



NOVEMBER 2015

arrowlife



NutriGrow

Arrow's biosolids haul; growing in the right direction

Flushing your toilet is the beginning of a long journey that can go in two very different directions. Before municipalities started treating wastewater from toilets, sinks and dishwashers, it was taken directly to our lakes, rivers and oceans. Once there, the nutrients in the wastewater stimulated excessive algae growth that used up the limited supply of oxygen in the water. This was terrible news for fish and other aquatic life.

Now the flush of a toilet can end with a powerful, positive impact on the environment. Everything that goes down your drain is sent to wastewater treatment plants. The solids are separated from the liquids and then sanitized, stabilized, tested and shrunk to produce biosolids that are rich in nitrogen and phosphorus, which are key ingredients for healthy, sustainable soil.

For the last 20 years, Arrow has been hauling biosolids from the Vancouver area to various sites across BC for agricultural uses, mine reclamation and the enhancement of disturbed sites.

In 2010, Metro Vancouver awarded Arrow an exclusive contract for the fabrication, sales and distribution of Biosolids Growing Medium (BGM), which is a high quality topsoil. BGM is made by mixing biosolids, wood fibre and sand with a machine called a windrow turner. Over the last five years, Arrow has manufactured over 200,000 cubic meters of quality topsoil for various markets. This has kept us involved in biosolids hauling, allowed us to keep our rates competitive and helped us develop expertise in the BGM supply chain.

Arrow now markets this soil under the name NutriGrow. Arrow and NutriGrow work with environmental experts, agrologists, landowners, governments, biosolids producers and other stakeholders to ensure we are consistently meeting strict quality standards and regulations. From mining and forestry, to farms and landscaping, Arrow has applied NutriGrow soil products with tremendous success. It has been used across Western Canada to reclaim degraded land, restoring it to habitat suitable for wildlife or developing it into parks for the public.

While Arrow continues to focus on finding new and far-reaching uses for NutriGrow, this may just be the beginning. The mining group, in consultation with industry and environmental consultants, is committed to finding beneficial uses not only for biosolids, but for fly ash and pulp mill residuals as well. Our goal is to use the exact same model as NutriGrow but on a broader scale - finding ways to avoid dumping in landfills, providing our partners with environmentally beneficial uses for their otherwise useless waste and increasing our competitive edge.

Brad English, Division Manager of NutriGrow had this to say: "NutriGrow offers a unique opportunity to the Arrow Group. Not only does it take advantage of diversifying Arrow's overall business portfolio, but it allows us to vertically integrate business models that can bring economies of scale to many of the individual operating branches."

For more information, please consult our website at www.nutrigrow.ca

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John Stewart

35 years

John Stewart started his career with Bates Equipment Ltd. in Calgary in 1980. In 2010, Arrow purchased Bates and was fortunate enough to keep all of Bates' employees, including John.

Back in 1980, Bates offloaded steel products, such as plate, beams, rebar and coil from railcars using a mobile bullmoose crane. John operated various machines, including the bullmoose and forklift as well as assisted with the rigging. Things changed in 1985, when Bates secured additional property and a building with an attached overhead crane configuration, which John learned to control via remote device. This allowed him to work indoors, which provided some reprieve from the cold harsh winter winds.



John Stewart (left) pictured with Neill Magee and his 35 year plaque

"On behalf of Bates Equipment and the Magee family, we would like to extend our heartfelt appreciation to John. He has had a long history with Bates and Arrow, from working outdoors in the early days with my father Don Magee and myself, to moving into the terminal in the mid 80s, to continuing with Arrow Reload today," said Neill Magee, who has been John's boss for most of John's career. "John is not only dedicated, but also reliable, hardworking, loyal, trustworthy and respected. I am proud to have had the pleasure to work with John. He has been one of our best employees. Best wishes to him and his family."

Away from work John has a passion for mountain biking. He has travelled with his biking buddies to Utah, Oregon and other biking hotspots in Colorado and Alberta. John is also an avid alpine skier, who enjoys his seasons pass at Sunshine Village in Banff. John and his wife, Laura, of 37 years are extremely proud of their daughter, Lindsay.

