



REGAL TIMES



Hubbard, Gutz and Martin SWEEP "DRIVING FORCE" AWARDS

One of THE BEST parts of our Regal Service lives is announcing Regal's DRIVING FORCE Award winners. 2 years ago Lynn and Cyn took the deserved honors and now we have the opportunity to recognize both the 2010 and 2011 winners. When you look at the history of those recognized as Regal Driving Force Winners..two things come to mind. (1)They continue to demonstrate their unique qualities and (2) They'd prefer NOT to be recognized individually.

2010 there was a rare tie as both Bill Gutz and Jody Martin are equally recognized for their contribution to positively reflect Regal's best employee efforts. And this year's recognition goes deservedly to Geno Hubbard! Please read their short biography's and congratulate them on their achievement.

Jon Bowser & Kevin Mazon

BILL GUTZ—2010 DFA

With Regal Service for 11 years, Bill's excellent driving and positive personality have served him well getting both into and out of



many a jam (especially at Welch's). While primarily an OTR driver, Bill has worked @ Regal's 3PL

as the "original pie guy," then onto the Operations Department as a dispatcher. After intense psycho therapy he returned to his "cushy" OTR fleet position. His positive, knowledgeable and professional approach, combined with his unique sense of humor provides for a valuable employee owner achieving over 1 million miles and recognized with a Safe Driving Award. Bill and

wife, Phyllis live in Westfield NY, raised two beautiful daughters and involved with a miniature horse farm.

CONGRATS BILL.....

JODY MARTIN—2010 DFA

Not many of you get to see Jody like the other manager's do during daily briefings. His direct approach to business and qualifying ways to save money over the years through various creative ideas have marked his level of consistency throughout his Regal career. He takes great pride in the company, the mechanics and in the way he understands both the small and big "Regal Reality" picture. Together with a core group of shop personnel the maintenance department has never been better!



DRIVING FORCE AWARD HALL OF FAME

"In recognition of outstanding, dedicated service...relentless effort and extraordinary commitment"

- 1999 Allen Matters
- 2000 Lloyd 'Y2Kstub' Skinner
- 2001 Galen Malcarne
- 2002 Sandie Carlson
- 2003 John Olson
- 2004 Donna Sweet
- 2005 (T) Micky Reagan + SkiBall
- 2006 (T) John Niggel + Christy Best
- 2007 Scott Carlson
- 2008 Russ LeFever
- 2009 Cyn & Lynn Bloomfield
- 2010 (T) Bill Gutz + Jody Martin
- 2011 Gene Hubbard



It's no wonder growing up with a Dad who owned a small trucking fleet, Gene took the natural step following his dad's transportation path. For the past 24 years, Regal's 2011 Driving Force Award recipient, 'Geno' Hubbard provided rock steady safety & performance driving record. His excellent customer rapport provided a dedicated Cummins 'milk run' lane opportunity where he's continually demonstrated exemplary service. His continued pride of ownership extends to how he cares about all his assigned trucks (past & present). His even-tempered, easy going attitude has made it pleasant on his co-workers who appreciate his professionalism and friendship. A former ESOP Committee member, he continues to go over and above the NORMAL job requirements and his common sense approach has saved him and Regal Service both time & money. Gene recently received his 21 year Safe Driving Award and recently hit his **3 million mile mark** with Regal Service. In 2007 he was recognized nationally in "Vegas" by the TCA as the 2nd safest driver in the United States (Regal was also recognized as the 3rd safest carrier). Gene and his lovely wife Debbie reside in Ripley NY.

Gene Hubbard



It takes on average 9 years to accumulate 1 million driving miles. To have that level of patience and dedication in today's driving environment shows true professionalism. Only the "DRIVING ELITE" can take the road...to the MILLION MILE CLUB.....



Million Mile Club

When you look at the experience throughout the terminal,, the talent and pretty much ZERO turnover within the office THEN combine that with Baltimore, our relatively new JAWs distribution facility ...AND the fact Regal is 100% employee owned company? Lots to be grateful for, appreciative of and glad to be a part of such a dynamic team...

The Million Mile Club is an acknowledgement of service to Regal. They represent miles generated while @ Regal.. When you see this many within this size fleet.....again, pretty impressive. A numerical award to recognize the time and effort the driver has given to Regal Service. Something for them to be proud of individually AND collectively..

This many miles with several companies is an accomplishment. With the same company? VERY UNIQUE in our present world and a positive reflection on how the Operations, Shop, 3PL, Safety, Recruitment, Training and Office Support employees handle their responsibilities

Congratulations to the fleet drivers and independent contractors

ONE MILLION

Scott Carlson
Doug Grapes
Tom DziubkowSKI
Bill Gutz
Tony Mancuso
John Niggel
John Olson
Ed Potter
Duane Thompson
Roger Wright
John Zogrephos



TWO MILLION

Cynthia Bloomfield
Lynn Bloomfield
Bernie Eger
Mike Davis
Mark Huss
Allen Matters
Micky Reagan
Rick Rose
Bill Totleben

**Don't Forget Wednesday's
Regal's 234 Message**



2011 Safety Awards



Written by Regal's FIRST Hall of Fame DRIVING FORCE inductee...

