

arrowlife

JANUARY 2010



Top row (L-R): Roger Fournier, Jesse Gallow, Kris Reimer
Bottom row (L-R): Brad Riddell, Vicky Ilich, Pat West

Chilliwack The Little Reload that Could

Described as “the little reload that could,” Chilliwack Reload’s success is born from a strong sense of optimism and good old hard work. Just last year when Arrow took over management of the nine-acre site, there were only two people and one forklift. Since then, the reload has more than tripled in size to seven people and three forklifts. In fact, the team would love even more space to keep up with the traditional and non-traditional work being done there.

In January 2009, Arrow was chosen to take over the operation of the Chilliwack Reload, which is strategically located just off Highway 1 approximately 100 kms east of Vancouver. The reload is on a short-line railway known as the SRY, which has 200 kms of track with access to various industrial sites. It connects with four of the Class 1 railways (CPR, CNR, UP and BNSF) accessing across Canada and much of the United States.

“We knew Arrow would be a good fit given their excellent reputation and extensive experience in the reload business,” said Gerald Linden, Director of Business Development for the SRY. “This past year working with Arrow has been great. As predicted, they have become a solid strategic partner.”

The drive and energy of Chilliwack Reload comes from a group of positive and determined individuals:

- Vicky Ilich and Roger Fournier are two of the originals that joined Arrow last January. Vicky supervises the reload and brings 22 years of lumber, reload and remanufacturing

experience. Her commitment to customer service and “can do” attitude leads the division. Roger is known as the “Machine” as he can load or unload anything—and when others need help, they call him. Plus, his sense of humour helps to make this reload a great place to work.

- Recent additions Pat West and Brad Riddell come with years of experience driving forklift —loading and unloading lumber at similar facilities in B.C.
- Marketer John Smith is tirelessly enthusiastic and has worked with Randy Zulinick, General Manager of Reloads, to capture much of the new business Arrow handles today.
- The reload’s newest addition, Susan Vivian, is a part-time administrator who helps Vicky with the reams of paperwork that require processing for the various inbound and outbound shipments.
- Due to the sporadic nature and flow of product, the reload also has two young energetic guys working as ground crew. Jesse Gallo and Kris Reimer’s great work ethic keep the reload moving quickly.

Traditionally, the reload has handled product for Canadian lumber manufacturers wanting to ship by truck or rail to the U.S. Now, along with this traditional business, the reload stuffs and destuffs container shipments for overseas and handles

a large portfolio of steel products for various projects in B.C. and Alberta.

“We used to handle the trucking of Adams Lake lumber from the Interior of B.C. to Vancouver for their export business. We’d haul to the various Vancouver port facilities, where containers were stuffed for shipment to Asia. Now we truck to Chilliwack, perform the stuffing ourselves and arrange for trucking to the various container ports,” explained Randy Zulinick. “We get more business, it’s seamless to the customer and our drivers are happy because they can turnaround at Chilliwack instead of battling the Vancouver traffic.”

Increasing Chinese demand for Canadian lumber for construction means that exports to China are picking up. “In November we handled 250 containers, our goal is to handle 1,000 containers per month,” noted a very optimistic Vicky Ilich.

Arrow has entered into a three-year deal to destuff containers of pipe headed to Alberta and B.C. to supply the various pipeline projects. In addition, they’ve developed relationships with customers in the mining industry and have shown the willingness to handle the large and cumbersome gear assemblies and I-beam’s used in large-scale mining.

“In 2009, when everything in the economic news was doom and gloom, we were fortunate to see that blood, sweat and tears still pay off. We look forward to seeing what else this big-little reload can do,” said Vicky Ilich.

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2010 Arrow Scholarship/Bursary Program

Last year Arrow received 27 applications and gave a total of \$10,000 to five exceptional individuals toward their post secondary education. We'd like to do it all over again! Arrow will contribute a total of \$10,000 and will distribute the funds to up to 10 candidates depending on the number of successful applications received by April 15, 2010.