Gord Malin

25 years

In 1978, after completing his apprenticeship with Service Electric in Quesnel, Gord was offered the opportunity to work in Tumbler Ridge on one of Canada's only electrified train lines running from the Quintette and Bullmoose mines. This was also the year he married his girlfriend, Leanne.

Over time, Gord tired of being away from his new family and left Tumbler Ridge to look for work closer to home. After a few short stints with other companies, Gord was hired by Annette Manning to work for Arrow.

When he started with Arrow, Gord was 48th in seniority. Now he is second. Given his tenure,

Milestones

The employees mentioned below reached their milestones between June and October 2015. Please join us in congratulating these people for their time with Arrow. Great people work here.

ARROW MARINE

10 years

Henk Zwanink
2 years
Nick Weinberger

ASHCROFT

5 years

Brent Best
2 years
Cheyenne Bird

ATHABASCA

20 years

Doug Scutt
2 years
Bernard Kazmeirczak
Lloyd Chambers

BC RELOAD LOGISTICS

2 years

Gary Labbe

CALGARY RELOAD

35 years

John Stewart

CHILLIWACK

2 years

Karl Wietholter
Scott Ercanbrack

CHILLIWACK RELOAD

5 years

Barry McIntyre

DALLAS RELOAD

2 years

Julian Lopez
Bruce Grisham

EDMONTON RELOAD

2 years

Alana Cabana

GRANDE PRAIRIE

2 years

William Moffat
Leonard Masear

INDIANAPOLIS RELOAD

5 years

Michael Lamb

KAMLOOPS

10 years

Mike Weinerth
Russ McMillan
Craig Korpan

Ian Tillie

5 years

Cory Craig

Robin Melander

Steve McCrossin

2 years

Bernd Dessau

Dave Morrison

Blaine Scott

Hermann Neufeld

Andrew Mullen

Brad Miller

Darren Mindel

David Gunn
Ken Huber
Robert Revet
Tony DeWit
Ronald Woodland
Zhan Vallee

KAMLOOPS CORPORATE OPERATIONS OFFICE

20 years

Mike Pinchin
15 years
Clifford Oginski
5 years
Andre Larouche

KAMLOOPS RELOAD

25 years

Michael Jeanes
2 years
Josue Zamora

LAS VEGAS RELOAD

2 years

Michael Davis

PEACE RIVER

5 years

Corny Kornelsen
Jacob Fehr
2 years
David Buhler
Henry Wiebe
Jacob Fehr
Craig Wong

PORT COQUITLAM RELOAD

5 years

Joe Naso

QUESNEL

25 years

Gord Malin

15 years

Jim Minnett

2 years

Tyson Rollo

William Clarke

Donald Dolinski

David James

Nicholas Dewit

Robert Lelond

Terry McGrath

William Sigurdson

Brenda Snow

Jesse Dean

STEWART

20 years

Jessica Hill

2 years

David Hnatiak

Percy Fowler

Toby Howard

VANCOUVER CORPORATE SERVICES OFFICE

10 years

Jamie Pidcock

A special mention to Cliff Oginski and Jim Minnett for their 15 years of service.

it's natural that he works as a driver mentor, training the newer drivers at Arrow.

Steve Williams, Division Manager, has worked with Gord for 12 years and had this to say, "Gord is a very pleasant person and you would be hard pressed to catch him without a smile on his face. From the first day I arrived, I relied on Gord as resource and a mentor. He is a very courteous driver and takes pride in his job. Congratulations on 25 years and look forward to working with you in the future."



Gord, Leanne and their granddaughters

When he's not working, Gord looks after his rental house and helps his wife maintain her hair salon. Gord

also enjoys spending time in his shop, where he does woodworking or fixes up older cars, including his 1964 Pontiac Parisienne, which he keeps in mint condition.

Gord is a family man through and through and he and his wife are very proud of their children. His son, Jeff, is an IT specialist at West Fraser and his daughter, Dani, is a teacher who currently spends her time raising Gord's granddaughters, who are his pride and joy.

Mike Jeanes

25 years

Mike has worked in everything from plus 40 to minus 40-degree weather to loading and unloading different commodities to working with different rail equipment. In fact, from 1991 to 1999, Mike was a "one-man show" at CPR's Nelson Yard, loading lumber for large and small sawmills alike.

