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## OUR MISSION

Our mission is to lead our markets and exceed our customers' expectations through integrity, innovative solutions, proactive communication, and an unparalleled dedication to customer service. Our exceptional employees will guide our mission and ensure the continued growth and success of our customers and H&M Bay.

## Food Logistics



## H&M Bay Awarded one of the Top 50 3PL's by Food Logistics Magazine!

**H**&M Bay, Inc. was honored by *Food Logistics* magazine as a Top 50 3PL provider, helping food companies optimize their warehousing and transportation operations. "The H&M Bay team has worked since 1982 to earn our customers' respect through an unparalleled dedication to customer service. Being selected as a top 50 3PL by *Food Logistics* magazine is quite an honor and is a testament to the hard work of all our employees," stated Walt Messick, III, H&M Bay's Operations Manager.

H&M Bay, Inc. provides the industry's most efficient and reliable transportation of temperature-controlled freight in the continental United States. We earn our customers' respect and loyalty by providing a high level of service for all shipments (including smaller, last-minute, or challenging orders) at competitive prices. H&M Bay excels at keeping its customers fully informed at all times – through its state-of-the-art, web-based technology systems and a dedicated customer-service representative.

*Food Logistics is the only publication exclusively dedicated to covering the movement of product throughout all channels of the supply chain.*

## Featured Employee: Dianna Whitby

Meet Dianna Whitby!



**D**ianna Whitby is our Risk Manager. She started with H&M Bay in 1996, after a 16-year career with Preston Trucking. In addition to investigating and settling cargo claims over \$5,000.00, Dianna also manages our corporate insurance policy. She and her two Claims Associates, Cathy Knott and Kelly Taylor, ensure that H&M Bay and our customers are provided with optimum solutions. Most of the drivers know Dianna by her “secret identity.” To them, she is The Cookie Lady, the person who shows up occasionally on the dock with homemade chocolate chip cookies. Dianna passed the Certified Claims Professional exam in 1994 and was the first member of the transportation industry to become Seafood HACCP certified in

2003 and in 2007. Dianna also became the first forwarder/broker to be included for membership in the National Truck and Heavy Equipment Claims Council. She has addressed conferences at both that ATA, and, most recently, at NTHECC on the role of a freight forwarder/broker in a cargo claim. Dianna majored in Food Science at McGill University, Montreal, Quebec and has taken additional classes in Management at Chesapeake College. Dianna’s son, Rob, is a member of our Mid-Atlantic dispatch team. She is a member of Concord United Methodist Church. Dianna’s hobbies, in addition to baking, include crocheting, traveling and reading.



*Dianna Whitby pictured above, with Tom Everette, Jr. of T.M. Everette Claims Services at this year’s National Truck & Heavy Equipment Claims Council’s Annual Conference, held in St. Louis, MO, October 4-6.*

# WELCOM:)

*the H&M Bay team*  
**Newest Members**



**Dale Nagel**

Manager, Truckload Division



**David Tomassetti**

North Carolina  
Asst. Warehouse Manager



**Patrick Adams**

Truckload Dispatch



**Lisa Howard**

HR Assistant



**Kristi Davis**

Truck Pay Associate



**Christopher Hudson**

Mid-Atlantic Dispatch



# Driver Appreciation Days 2008

## UXBRIDGE, MA DRIVER APPRECIATION DAY, SEPTEMBER 13TH



Above left: Mike Ryan, COO, and Roger Harper, Uxbridge Warehouse Manager, hosting their 2008 Driver Appreciation Day. Above center: Mike chats with a couple of owner/operators. Above right: Mike and Roger enjoy a “dog” and a chat—no pun intended! Mike’s dog, Abi was there to ensure all of the food met with her approval!

## KENT, WA DRIVER APPRECIATION DAY, OCTOBER 18TH



Above left: Walt Messick, III, Operations Manager and Scott Steinhardt, Sales & Marketing Manager cook breakfast for drivers in Kent, WA. Above center: Owner/operators enjoy breakfast as the sun comes out after a rainy start. Above right: Kelly Houle, Kent, WA Warehouse Manager and his son, Shawn Montgomery chatting over oj!

## WHITE SPRINGS, FL DRIVER APPRECIATION DAY, NOVEMBER 1ST



Above left: H&M Bay’s Southeast Sales Rep, Crystal Cheney with Owner/Operator Billy Vicks. Above center: Several drivers relaxing over breakfast. Above right: Walt Messick, III chats with Ken Hall, an Owner/Operator who has been working with H&M Bay for years.

# GIVING BACK

**W**ith the current economy, it would be easy for companies to say “things are tight, we have to cut back,” but at H&M Bay, we know that helping those in need is always the right thing to do. We have continued to give to many organizations and individuals in need. Some of these include:

## Links for Locks

☺ This organization is dedicated to helping children and adults that suffer from alopecia areata. Part of NAAF’s mission is to educate and inspire: educate the general public and medical professionals about alopecia areata and inspire individuals affected by alopecia areata to do the same locally. To reach this end, NAAF has created advocacy and awareness programs, manuals and reports, all with the goal of spreading the word about alopecia areata so that one day it’s no longer a secret disease.

## Caroline County Habitat for Humanity

☺ CCHH is a locally run affiliate of Habitat for Humanity International, a nonprofit, ecumenical Christian housing organization. Since 1976, Habitat has built more than 100,000 houses in more than 80 countries, including over 30,000 houses across the United States. H&M Bay contributes several times annually to this worthwhile organization, helping people in our community.

## United Way

☺ H&M Bay has donated money to the United Way of Caroline County, to help them reach their goal of 85,000 this year. United Way serves thousands of people in Caroline County by providing programs, services, and charitable assistance to those in need. H&M Bay is honored to be a contributor to their campaign.

## Federalsburg Volunteer Fire Dept.

☺ H&M Bay participates in FVFD’s annual fund drive, helping them to purchase the equipment necessary to keep their brave firefighters safe from harm while protecting the community. These volunteers help so many people in so many ways. H&M applauds their dedication to helping others.

## St. Jude’s Research Hospital

☺ We have all seen the heartbreaking infomercials for this extraordinary hospital that provides world-class medical attention to sick children while allowing parents to stay free of charge during their child’s hospitalization. H&M Bay is very proud to donate to this extraordinary organization.

# SHOWTIME

H&M Bay had a booth at the Great American Trucking Show in Dallas, TX, August 21-23, 2008. This was the second year that H&M Bay attended this show, displaying in the Recruitment Section. This year, Crystal Cheney, Joe Ketterman and Eric Steward represented H&M Bay. The show was well-attended and enabled us to meet many current drivers. Additionally it gave us the opportunity to recruit new drivers.

H&M Bay attended the International Food Distributors Association Conference, held in Pittsburgh, PA October 12-13 2008. This was the first time H&M Bay has attended this show—but it will not be the last! The show was attended by many prominent food distributors and provided us another great opportunity to meet face-to-face with our current customers. As well, we introduced ourselves to those companies that did not know about our capabilities. Another successful show! See you there next year!

H&M Bay attended the National Association of Small Trucking Companies (NASTC) Annual Conference in Nashville, TN, November 13-15, 2008. Thanks to all who stopped by our booth!

H&M Bay will be attending the 2009 International Boston Seafood Show, March 15-17, 2009. We will be located in Booth Number 1575. We are looking forward to this show as always! If you plan on attending, please stop by and visit us!

H&M Bay will be in Booth Number 61017 for the Mid-America Trucking Show in Louisville, KY, March 19-21, 2009. This show has proven to be beneficial for H&M Bay, introducing us to owner/operators.

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*on the web*

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