stop it from rolling, doing so poses a risk to you or others
- Make sure the trailer is secured to the vehicle and safety chains are securely connected

Check for anything that could fall off the trailer. You are responsible for your load, including rocks, mud and blocks.



Former California Driver Gets Up Close Look at Damage from Devastating Hurricanes



Drivers like Danny Gomez Queiro deserve a thank you for volunteering following hurricanes hitting the Gulf Coast, said District Manager Frank Borges.

Truck driver Danny Gomez Queiro knew all about earthquakes and wildfires by living in California. Shortly after transferring to our branch in Apopka, FL, he became more familiar with another natural disaster – hurricanes, said District Manager Frank Borges.

“When we put out a call for drivers to help with recovery efforts in Lake Charles, LA, after Hurricane Laura hit there, Danny was one of the volunteers,” Borges said. “He spent 10 days there delivering equipment and supporting the recovery efforts.”

Queiro’s desire to help didn’t stop there either. Just a few days after returning to Florida, Queiro was, once again, volunteering to help. This time it was recovery efforts in Mobile, AL, following Hurricane Sally’s strike on Azalea City.

“Danny, and all the drivers who volunteered to help out in these storm recovery efforts, really deserve a shout out,” Borges said. “Their dedication to the job did not go unnoticed.”



Attn: Communications
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2020
**NOVEMBER
 DRIVER
 NEWSLETTER**

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Class 1 Driver, Edmonton	AB Edmonton	Gabrielle Grimblat
Class 1 Driver, Fort McMurray	AB Fort McMurray	Gabrielle Grimblat
Rollback Truck Driver	CA Benicia	Joshua McEwen
Tractor Trailer Driver	TX Beaumont	Robert Lister
Tractor Trailer Driver	WI Oak Creek	Tara O'Connor
Tractor Trailer Driver	TX Fort Worth	Tara O'Connor
Tractor Trailer Driver	NC Winston-Salem	Maya Mungo
Tractor Trailer Driver	ND Williston	Tara O'Connor
Tractor Trailer Driver	TX Houston	Joseph Gunter
Tractor Trailer Driver	OR Portland	Brittanie Phelan
Tractor Trailer Driver	TX Austin	Tara O'Connor
Tractor Trailer Driver	MO Springfield	Tara O'Connor
Tractor Trailer Driver	CA Chico	Joshua McEwen
Tractor Trailer Driver	MA North Billerica	Michelle Scalph

POSITION TITLE	LOCATION	RECRUITER
Tractor Trailer Driver	CA Benicia	Joseph Gunter
Tractor Trailer Driver	CA Benicia	Joseph Gunter
Tractor Trailer Driver	CA Benicia	Joseph Gunter
Tractor Trailer Driver	GA College Park	Maya Mungo
Tractor Trailer Driver	FL Fort Myers	Samantha Hall
Tractor Trailer Driver	SC Myrtle Beach	Maya Mungo
Tractor Trailer Driver	AZ Phoenix	Brittanie Phelan
Tractor Trailer Driver	FL Pensacola	Samantha Hall
Tractor Trailer Driver - Class A	CA Anaheim	Joseph Gunter
Truck Driver	KY Louisville	Tara O'Connor
Truck Driver	IN Indianapolis Corp	Tara O'Connor
Truck Driver	MO Kansas City	Tara O'Connor
Truck Driver	NC Arden	Maya Mungo
Truck Driver-ProSolutions	FL Dania Beach	Samantha Hall

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