



"Elite" FLEET®

M A G A Z I N E



Jill Maschmeier

**A DIFFERENT
APPROACH TO
SAFETY**

Steve Dixon

Driver of the Year



JIM FRANCK
President

America depends on our drivers to deliver, especially during a pandemic

To say 2020 has been a challenging year is certainly an understatement.

A once-in-a-lifetime (good Lord willing) pandemic, social unrest, spiraling crime, and all this in a contentious election cycle where everything is politicized.

All I can say is it can only get better from here. "This too shall pass."

But it's human nature to try and find the positive in any situation no matter how dire. In this case, it is the recognition of the American Truck Driver.

Anyone involved in trucking already knows that you are the "Knights of the Highway," "Highway Heroes," the "Backbone of the American economy."

Now everyone understands that right up to the White House! Your determination, selflessness, and resilience to keep the supply chain moving in this chaos was incredible. You are incredible, and now everyone appreciates that, not just the truckers.

Driver Appreciation Week comes every year, but this one is especially meaningful. Thank you for all you do every day to keep food on the tables, groceries on the shelf, and, of course toilet paper in the bathroom. Remember if "you bought it, a trucker brought it."

May God bless you and yours.



what's inside ...

- View from the Windshield with Jim Franck 2
- New Shop 3
- Sales during a Pandemic 4-5
- Livestock hauler Justin Marcellus suffers loss, redefines family 6-7
- Jill Maschmeier earns TCA Safety Award 8-9
- Jessica Rogers receives BARNEY Award 10-11
- Hawkins becomes youngest female to earn Driver of the Month 12-13
- Dixon recognized as Driver of the Year 14-15
- Bonus program helps increase income 16
- National Carriers apparel online 16

view from the
WINDSHIELD



EXPANSION CONTINUES

The new shop in Liberal, Kan., continues to advance. The shop is expected to be completed by December 2020 and begin servicing the "Elite" fleet.



STEVE GLEISNER
Executive Vice President

Gleisner helps guide team through pandemic

Steve Gleisner has been Executive Vice President for National Carriers since March 2018 and has more than 30 years of experience in the Transportation Services Industry.

Gleisner served as Sharkey Transportation Inc.'s General Manager from 2014 to 2018. Prior to his employment with Sharkey, he was employed by McFarland Truck Lines as Executive Vice President, and by J&R Schugel Trucking in various Director and Vice President roles. He is currently responsible for NCI's refrigerated division.

According to Gleisner, NCI has faced a number of challenges since March 2018, including a weak pricing environment. In 2019, a softening in freight demand and a driver shortage remained a priority for the entire industry.

The challenges continued into 2020.

"Challenges range far and wide, but we have never seen a challenge like the COVID-19 pandemic that began earlier this year," Gleisner said. "The NCI Management team has been proactive in addressing the issues associated with COVID-19 by effectively communicating with our office employees, drivers, independent contractors and customers. We continue to work together as a disciplined team to build on our business model and produce profitable growth."

According to Gleisner, the National Carriers sales team is prepared for the challenges.

"Our Sales team focuses on maintaining and soliciting new business in medium to long haul traffic between the Southwest and the West Coast, Midwest,



Southeast and the East Coast," he said. "We approach our business as an integrated effort of Sales and Operations. Our Sales personnel strive to improve our asset productivity by soliciting freight that allows for rapid turnaround times, minimizes non-revenue miles between loads and carries a favorable rate structure."

The flexible approach has been welcomed by the businesses supported by National Carriers transportation.

"We currently have more than 90 active customers that serve as business partners," Gleisner said.

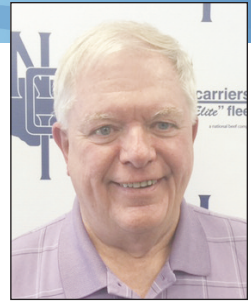
Members of our Sales team include Sharil Hardy, Cindy Meals, David Evans and Ron Van De Walle. Each member is assigned to specific customers to provide personalized customer service.

"National Carrier President Jim Franck and myself are also assigned to a few customers," Gleisner said.

Sales personnel travel within their regions to solicit new customers and maintain contact with existing customers.

"A significant portion of our revenue is generated from our major customers," Gleisner said. "In 2019, our top 25 customers accounted for approximately 90 percent of total revenue in our Refrigerated Division. We have a weekly Sales Meeting every Monday morning to discuss new and potential business."