Allen Matters

When most people think of driving they relate to the 12,000 to 15,000 miles a year that the average person experiences. The truth is that the average QTR driver at Regal runs the equivalent of 8 to 10 years of driving each year. When that driver gets cut off or tailgated once or twice a month it's a big deal. The facts are that the truck driver will deal with all types of aggressiveness, daily. To be able to deal with bad drivers, stalled traffic, terrible weather, tight schedules and less than user friendly customers night and day five to six days a week takes a special person in itself. But to do all of that and still continue to be "Accident Free" year after year is a monumental accomplishment. and they do this all in a 70 foot long, 80,000 lb vehicle with limited rear vision and tight spacing. Few people will ever really appreciate what it takes to do this for even one year, let alone the driver it takes to do that for 10, 15, 20 plus years..Simply Amazing People!



21 years

Lynn Bloomfield & Gene Hubbard



18 YEARS CYNTHIA BLOOMFIELD



13 YEARS MARK HUSS

GALEN MALCARNE

ED POTTER

12 YEARS CHAS CALDWELL*

MIKE DAVIS

ROCHELE SPENCER*

11 YEARS MICKY REAGAN



* Independent Contractors



4 YEARS GUY BURDICK
CHRIS COSME
RUSS LEFEVER
JIM TOLBERT

3 YEARS RICHARD LERCH*

2 YEARS DAN BRYSON*
TONY GIUNTA
TOM PHANCO
RON RIVERA

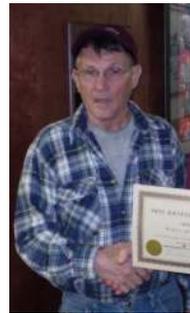
1 YEAR BOB BENEDICT*
WIL GILLESPIE
STEVE WALK
BILL GUTZ
TONY TONKIN

8 YEARS SCOTT CARLSON
BERNIE EGER

7 YEARS JOHN NIGGEL
DUANE THOMPSON

6 YEARS ERIC BARTON
SHANE STENGER*

5 YEARS MIKE KANTOLA*
RON SNYDER*



YOUR Regal ESOP now just a click away!



We have a new administrator for our ESOP Plan: Blue Ridge ESOP Associates, located in Charlottesville, VA (not to be confused with HBKW advisor, Pat Barron): Established in 1988, Blue Ridge has a mission of providing personalized attention and service, timeliness, technical proficiency, and technological innovation.

ESOP information is now available online, using the following site: <https://www.esopconnection.com/regal>. This website is easy to access, and provides you with current personalized information about your ESOP certificate. When you visit this website, you will login with your first and last name, and will initially use your social security number as a password. As a Regal ESOP participant, once you are logged on, there are a number of different tabs to choose from with the goal of providing you an interactive educational and informational tool. Additional detail will be forthcoming as a separate message update. VERY USER FRIENDLY....Give it a try!



JAWS

JACKSON AVENUE WAREHOUSE SERVICE

7 years in the making and 4 warehouses later, Regal Service secured a great location to support a multi-purpose primary distribution center for Cummins Engine and their valuable suppliers.

Located in Jamestown NY approximately 6 miles from Cummins plant location the operational space has grown to 175,000 square feet including 25+ loading docks. The facilities web-based warehouse management system maintains inventory through wireless iPAD2s provided to each warehouseman for shipping, location and receiving "real time" informational downloads.

The operation provides 24/6 scheduling staffed by 6 warehouse, 3 shuttle and an administrative assistant all reporting to JAWs warehouse manager, Nick Belardo.

Regal and it's employee owners should be very excited about the growth this new distribution center provides.

Regal Service
JACKSON AVENUE WAREHOUSE



CONGRATULATIONS TO THE TOP 10

GREAT JOB RIDING SAFE AND WORKING TO MAXIMIZE THE TRUCK'S PRODUCTIVITY WHILE ACHIEVING RECORD HIGH FUEL MILES . **RICK ROSE** WEARS THE CROWN.....!

MILEAGE LEADERS	AVG MPG
Rick Rose 	8.25
Gene Hubbard	7.25
Libby Mourer	7.24
Mike Davis	7.20
Mark Huss	7.00
Bill Totleben	6.72
Rod Widdowson	6.71
Guy Burdick	6.53
Lynn & Cyn Bloomfield	6.52
Jerry Bush	6.45



Match the Employee



Can YOU match the employee with the picture?
Submit your responses to Brandi and we'll DRAW the winner on the December 21st "234" message



2012

Regal Service

BENEFITS

Regal Service is proud to announce we've retained both Health America and Blue Cross / Blue Shield as our primary medical insurers. We're also extremely happy to confirm HBKW's role as our 3rd party benefit administrator will EXPAND in 2012 to include additional educational support for those currently participating in our 401k and ESOP retirement plans. Separate articles on the next page will provide additional detail.

