

WATER COOLER CHAT

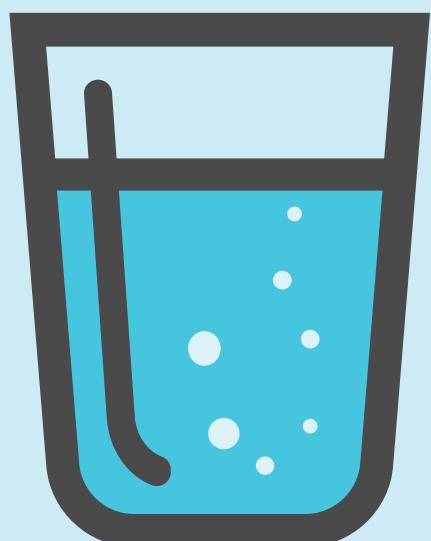


Take a 5-minute break from your work and join us for a Water-Cooler Chat – the latest series from AssetWorks that explores some of the more interesting characters and roles that are found throughout the fleet management industry. What are you waiting for? Grab some water, pull up a chair and “chat” with us!

Name: Derek Harty

Title: Field Supervisor

Organization: Torq Energy



We received the privilege of talking to a fleet maintenance specialist who has reached the impressive 20-year mark in the fleet industry. Derek Harty has been working for Torq Energy since 2014, when he started as a company driver, and has since then moved to his current role as field supervisor. Harty has accumulated two decade's worth of invaluable experience and knowledge along the way.

WATER COOLER CHAT



Hi, Derek. Thank you for taking the time to talk to us. To start off, what is the first thing you do when you arrive at work?

The first thing I always do is check in with dispatch to get any updates on new jobs that might have come in. Then I find whichever field supervisor is working that day to go over what needs to get done and schedule out our day. I like to also get an update if any tablet issues occurred that night or while I was out for a day off, so we can try and get that fixed.



What is something about your job that might surprise people?

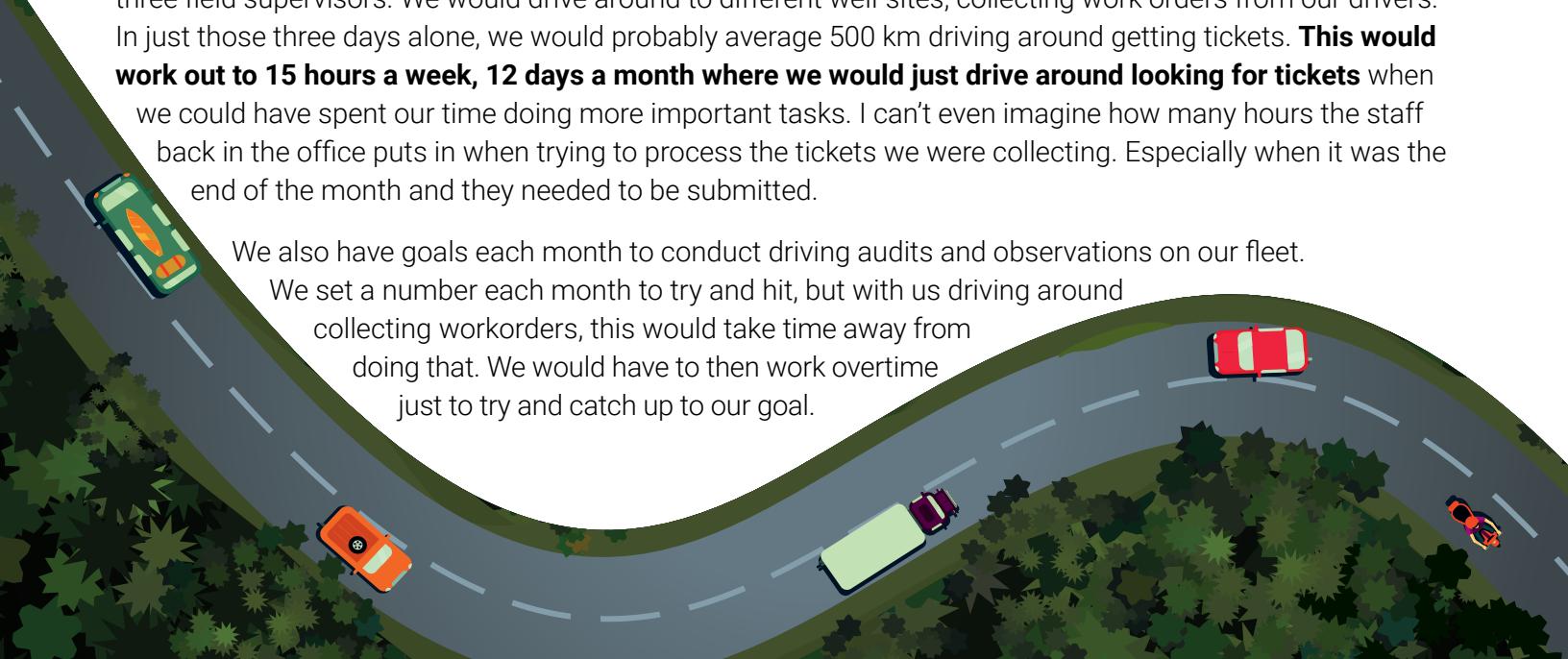
The number of fluctuating hours that I put in. One day, I could be getting up at 3am to start my day, then the next **getting up at 6 for a start and working 14+ hours**. Each day is different depending on how much work needs to be done.