Through his years at Arrow, Mike has seen significant growth and decline. In the late 90's, there was significant growth shipping to DIY stores and Arrow made headway into the "value added"



The Alberta Motor Transport Association (AMTA) in conjunction with the Alberta Commercial Vehicle Safety & Enforcement (CVSE) recently held driver appreciation days at the government scales and was a day of goodwill between all parties. Travis Dugal of the AMTA (right) chats with Arrow Driver Don Buyzat.

Carrier Profiles...What Are They and How Do They Affect Us All?

Each Province gathers enforcement information from across North America related to carriers authorized to operate commercial vehicles. This information includes:

- **Convictions against carriers and their drivers**
- **CVSA (Commercial Vehicle Safety Alliance) inspections**
- **Collision information**
- **Facility (shop) audit information**

The Carrier Profile system is used to consolidate all information collected and can be used to identify carriers who propose a safety risk to other highway users. Points are issued based on tickets issued to drivers, roadside inspections that result in an "out of service", at fault collisions and shop audits by CVSA. If an employee is operating one of our trucks and they receive a ticket for not taking 10 hours off in the previous 24 hours, 4 points are issued against Arrow. These points are then used to formulate something called a Risk Score (R-Score). The higher the R-Score, the greater the likelihood that the company will have some form of over the road incident.

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Because We All Go Through Tough Times...

Introducing our New Employee and Family Assistance Program (EFAP) Provider

Because we all go through tough times, it is important that Arrow employees, lease operators/ lease operator drivers and their families are aware of the free counselling services that are available.

In April of this year, Arrow changed its EFAP provider to Sun Life Right Directions/Solareh, and like our previous provider, Sun Life/Solareh offers professional support services that are strictly confidential and available 24/7. EFAP programs are designed to provide resources to individuals and their families to help them manage work, health and life challenges at no cost to the employee. Sun Life Right Directions/Solareh is designed to assist with:

- Family and social relationships
- Personal problems
- Dependency issues
- Workplace related issues
- Legal and financial advice
- Wellness issues
- Crisis
- Other issues and challenges that become overwhelming

As a plan member, all you have to do is call toll free 1-855-544-7722 and an initial assessment will be performed by one of the counselors. From there a plan of action will be determined relevant to the issue. If you or your family need a little extra help, please let them know about EFAP.



business. However, by 2007, the lumber market was saturated, Weyerhaeuser moved out of Canada and the demand for value-added services dried up. Today, Arrow has diversified with different customers and commodities and is as busy as it's ever been.



"I've seen a lot of ups and downs over the years: from job-sharing when the market was slow to working overtime when the economy is strong. Through it all, Arrow has managed to keep us employed," said Mike.

"Mike has been a staple to the success of this reload over the past 25 years. His teamwork, humor and loyalty are all reasons why the staff at this reload have been together for such a long time," said Kelly Hawkins, Division

Manager for the Kamloops Reload. "On behalf of the folks at the reload, thank you, it has been a pleasure working with you."

Mike has been married to his wife, Adina, for 29 years and they've raised two boys, Tyler and Kris. In his spare time Mike enjoys working in his yard and golfing and looks forward to one day travelling to Europe.

Doug Scutt 20 Years

In 1995, Doug was hauling chips from the bush in Saskatchewan when the warmer weather of spring break up led to a layoff. Doug had family in Whitecourt, AB. so he decided to venture west to find year round work. It was then that Rick Poker, then Arrow (GoldStar Transport) Lease Operator, hired Doug as his second driver. One short year later Doug was a Lease Operator driving his own truck with Arrow.

During his time, Doug has driven several different runs and has seen a lot of change due to mill shutdowns and company mergers. When he started,

Whitecourt had an office and a shop but since that time both were consolidated to Athabasca, AB. Division Manager, Kyle Snider, said, "I've worked with Doug for just under a year and already know that he's the type of guy that we are proud to have representing Arrow and I am lucky that he's on my team!"



Doug Scutt in Alaska with a fresh catch

Doug loves the job and being his own boss as he's managed to balance work and the many things he enjoys to do with his personal time. Doug attends car shows with his Dodge Challenger RT 2012 and once owned a 1971 Mustang Mach One that he took to Show n' Shines across Alberta and B.C. He's travelled

“What could happen if the R-Score becomes high?”