Application Package information is as follows:

- Spouses, Children and Grandchildren of full time Arrow employees are eligible and are required to apply on their own behalf.
- Application must include:
 1. Completed application form which will be available at your Division or Office location.
 2. A typed letter containing:
 - Name, Address and Phone Number.
 - Relationship to and name of Arrow employee.
 - Why the applicant feels they should be the deserving recipient.
 - Future goals relative to education sought.
 - Community involvement.
 - Name of the registered post secondary institution the applicant plans to attend.
 3. Please include:
 - A copy of applicants High School transcript (including effort marks).
 - Most recent post secondary transcript (if applicable).
 - Please submit application package no later than April 15 to:

Arrow Transportation Systems Inc.
710 Laval Crescent
Kamloops, BC V2C 5P3

Attention: Rachann Pedersen

Successful applicants will be contacted by June 15, 2010.

If you have any questions, please contact Rachann Pedersen at rpedersen@arrow.ca or 250-374-3831 x 7750.

Apply now!

April 15, 2010 is only a few months away.

Milestones

The employees mentioned below reached their Milestone between the months of October and December 2009. Please join us in congratulating these people for their time with Arrow. Great people work here.

ARROW MARINE 2 years

Evan Brown

ASHCROFT/LMB 10 years

Greg Nichols

5 years

Doug Nixdorf

2 years

Colin Wood

CHILLIWACK BULK

2 years

Clint Smith

Jonathan Ford

Ken Davis

Paul Stobbe

Ray Cole

Sean Graham

GRANDE PRAIRIE

5 years

George Klien

Richard Pentz

HOUSTON

5 years

Seth Hayes

KAMLOOPS CHIPS 5 years

Don Stewart

Hermann Neufeld

Kelly Carra

Rob Carleton

KAMLOOPS RELOAD

10 years

Gary Siegrist

PEACE RIVER

5 years

Peter Dyck

2 years

David Fehr

Stephen Noel

QUESNEL 25 years

Archie Watson

2 years

Craig Heppner

Roger Eckland

RICHMOND CORPORATE OFFICE

10 years

Paul Wates

2 years

Shawna Markland

Archie Watson

25 years with Arrow; a lifetime of 'more trottle'.



Archie at the 24 hour cross country race at Hangman's Springs in August 2008 where Archie, at 60, was the oldest rider.

Raised in Quesnel, B.C. Archie Watson was always fascinated by the terrain around him. His passion for rocks, minerals and formations led him to get his degree in Geology and Mineralogy and he successfully become a geological technician and mineralogist.

Unfortunately, the life of a geologist wasn't conducive to family life, so in '75, Archie bought some logging trucks and in '79, while still logging, decided to follow his passion and opened a Yamaha and Bombardier shop to satisfy his love of motorcycles and snowmobiles. By '83, Archie sold his log hauling business

and soon after in '84, Archie realized he was spending so much time selling others the tools to pursue their interests that he didn't have time to pursue his own, so he sold his stores. It was just around that time that Archie heard Arrow was looking for some "spare guys" for three months...and he is still here today.

"Arrow is a good company to work for. The paychecks are on time and my schedule allows me to pursue the things I enjoy," said Archie when asked how Arrow had managed to keep him for this long.

Since his time at Arrow, Archie has noticed a number of technological and regulatory changes that have made the work environment safer. He's also seen the Division almost double in size.

Archie's interests have always involved adrenaline and adventure. Since 1970, Archie has owned a number of road bikes, motocross bikes and snowmobiles. In 1973, Archie began racing his motocross and now gets to enjoy the thrill of racing with his son—and two grandsons!

When Archie shared his enthusiasm for speed with a Swedish man from the Husqvarna Motocross School, the Swede's answer to every question was "more trottle (throttle)." Archie took the lesson to heart.