— STEVE GLEISNER



Ron Van De Walle



Sharil Hardy



David Evans



Cindy Meals

"The NCI Management team has been proactive in addressing the issues associated with COVID-19 by effectively communicating with our office employees, drivers, independent contractors and customers."

the challenges in **SALES**



Avin Marcellus smiles while his father, Justin, relaxes on a bench. The two faced a tragic loss three years ago when Justin's wife died.

After loss, Justin redefines FAMILY

Arriving at midnight to pick up the first load of cattle for the day isn't a dream job for most people. Yet, this is what Justin Marcellus does most days of the week. Loading his first load as other folks are just drifting off or blissfully slumbering isn't a difficult issue for him. For one so young he has endured issues much more dramatic and difficult than dealing with a challenging work schedule.

Just a few years ago Justin and his wife Maggie along with their son Avin were a young family just beginning their journey through life together. Having grown up in Liberal, Kansas, Justin was involved in a family business which was going through some major changes. He found himself considering options to support his family.

Justin had seen National Carriers trucks in the area his entire life, so he investigated the possibility of hauling livestock. This

would allow him to be home frequently while providing for his family.

Once approved to work at National Carriers in March of 2017, he accepted a driving position for fleet owner Julio Cardenas. He was enthusiastic as he began his new career. Director of Livestock Jason Greer and Justin's fellow livestock haulers were quick to offer help to the fledgling new trucker. Within a short period, Justin knew he'd made the right decision for his household. Little did he know that within weeks his world would suddenly be turned upside down.

On Mother's Day, Justin was looking forward to taking advantage of a rare day off. He awoke early to begin yard work. Before he went outside Maggie mentioned she was having difficulty breathing. They discovered her blood sugar was elevated as her breathing was becoming more erratic. Within the five minute drive to the Liberal hospital's emergency room she was unable to walk. Quickly, she was taken into the emergency room. Justin and Avin waited anxiously as family members rushed to join them.

Once inside the emergency room Maggie's heart stopped beating. Doctors determined Maggie had multiple blood clots throughout her body. For six agonizing days, the doctors and nurses tried to break up the growing number of clots. As she remained unconscious, a decision to fly her to Amarillo, Texas, for more advanced care was made by Justin. She remained in a comatose state for several more days without regaining consciousness. As father and son anxiously waited, Maggie passed away.

Reflecting on this difficult period, Justin is appreciative for the time he and Avin had with Maggie. He always knew the importance of support and realized through this experience how National Carriers had quickly become part of his family. Multiple office employees and drivers from National Carriers rushed to the hospital to offer their help and support. After Maggie had succumbed to her illness, Justin contacted Greer who assured him he could take as much time off as needed. He made it clear Justin's job would be waiting for him. Greer then suggested partnering him with another driver during cattle runs. This would allow him someone to talk to on the citizen band radio if he needed company. Justin found this to be very valuable in keeping his mind occupied and his attitude positive when he returned to driving.

It has been more than three years since Maggie passed away. Avin is soon to be 5 years old.

After driving for Cardenas for one year, Justin purchased his own truck and now works for National Carriers as an independent owner operator. Through this ordeal he has a new appreciation of how important family is, both at home and in the workplace.

"My parental support during the past few years has been invaluable," Justin said. "Mom and Dad look after Avin while I work. They make sure he is cared for when I am not available. My neighbor and fellow owner operator Willie Castro and his wife Linda have practically fed us for the past three years. Debbie Smith, Jon Howard, Jason, and the rest of the livestock department have been terrific. In the simplest terms, I do what I must do. Avin and my life is not complicated, we just have a new normal."



2020 TCA Safety Professional of the Year – Clare C. Casey Award

A DIFFERENT APPROACH

Jill Maschmeier brings a fresh outlook and creativity to safety and compliance

By Wendy Miller

To say that Jill Maschmeier has flair and enthusiasm is an understatement. There aren't many people who incorporate a fog machine or a crystal ball into a presentation about safety issues, but that is just one way that Maschmeier stands out amongst her peers.

"Jill always wants to do things a little bit differently, but not in a bad way" shared Truckload Carriers Association Vice President of Government Affairs David Heller, referring to Maschmeier's involvement in annual TCA safety meetings and other speaking events where she is given a platform to further discuss safety issues.

"She likes to deliver a message in a way that is not necessarily the norm. When she calls, I always say, 'How are you going to scare me today?'" he said with a laugh.

Maschmeier, who is the director of safety and compliance for National Carriers Inc. (National), said she enjoys adding an interesting touch to a presentation about a topic that might not be considered "fun." A little bit of laughter isn't all Maschmeier brings to the table in the area of safety and compliance: She also brings a wealth of knowledge and a proven track record of excellence in the field.