There's a number of ways it could affect Arrow and its employees;

- The units would be pulled into the scales more often, they would be inspected and the driver's log books would be reviewed as well.
- Arrow may lose business; it is becoming more common for companies to request a copy of the Carrier Profile to determine whether they want to do business with that carrier.
- Arrow could have large fines assessed against them, making them less competitive against other carriers.
- The company could lose its operating license; we'd no longer be able to offer our services, which would result in hundreds of employees losing their jobs.

“But I'm a second driver for a lease operator, I don't need to worry about this.” It affects all drivers. All lease operators operate under Arrow's National Safety Code (NSC). Any tickets or out of service issued directly affects Arrow.

“What can I do to help the company attain a low R-Score?”

As a professional driver you are aware of how to carry out your job. To ensure you don't receive tickets, here are some factors to consider;

- Follow the rules of the road, don't speed, wear your seatbelt, etc.
- Ensure you complete a full pre-trip. CVSA have stated that 80% of all roadside defects can be found/remedied before the unit even leaves the yard. If you're unsure about an item on your unit, get a second opinion.
- If you're getting low on hours towards the end of the week, discuss what the options are with your dispatch.
- Many hours of service related tickets are due to drivers not taking 10 hours off in a 24 hour period; make sure you are taking the required time off. If unsure talk to your dispatch.
- Load securement, if you're not sure, call your division and ask for their advice.

“What can Arrow continue to do to keep a low R-Score?”

- Provide newer, well maintained equipment.
- Provide training to employees at all levels.
- Monitor driver logs, trying to predict when issues may occur.
- Provide well run shops.
- Get involved with CVSA initiatives and works closely with the various Provincial Trucking Associations.

We constantly strive to make the company and its employees better. Further training on this subject will be given to all employees involved in road transportation in the near future.

*At Arrow, Safety
is Everyone's
Responsibility*

extensively throughout the U.S. and enjoys fishing whether it's for salmon in Alaska or the walleye in Slave Lake. Congratulations Doug!

Jessica Hill 20 years

Jessica moved to Stewart from Willow Valley, B.C. after graduating from College. Jessica's father, who was working in Stewart, B.C. told her there was a lot of opportunity in his new found town. But Jessica quickly realized her father had overstated the opportunity in order to have his daughter close by.

Bruce Charles oversaw the mining operation and hired Jessica as a receptionist one day before her 20th birthday. Bruce relied heavily on Jessica and eventually asked her to oversee the operation. “It's like a great big puzzle and every day you get to figure it out,” said Jessica, who enjoys the problem-solving involved in her role.



Andy Wichary (left) presents Jessica with her gift

Jessica says her greatest strength is dealing with people. She looks at people holistically and understands that sometimes personal challenges

are the source of professional challenges.

Jessica says she truly enjoyed working for Joe Mather, who helped mentor her into the manager she is today.

When Jessica isn't working you can probably find her running. She started running in 2012, when a friend challenged her to participate in the Tough Mudder, an annual event held in Whistler, B.C. That got Jessica hooked. Now she runs to keep her mind clear and is planning on completing a half-marathon.

Beyond running, Jessica enjoys camping with her husband, Jason, and their two boys, Toryn and Rhys, and their newest addition to the family “Matilda” an English Bulldog.

Mike Pinchin 20 years

Mike Pinchin has trucking coursing through his veins. Mike's father drove flat deck and Mike remembers, when he was a little, pretending he was truckin', shifting gears and stomping on imaginary fuel and brake pedals. When he wasn't driving with his dad, he'd sit on the curb and watch trucks go by. It's not surprising that as soon as he could, Mike started driving with his dad.

In 1988, Mike took a management job with CP in Cranbrook, overseeing nine trucks. In the role, Mike was a one-man show, taking care of administration, dispatch, financials and everything between.

“My dad taught me to figure it out, so I figured it

out,” chuckled Mike, who said he'd never used a computer or fax machine until this role.

From there, when Trimac bought CP, Mike moved to Kamloops to handle the chip haul and, after a short spell in Spokane, he took a role with Arrow Transportation on the recommendation of Joe Mather, who had worked with Mike at CP and by that time, was working at Arrow.