In 2007, Archie raced in the Kamloops "Big Kahuna," where he won first place in the amateur class. Archie also likes to spend time touring on his road bike and has ridden all over B.C., through Canada and the United States.

"I never know where I'll end up", said Archie of his road trips. "I like to go where the bike takes me."

BC says 'no more' to distracted driving

Over the past few weeks there has been a great deal written in newspapers and talked about on television about the impact of the new Distracted Driving and cell phone legislation enacted in British Columbia.

While the goal is to reduce potential collisions on our roadways by allowing all drivers to focus on the road ahead and not the keyboard for texting, reading emails or simply dialing phone numbers to carry on a conversation with family and friends, the results of this new legislation will take some time to materialize and know the benefit of the new law.

For Jason Askeland, Kamloops Reload lease operator and professional driver, the new law will be of little concern. For the past two years Jason has been using a Bluetooth wireless headset to receive telephone calls that are part of his business or dispatch related to better serve our long time customers.

Jason said that the Road Warrior from Parrot is excellent as far as sound quality and prefers the device to just holding the phone. Listeners are amazed at the clarity of the microphone, which picks up his voice and not the truck or cab noise.



Jason Askeland on his Bluetooth wireless headset

February 1, 2010 will mark the end of enforcement's education period and whether you drive a commercial vehicle, pick up truck or car in BC; you may get stopped and ticketed if you are not following the new law.

Remember all the activities related to phoning, e-mailing, texting can be done if you are safely and legally parked with no restrictions. If you are driving all you can do is make and receive calls with the push of a single button or use push-to-talk VHF radios.

Arrow Mining Group Attends Safety Conference



Photo: (L to R) Kelly Hassell (Houston), Mike Trigiani (Houston), Wes Ovington (LMB), Jessica Hill, Mgr. (Stewart/Houston), Rob Davies, Mgr/ (Ashcroft/LMB)

Do you ask yourself if you are fit to drive each and every time you get behind the wheel of your vehicle?

"Fit to Drive" was the theme of the Crossroads Road Safety Conference held in Prince George, BC at the end of October 2009. Arrow Drivers and Division Managers listened to presentations and discussions, by a variety of organizations, addressing the uniqueness of the North and the initiatives surrounding the prevention of road incidents and workplace injuries.

Experts discussed everything from physical and mental health conditions leading to incidents, to ways in which we need to better research, design and implement safe practices and programs going forward.

Getting the most attention at the conference was the series of discussions dealing with Driver

Inattention. The experts shared that it makes no difference what vehicle people drive or the specific things we do in our vehicles—a distracted driver is more likely to be involved in a collision.

The RCMP rollover car simulator was an interesting device to demonstrate just how violently vehicle occupants can be thrown around the car if unbelted during a crash.

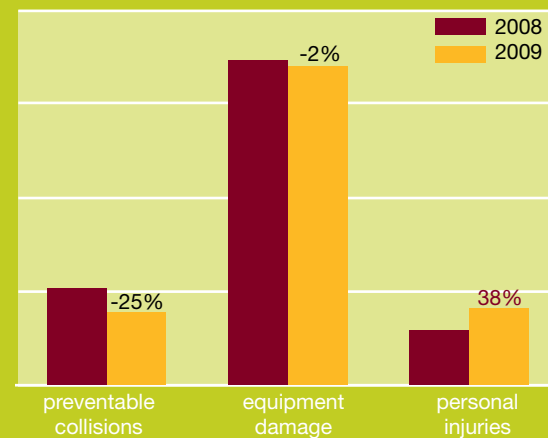
Wes Ovington, a driver for the Lower Mainland Bulk Division, had this to say about the conference, "The thing that really stuck with me was the number of wildlife hits occurring in such a small geographical range. We, as drivers, see a lot of animals everywhere but the hits all seem to be happening in or around the same location. The event allowed a lot of room for our input. Some really influential organizations attended and there was good two-way discussion and input."

Over-the-Road Performance

Statistics are for all Arrow businesses.