Now she can add 2020 TCA Safety Professional of the Year — Clare C. Casey Award recipient to her list of accomplishments.

The award is named for Clare Casey, a devoted safety professional who actively served TCA from 1979 to 1989 and was instrumental in forming the first annual Safety and Security Division Meeting.

"This is an award that is bestowed to a safety professional within TCA that certainly demonstrates a career achievement in safety. It is given to those that have demonstrated an impact," added Heller.

Maschmeier certainly fits the bill. Surprisingly, though, she had no experience in safety before accepting a job with National in 2000. In fact, she jokingly admits that before joining National, she was anything BUT familiar with "compliance."

"I couldn't even spell compliance," she shared with a laugh. "Maybe it should be embarrassing to me, but I think it's hilarious, actually."

When Maschmeier joined the team at National, the company had an "unsatisfactory" safety rating from the Federal Motor Carrier Safety Administration (FMCSA). A year later, with Maschmeier leading the department, National earned a "satisfactory" rating on its next inspection — as well as a letter of recommendation from the U.S. Department of Transportation (DOT).

Maschmeier said she continues to view that improvement as a badge of honor. But how did



she do it? First, she quickly credits the entire company for its desire to grow and be better in the area of safety. She and her team worked long hours, nearly seven days a week, every week for nearly a year to prepare for the inspection. Because Maschmeier didn't have a background in safety, she knew she had a lot to learn, so she asked a lot of questions.

"Achieving that satisfactory rating was one of the most wonderful things I've ever experienced," said Maschmeier. "I was in constant contact with [FMCSA] during that time. That's what I wish people could learn from this experience. If you're upfront, honest and trying to correct errors, they will help you."

Heller said that a desire to learn is another of Maschmeier's greatest qualities — and a quality that remains unchanged now that she has become a veteran safety professional. She is never afraid to ask questions, even many years after entering the field of safety and compliance: "That's just part of her M.O.," he explained.

Throughout her nearly 20 years with National, Maschmeier has helped the company maintain an exceptional safety and compliance record and promoted a culture

that places safety and compliance as a priority, but she hasn't done it alone. She noted that National provides a great family-oriented environment that leads to an overall culture of safety and care.

"We really, really do care about our drivers. We're not so big that we don't know most of our drivers by name," she shared. "If they hurt, we hurt."

Maschmeier believes that knowing the rules and a constant desire to learn is what helps a trucking business stay on top of safety and compliance. As she has grown in the industry, she has gained several certifications that help her navigate the changing world of safety, including becoming certified through North American Transportation Management Institute (NATMI) and the Occupational Safety and Health Administration (OSHA). She is also a certified purchasing manager and licensed insurance adjuster.

She works to spread a new outlook on safety through various organizations. She has served as a TCA Safety Council officer since 2019 and served on the Southwest Kansas Safety Council, and she was recognized as Kansas Motor Carrier Association's 2016 Safety Professional of the Year. She has also partnered with FMCSA to educate others about electronic logging devices (ELDs).

Maschmeier brings that same flair and enthusiasm to every podium she stands behind, including the FMCSA's Commercial Vehicle Safety Summit, the Women In Trucking Conference, the Transportation Mega Conference, and, of course, TCA.

"I can't say enough positive words about her," stated Heller. "She likes to set the tone a bit differently, and that is great. She wants to get people's attention, and she wants to hold it and talk about issues that matter."

BARNEY AWARD

Jessica earns high honor

Jessica Rogers was selected as National Carriers 2020 Barney Award Winner. This honor is presented to the employee who exhibits a true passion and love for their job. With multiple nominations to select from, Jessica was chosen for this recognition by the management team at NCI.

Having grown up in the Liberal, Kansas, area, she returned after leaving for a few years. She wasn't looking for a long-term situation, just a job to get her back on her feet. She knew NCI could offer her a steady income and opportunity to grow. What she didn't know was that she was beginning a career.

After a couple of years Rogers found she fit in well with the office and staff. During her career at NCI she felt it helped her establish a career and helped her reach her personal goals.

Currently, her focus is in billing, accounts receivables, and other areas. She finds each day can present challenges. She continues to learn more in-depth about the processes for the credit and collections area. In the future, she looks forward to learning other areas of the company.