Three Generations from I to r - Colton, Mike, Carter and Matt Pinchin

Since joining Arrow in 1995, Mike has been Division Manager for Quesnel Division and for Kamloops Chips. For the past three years, Mike has led Arrow's entire mining operations as Regional Manager.

Mike says one of the best things about Arrow has been how it has changed his perspective. “At Arrow, I've worked with people from varied backgrounds, I've been able to learn to accept new ideas and different ways of doing things.”

First and foremost, Mike enjoys spending time with his family. He and his wife Janet are very close with their two sons, Matt and Colton, their daughters-in-law and the apple of Mike's eye, his young grandson, Carter.

Summer Around Arrow Kamloops Fishing Derbies



Kamloops Reload Fishing Derby; Willoe Deneef shares her treasures from the scavenger hunt



Kamloops Reload Fishing Derby; Gary Labbe, Kelly Hawkins and Rob Tesolin cook for the crew



Catch of the day!

Heroes Among Us



Archie Campbell is Arrow's CFO by day and a superhero in his spare time. Archie has been a regular participant in the Easter Seals Drop Zone Vancouver event whereby participants rappel down a 20 story building in return for sponsors donations to help kids with disabilities. Archie was the top superhero fundraiser and managed to raise more than \$13,000 towards the \$188,000 total raised this year.

Arrow Team Volunteers to Beat Cancer!



From l to r: Anselma, Alex and Julie Hendriks and Don and Kim Thompson.

Thank you to our Arrow team for volunteering at the annual Ride to Conquer Cancer held in BC during the last weekend in August. Over 2,000 riders and hundreds of volunteers helped to raise \$8.4 million which will be contributed to the BC Cancer Foundation. This was the 6th consecutive year of volunteering for some of the team.

Team Building for Portland Reload



Employees spend their weekend together on the water with Willamette Jet Boat Tours

Quesnel Fishing Derby

This summer, Quesnel Division members enjoyed a Fishing Derby held at beautiful Marmot Lake located just over one hour west of Quesnel. First place winner, Ron Wilkins brought in a fish weighing 2 lb 4.7 oz. Second place winner, Lance Wilkins entered a 2 lb. 3.2 oz. fish and brothers Ethan and Austin

Fougere were close behind in third with their 1 lb. 15.5 oz. whopper. Thanks to Arrow suppliers and customers, several wonderful prizes were handed out as well as an Arrow sponsored draw for a Samsung tablet which was won by Wayne Arnsten.



Kids displaying their prizes at the Quesnel Fishing Derby



Ron Wilkins (left) and Lance Wilkins show off their catch



Ethan and Austin win 3rd at the Quesnel Fishing Derby

Peace River BBQ



Peace River BBQ; Corny and Larry Kornelsen taking it easy



Peace River BBQ; Abe Kornelsen, Johan Klassen and Johan's two boys



Peace River BBQ; Susie Martens, Anita Kornelsen and Katherina Klassen enjoy the BBQ with their kids

Quesnel Family Picnic

It was a beautiful and sunny summer day for the annual Quesnel Family Picnic. Kids spent the afternoon playing hard and getting their faces painted. The Velcro wall was hilarious with both kids and adults hurtling their bodies in order to stick! The Joust tournament closed out the festivities with Ron Short, retired driver, taking top spot after defeating Division Manager, Steve Williams. It was a hard fought battle.



Dave Schmidt toys with gravity on the Velcro Wall



Ron Short out-jousts Steve Williams with a crushing blow



Molly Hagley at the Quesnel Family Picnic

Announcements

Please join us in welcoming **Dij, Ken and Tomas** to the Arrow Family.

Dij Sahota: Division Manager, Arrow Marine



Dij (left) with a friend from the UK visit the Arctic Circle

Dij has over 20 years experience in engineering, manufacturing, service and repair as well as a strong background in quality, process control, customer service and business development. Formally trained in electronic and electrical engineering, he's gained experience working with large organizations such as Rolls-Royce and the British Army. Dij brings a wealth of expertise to his new role.