Drive to ZERO Incidents.

% improvement January – December 2008/2009



Top 3

Collisions

- 1 Side swipe
- 2 Off road right
- 3 Head-on

Equipment Damage

- 1 Trailer platform
- 2 Push/pull damage
- 3 Trailer bubble/door

How Injury Occurred

- 1 Slip or trip
- 2 Over-extension
- 3 Fall on same elevation

Prevention Focus 2009 Summary

Congratulations to all for the ongoing commitment to over-the-road safety performance by reducing involvement in preventable collisions by 24.6%. During 2009 you also succeeded in reducing involvement in wildlife/animal collisions by 28.8%. This was achieved while operating 24/7 in the majority of our divisions, meeting high standards of performance, hauling over 60,000 loads and covering 49 million kilometres company-wide.

Also of note is the 2% reduction of equipment damage incidents. 2009 marks the first year where a decline in the total number of damage incidents was achieved in spite of work site, work procedure, and equipment changes.

During 2010 several projects will focus on injury prevention to deal specifically with soft tissue strain and sprain. The all encompassing "Slips, Trips and Falls" really captures the key cause of injury to our workforce. The goal is to explore reasons "why" this continues to happen, to the degree that it does, company-wide and what is being done at the various divisions to address the issues. The divisional safety committees will play a vital role in company-wide information sharing and locally promoting safe work practices to reduce the number of injuries to the workforce.

2010 will bring more positive results as prevention initiatives are designed, communicated and implemented and ultimately evaluated to monitor progress. Your feedback will be a key element of the prevention process.

Community Focus

The Holiday Spirit Spreads at Arrow

In 2009, it was hard not to get hit by the holiday spirit as many people around Arrow dedicated their time and energy to make it a very special season for everyone.

Over 500 people company wide participated by organizing and attending the many parties, luncheons, tree decorating and pot lucks held across the company.

“The Arrow Christmas Parties are a chance to give back to the employees and show our appreciation for their hard work and loyalty.” said Roy Taki, VP Trucking.

The Kamloops Food Bank was thrilled with donations made by employees at the Kamloops Christmas Party. Thanks to your generosity and Arrow matching contributions we raised \$10,223!

We hope you enjoy the pictures taken at various Arrow holiday events and the many faces of our people that make this a better place.



Athabasca Christmas Party, back row (L-R): Laurel Janzen, Tyler Vittie, Oliver Peters, Iris LaRose, John LaRose, Debbie Mallock, Charlie Roy, Eamonn Shortt. Front row (L-R): Vanessa Doole, James Doole, Melanie Brewer, Rod Brewer, Al McFarland, Michael Mallock



Kamloops Christmas Party (L-R): Bernie Sonmor, Todd Wilder, Randy Annett, Adam Rutter, Sean Graham, Brian Vandrish



Stewart-Houston Christmas Party, back row (L-R): Clem Siddall, Eli Nunes, Steve Cote, Daryel Wolfe, Mike Burnett, Joe Mather, Tim Walker, Tom Harris. Front row (L-R): Bruce Hayward, Buddy Pask, Kelly Hassell, Marie Hayes, Seth Hayes, Jessica Hill, Mike Trigiani.



*Peace River Party:
Kathy and Gerald
Simmons*

Kamloops loves a parade - Arrow delivers



Rob Tesolin and Dave Elliott

A big thank you to Dave Elliott, HR Driver Recruiter and Rob Tesolin, Arrow Driver, for putting together our best parade float yet.

Also a special thanks to all the kids that rode the float and helped spread the holiday cheer.

We want to hear from you

Please submit your ideas and articles for the Newsletter to:
Lisa Savage, Director People Systems
lsavage@arrow.ca

Arrow Transportation Systems Inc.
710 Laval Crescent, Kamloops, BC V2C 5P3

If you would like this Newsletter to be mailed to your home, please make sure your Division or Office location has your most up to date address.