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BETWEEN THE LINES

Kelly Anderson Group's Monthly Newsletter

25TH ANNIVERSARY EDITION



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COMPANY HIGHLIGHTS

Keeping drivers and staff can be challenging at times. Our Retention team aids companies in holding on to solid employees and pinpointing why some may leave. Our proactive retention/engagement interview process is conducted by caring people talking to real people.

If interested in this service or others we offer, visit our website at [kellyandersongroup.com](https://www.kellyandersongroup.com) or reach out to Bill Rohr at billrohr@kellyandersongroup.com!

TRIVIA

How many UPS drivers went on strike in 1997?

UPS FREEZE EFFECTS

Delivery services across the United States have ensured that packages arrive safely and promptly at consumers' doorsteps; however, the United Parcel Service's (UPS) temporary agreement freeze with the International Brotherhood of Teamsters (IBT) in July reminded the U.S. of just how critical these businesses remain.

The UPS and IBT tension was the talk of the media and trucking industry for weeks, exemplifying the necessity of pick-up and delivery services and drivers to society. If even one of the major corporations had to hit a pause on their routes, the whole country would feel the effects.

"Amazing how in this digital age where instant gratification is often the norm, we can sometimes overlook the complex delivery mechanisms that operate behind the scenes to bring us the products we need and want!" Bill Rohr, the Client Solutions Manager at Kelly Anderson Group said.

According to Transport Topics, UPS delivered over 19 million parcels daily in the U.S. The IBT currently has made up around 340,000 of UPS's employees. Jason Miller, a Michigan State professor, believed that the rest of the market could keep up with approximately 20 percent of UPS's boxes that would have been left behind if a strike occurred. Despite this number being a higher estimation than during the 1997 UPS strike, it still would not have been enough to keep the delivery world running smoothly and efficiently.

Even with both FedEx and the United States Postal Service (USPS), there was no guaranteed path where they could have handled all of those packages.

Many shippers solely or partially have relied on UPS. As a result, both shippers and consumers would have seen higher costs and significant delays if their service was temporarily stopped.

However, UPS aimed to take proper precautions if an agreement was not made with the IBT. They trained their U.S. - and even non-union - employees to drive and deliver packages, bracing for a labor halt or interference. Despite this action, fellow services, such as FedEx, were impacted before any strike as drivers took to social media to report increased packages in their trucks.

"The potential of a UPS strike serves as a reminder of just how interconnected and dependent we are on these systems and the people involved," Rohr expressed.

These recent events have shown how every company that ensures the delivery of mail and parcel plays a key role in how the U.S. functions today. The effects would ripple across the trucking industry and economy if even one was compromised.

// The potential of a UPS strike serves as a reminder of just how interconnected and dependent we are on these systems and the people involved."

Bill Rohr
Kelly Anderson Group



THE COLD CHAIN DEMAND

From grocery and restaurant deliveries to home orders, refrigerated trucks and tractor-trailers are in high demand lately and the industry is not yet able to keep up with it.

Refrigerated trailers, also known as reefers, are insulated trailer units with built-in refrigerated systems to keep products and supplies at the right temperature to safely deliver them. Such supplies can include perishable food, beverages, hazardous materials, medicine, electronics and even art. In order to be legally driven on the road, cold trailers have to follow strict, federal requirements - this is a part of the cold chain transportation world.

In order to keep the appropriate temperatures for such long periods of time, reefers are fragile and expensive to sustain. They are also not simple to build. Each principal component requires a different specialized engineer or mechanic. The more the trailer is used, the more often it will need to be maintained and fixed, which affects costs. If these types of trailers were not needed so often, it could save on their wear and tear. However, this will never be the case.

|| *The cold chain may not be a heavily spotlighted segment of the transportation world but it is essential to keeping goods fresh, whole, and safe from one destination to the next.*

Transport Topics reported that reefers are often utilized as extended regular refrigerators, increasing pressure on maintenance and making it difficult to be eco-friendly in an industry striving to be such. Although, some companies like Merlin Solar, are starting to place solar panels on top of reefers to help reduce emissions and long-term costs. Yet, being sustainable and keeping food fresh is no simple task.

Proper storage has also been an issue as perishable products can become ruined during transportation. The cold chain has declared that it needs to be reinforced and improved to help sustainability and food safety, as the Global Cold Chain Alliance (GCCA) described. Luckily, a Fortifying Refrigeration Infrastructure and Developing Global Exports - or FRIDGE - Act was introduced on July 13. The act would aid in building quality and proper food storage facilities and team member training if passed.

“The FRIDGE would strengthen the ability of these markets to safely and efficiently receive high-quality U.S. perishable commodities, creating new trade opportunities, improving food security and nutrition, and reducing waste due to food loss,” said GCCA Warehouse Chairman Mike McClendon.

The cold chain may not be a heavily spotlighted segment of the transportation world but it is essential to keeping goods fresh, whole, and safe from one destination to the next. Seeing improvements in cold technology and process will aid the trucking and consumer sides.



TEAM MEMBER SPOTLIGHT

Nolene Davis



Job Position:

Client Solutions Manager

Length at the company:

8.5 Years

Where are you from:

Neosho, MO

Favorite part about working here:

"Of course the people, but also love being able to help clients improve their systems."



TRIVIA ANSWER

Around 185,000 UPS drivers went on strike in 1997 due to not coming to an agreement on pay. The lack of drivers overwhelmed FedEx and USPS with deliveries.



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