Dij enjoys all engineering subjects and anything to do with design including architecture and structure. He has always had an interest in the outdoors and has enjoyed the "military way" of camping which involves really roughing it. A few years ago Dij organized a trip to the Arctic circle which required camping in -50 degree weather amongst moose, wolves, arctic foxes and ptarmigan...not for the faint of heart.

Dij is originally from the UK and he and his wife, Kam, have three children, Jasmin, Eyshr and Saffron, all currently attending University.

Ken Jefferis: Division Manager, Sherwood Park Reload



Ken during a recent trip to Egypt

Ken brings extensive knowledge of the steel manufacturing sector. Ken has spent most of his career with Wilkinson Steel and clearly displayed key leadership qualities having been promoted to the role of Plant Manager of their Edmonton Operations.

Ken's experience with health and safety, operations management and various industrial sectors will be a great addition to Sherwood Park and the Alberta reload team. We look forward to learning from Ken as he embarks on his new career with Arrow.

As one can see from his photo, Ken enjoys travel and has visited places such as Egypt, Netherlands, Bahamas, Cuba, Mexico and travelled extensively throughout the U.S. Next on his list are South America and Fiji.

Ken also enjoys camping, fishing and spending time with his wife, Leah, and their two children, Nicolas and Madison.

Tomas Pimentel: Division Manager, Chilliwack Reload



From l to r: Paulette, Daniela and Tomas spending some quality time together

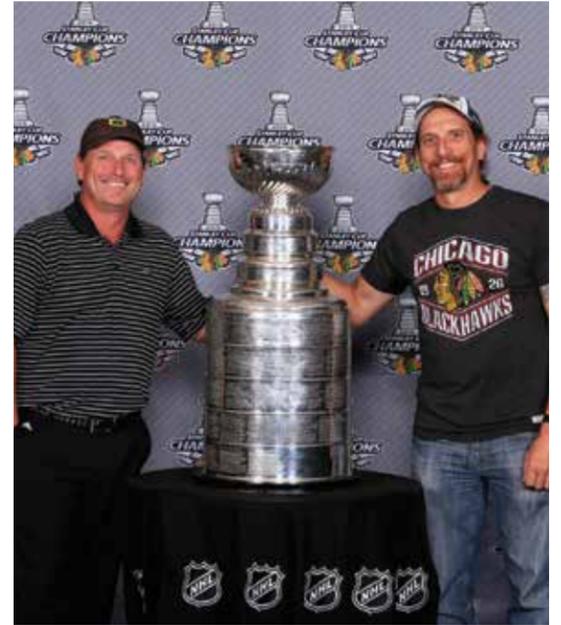
Well educated, Tomas has acquired his Master of Science in Logistic Management and Multimodal Transportation, a Bachelor of Science in Marine Transportation and Postgraduate Diplomas in Strategic Marketing of Maritime and Port Services, Marine Surveying, Port Management and Ship Management.

While Tomas' education is extensive, his experience as a key leader in the successful start-up of a mega container terminal in Prince Rupert, known as Fairview Container Terminals, is equally impressive. His background is valuable to Arrow as we look to grow our current position in the container stuffing business and look to expand the commodities we handle at the Chilliwack Reload.

In his spare time, Tomas has many interests. He is passionate about the mechanics and engineering surrounding anything that involves transportation. He also enjoys international travel, spending time with family, and when time permits, he's into snowboarding, mountain biking, bodyboarding (in warmer climates) and practicing Korean martial arts such as Hapkido or Taekwondo.

Tomas and his wife are originally from Panama. Please join us in welcoming Tomas, his wife, Paulette, and their young daughter Daniela.

Up Close with the Stanley Cup



Pete Krakowski, General Manager US Reloads and BlackHawks fan, shares a look at the Stanley Cup with Arrow customer Casey Garland.

Arrow Scholarship/Bursary Award Winners for 2015

Please join us in congratulating the four recipients of Arrow's 2015 Scholarship/Bursary Award



Aaron Larnder
son of Eric Larnder,
Kamloops Reload



Mariah Brusatore
daughter of Frank Brusatore,
Chilliwack Mining



Alexa Williams
daughter of Raymond
Williams, Portland Reload



Sydney Askeland
daughter of Jason Askeland,
Kamloops Reload

We want to hear from you

Please submit your ideas and articles for the newsletter to:
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