What did your typical day look like before FSS?

Before we implemented AssetWorks FSS, three days a week, I was doing a ticket run with the three field supervisors. We would drive around to different well-sites, collecting work orders from our drivers. In just those three days alone, we would probably average 500 km driving around getting tickets. **This would work out to 15 hours a week, 12 days a month where we would just drive around looking for tickets** when we could have spent our time doing more important tasks. I can't even imagine how many hours the staff back in the office puts in when trying to process the tickets we were collecting. Especially when it was the end of the month and they needed to be submitted.

We also have goals each month to conduct driving audits and observations on our fleet.

We set a number each month to try and hit, but with us driving around collecting workorders, this would take time away from doing that. We would have to then work overtime just to try and catch up to our goal.



That sounds like a lot of time to just be collecting tickets. How often did tickets go missing?

Some months we could have had up to 10 tickets go missing. That was way too much. Every ticket that goes missing cost us time and money. We would also have issues with the accuracy of the tickets. There were times we would have to call the driver to confirm what he wrote down because it was so hard to read. That added up to time being spent just trying to get a hold of the driver.

Now that you have AssetWorks FSS in place, how has your process changed?

We've simplified our whole process. The FSS team worked with us on what was needed to go from a paper ticket to electronically filling them out on a tablet. This made it easier for them because they don't have to fill out as much on the tablet compared to a paper ticket, and it has improved accuracy. They also don't have to print off as much as they used to, which helped us cut down on paper costs. Everything gets sent right from the tablet to the office.

Now that we have FSS, it has made a lot of things easier. We don't have to bug dispatch to find out where the drivers are. We're able to bring it up on our own tablets and track these guys. This has helped with audits and observations, collecting more accurate data and cutting down on speeding.



How will working with FSS help Torq change in the industry over the next 10 years?

Two things that will help us in the next ten years is having our process become more streamlined and reducing paper waste. That will become a huge advantage for us going forward. With the ELD Mandate coming up, we're excited to see how the E-logs will work with our fleet. The advice I would give to future fleet professionals is to take the time to learn this system and be patient. There is so much you can do that can help you and your team.



Well before we go, I have to ask: what is your favorite part of being in your role? It's always exciting to learn about why people love returning to their work each day, and it can even help us see our work in a new light.



I enjoy going out and seeing the guys and finding how I can help them. I enjoy the new challenges that I have been given with this role and applying my years of experience out in the field. I have years of experience working in the field and now I have the opportunity to grow my technology and management skills.



Well, there you have it. Thanks for joining us and learning more about how successful people, like Derek Harty, are adapting to and actively changing how businesses run in the industry. Be sure to join us for our next installation in the water cooler series!



If you're interested in the fleet management software that we talked about, visit [assetworks.com/fss](https://www.assetworks.com/fss).

Torq Energy Logistics Ltd., headquartered in Calgary, AB, has been a leading independent energy logistics and midstream company in Western Canada since 2011. Torq operates an extensive multi-product terminal network with associated rail transload services, marketing, storage and trucking. Through its integrated products handling and transportation services, Torq provides its customers seamless "first & last mile" one-stop transportation solutions both from the well and to the well, for multiple energy related products (crude oil, sand, chemicals, refined fuels, condensate, water, NGLs and other energy related products).