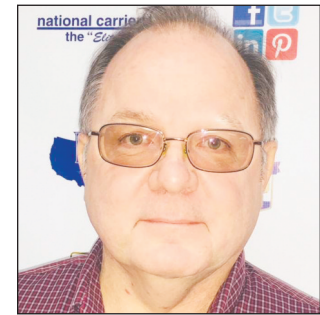
"It is an honor to be selected as the recipient of this year's Barney Award," Rogers said. "Those who have received the award in years past have endured and flourished while working at NCI. Past winners share a level of quality with their work, and their motivation to continue to improve the company. I wasn't sure I have done enough to be in that class of



Jessica Rogers is pictured with her husband Michael and son Braxton. She recently earned the honor of the Barney Award.

employees. I had figured I might make it there one day, but not for a few more years. I had taken the day off when the announcement was made, not thinking too much of it. I was totally surprised to get a phone call from the ladies of the Liberal office letting me know I had been recognized as the Barney Award recipient for 2020. I am continuing to try to work even harder and smarter to find ways to be more efficient and productive for those who found me deserving of this award."

PAST BARNEY AWARD RECIPIENTS



2012
STEVE SPENCE



2013
WILLIE JEFFERSON



2014
JAMES WHITE



2015
JEANA HUEBERT



2016
BILL DUNCAN



2017
JAMES RAMPY



2018
MARY MARQUEZ

Iesha Hawkins stands outside of her truck. Hawkins was the youngest female driver to receive the Driver of the Month Award in the company's 53-year history.



Hawkins breaks glass ceiling as standout young female driver

Whether as an owner operator or as a company driver, Iesha (I-E-sha) Hawkins places high expectations and goals for herself. As a military veteran, a dedicated mother, a

professional driver, or as an owner operator, she is an excellent example of what a determined individual can accomplish in the transportation industry.



Iesha Hawkins takes the driver's seat while her companion Sonja rides alongside her. Hawkins was the youngest female driver to earn the Driver of the Month Award in the history of National Carriers.

Hawkins was a mechanical building engineer before she entered the trucking industry. "I love to drive, so what better way than doing what I love to do and get paid for it?" she said. "It's really like not working at all."

Hawkins joined the "Elite" fleet May 13, 2015, as a company driver. Within a short period of time she began accumulating acclaim. She was selected as a NCI Driver of the Month for July 2016, thus becoming the youngest solo female driver to receive the honor in the company's 50-year history. The following February the Women in Trucking organization selected her as their Driver of the Month. As a military veteran, Hawkins has made deliveries on behalf of National Carriers during the Wreaths Across America program sponsored by the American Trucking

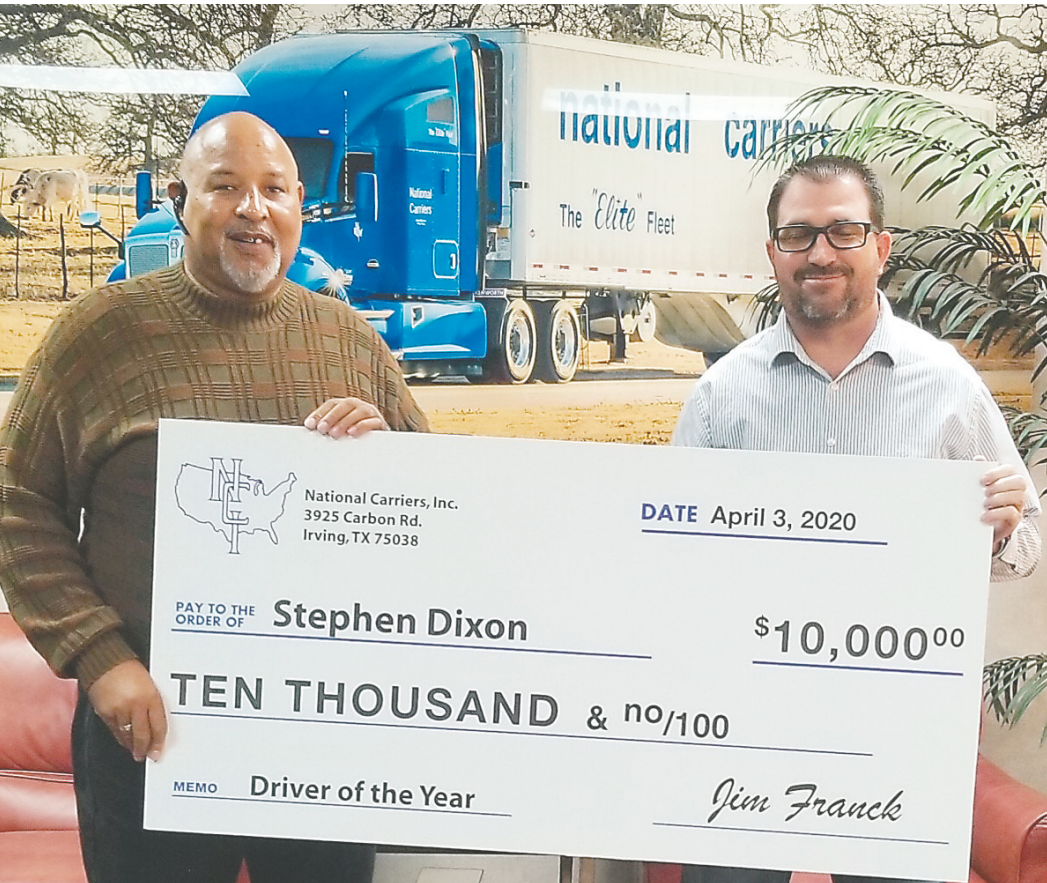
Association.