While it certainly is no secret the cost to maintain these benefits continues to increase, Regal management ALSO main-

tains the importance of keeping these coverage's in place to serve our employees and their families.

For those of you who have worked with our main HBKW contact, Jackie Bernatowicz, we're confident you've found her to be knowledgeable and professional in her personal approach. Jackie also has a host of support to better qualify your medical and dental coverage questions. HBKW has been instrumental in providing quality insights and we're fortunate to count them as a valued and concerned associate.

While it is best to continue calling Health America and Blue Cross / Blue Shield direct for coverage questions, Jackie is more than qualified to field or redirect you to a proper contact if you are running into obstacles or need further clarification. Regal's Dental coverage remains consistent with Benefit Administrators (BAI). All contact information remains the same. For those currently covered under the Health America plan, a separate letter will be distributed reconfirming the adjusted in-network, increased deductible.

PLEASE READ ALL PROVIDED INFORMATION and IMMEDIATELY NOTIFY ANNE, ALLEN OR CHRIS ,IF YOUR ADDRESS HAS CHANGED.



TEAM UP



Donna Shaw
Special Project Coordinator
CELL: 814.392.0285
donna_shaw@us.aflac.com

Regal continues to offer direct payroll deduction savings for qualified Regal employees choice of supplemental LIFE, ACCIDENT, CANCER and DISABILITY.

Donna works out of Erie and also responsible with our HBKW administrator.

Check out AFLAC supplemental disability insurance. You can tailor your coverage to affordable weekly "owned" premiums.



2012 Weekly Participating Regal Employee Medical & Dental Payroll Deduction

	<u>2011</u>	<u>2012</u>	<u>2011</u>	<u>2012</u>	-
	Health America	Health America *	BCBS OF WNY	BCBS OF WNY	Dental
SINGLE	\$ 25.00	\$ 28.00	\$ 25.00	\$ 28.00	\$ 5.00
Parent & Child	\$ 70.00	\$ 74.00	N/A	N/A	
Husband & Wife	\$ 70.00	\$ 74.00	N/A	N/A	
2 Person	N/A	N/A	\$ 70.00	\$ 74.00	
Family	\$ 95.00	\$ 100.00	\$ 95.00	\$ 100.00	\$ 11.00



Excellent Retirement News

In addition to supporting our medical and dental programs, HBKW, through Pat Barron, offers valuable retirement planning and better understanding of the options your 401k and ESOP plans provide.



We have been working closely throughout the year with our employee benefits provider, HBKW, to design a program to provide personalized investment advice for participants in our 401(k) and ESOP plans. As a result of this joint effort, we have decided to employ the services of Patrick Barron from HBKW. Pat, along with Melody Winnen, will expand their involvement in the 401(k) and ESOP plan to help you with any 401(k) questions. Whether you have enrollment questions, investment questions, general questions regarding the ESOP, or just need guidance, HBKW is there to guide you in your investment decisions. All questions now will be filtered through Pat.

Pat is the Registered Investment Advisor consulting on retirement plans for HBKW. He is a seasoned professional in the financial services industry and has been employed with HBKW for the last six years. The main emphasis of his business is working with participants in 401(k) plans. He is the advisor on over 25 retirement plans in the Tri-state area containing over 54 million dollars in plan assets.

Pat works with plan participants during all phases of the retirement planning process. When you first enroll in the 401(k) plan, he will be available to discuss with you an initial asset allocation strategy. As you move closer to retirement, Patrick will work with you to monitor your investment mix. Lastly, Pat can help you when you retire and have to decide what to do with your retirement plan assets.

In addition to the 401(k) plan, Pat will be available to work with plan participants as they consider their diversification options with the company's ESOP plan.

We welcome Pat to our team and we encourage you to contact him with any questions you may have concerning your retirement plans. Pat can be reached at (814) 453 3633 x 762.

Message from Pat

The 401(k) plan market is always changing and we are constantly looking for ways to improve our retirement plan. We have recently conducted a thorough review of our plan, and with the help of our employee benefits provider, HBKW; we have come up with two great enhancements.

First we will be adding several new funds to our already solid fund lineup. Secondly, we will be switching a small number of our funds to better performing replacement funds. These new funds come from such highly regarded companies as: Vanguard, Templeton and Royce.

When we make the enhancement to the plan, there will be a short period of time when you will not be able to access your account. If you want to make any changes to your account, you should do it now before this blackout period begins.

This period will start on **February 1, 2012** and last for about one week. Once this period is finished, you will again be able to access your account and invest in any of the new funds.

Most people will not be affected by the changes but a small number of people will have some of their money moved to better performing replacement funds. This switch will be done automatically for you. You will not have to make the change.

In the near future, you will be receiving a letter from HBKW describing the process in detail. Also HBKW is always there to answer any questions you may have about the changes. If you need assistance, you can reach me (Patrick Barron) at 814 453 3633 x 762.