Shaun Berry, Director of NCI's refrigerated freight division, said Hawkins leads by example.

"Iesha exudes positivity with her appearance, attitude and job performance," Berry said. "She is a safety-conscious driver who puts our customer's needs first."

When she became confident and knowledgeable with freight trends and staff support at National Carriers she invested in her own truck. Fuel, insurance, maintenance, and other expenses are all challenges of operating her own business. Trusting her military and work background she applies the same rigid discipline she adhered to during her Army career. Determination, pride, and responsibility guide her through each day.

DRIVERS



LEFT: Steve Dixon is seen receiving his \$10,000 check for being named the National Carriers 2019 Driver of the year.
RIGHT: Steve Dixon proudly stands beside his truck. Dixon exemplifies what it means to drive for the "Elite" fleet.



"Operating almost exclusively from our beef processing customers in southwestern Kansas to their customers in the boroughs of New York City, Steve has made himself invaluable in this critical transportation link," National Carriers spokesperson Ed Kentener said. "Prior to joining NCI he delivered to this area occasionally. Miles and freight are consistent into the northeastern corridor for NCI business, and that also met his goals. By learning the area, he has been able to help other drivers going into Hunts Point meat market and other delivery points. His philosophy has always been, 'Once you learn a lesson, help other drivers and in turn they help the next person. You pass it on.'"

National Carriers President Jim Franck also had high praise for Dixon. "As always, choosing the Driver of the Year is a difficult process," Franck said. "But Steve Dixon is a deserving winner. He exemplifies excellence and professionalism in everything he does. Whether it be safety, customer service, productivity or willingness to help get a troubled load delivered. He is truly the Elite of the 'Elite Fleet.'"

Dixon earns 2019 title of

Driver of the Year

National Carriers, Inc. selected Stephen Dixon of Dallas, Texas, as Driver of the Year for 2019.

"It is a great honor to be chosen from among our many 'Elite' Fleet drivers and operators," Dixon said. "It has always been a goal of mine.

Considering the high standards at NCI it is a great achievement to accomplish. I've seen more of our nation during the past 12 years while at NCI than ever before. I have run from California to the Bronx in New York City and everywhere in between."



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NationalCI

Bonus program adds significantly to income

National Carriers company driver reward program recognizes high achievers. It is a four-part program each paying an extra one-cent per mile. To be eligible for the extra income a minimum of 15,000 miles per quarter must be logged by the driver.

The first area is utilization. How do you compare to others who drive the same age, model of truck, and operate on the same fleet? Drivers are compared to their peers. Regional to regional, 48 states to 48 states, and so on. The top 25 percent performers in those groups will receive one-cent per mile paid quarterly.

The second area is our safety bonus. To qualify each driver must complete the quarterly safety training, must not have any PSP/CSA write-ups and no preventable accidents over \$1,000. All drivers

completing these tasks will receive one-cent per mile paid quarterly.

The fuel bonus is the third opportunity for additional income. It also pays the top 25 percent in this category. Each truck is compared only to the same make, model, and age in our fleet. Drivers are required to be at 90 percent fuel compliance or higher to be considered for this bonus. If drivers feel uncomfortable with routing solutions they are encouraged to review it with their driver manager.

Any driver who qualifies for the utilization, safety, and fuel bonuses will get the fourth bonus of one-cent which is in recognition of earning the President's Award of Excellence. Each driver will also receive a hat signifying them of their outstanding performance.



Kevin Vroman was recognized with the President's Award of Excellence.

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CUSTOM NAMES!



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