



arrowlife

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Vic Costley, Riley Ireland, Jim Wilson



Tyler Vittie, James Doole



John Doerksen, Shaun Garvey

Arrow's Gold Star Division Goes WILD

The WILD program—taking an innovative approach to reducing animal-related collisions

This made-in-Alberta loss prevention program has been developed through the collaboration of senior management, Gold Star line management and worker representatives

It's dark—it could be a cold winter night on a lonely prairie highway; it could be just before dawn on a long downhill grade in B.C.—you certainly aren't too concerned about the other vehicles on the road with you, there aren't many. But your experience tells you that you have to be keenly aware that, around the next bend or coming up from the next roadside ditch, you may encounter wildlife on the highway.

Over the past three years in B.C. and Alberta, Arrow and Gold Star units have been involved in more animal strikes than any other collision type. In B.C., deer are the animal involved the majority of the time. In Alberta, moose are the culprits. Arrow and Gold Star units have collided with bear, elk, horse, and cattle, and there have been countless near-misses, times when drivers have spotted wildlife near the roadway, mere seconds from harm.

Like any other type of collision, there are costs associated with animal collisions. There are the tangible costs stemming from bent metal and vehicle downtime while the unit is being repaired. There are the psychological costs, for these collisions are as traumatic to the driver as colliding with another passenger vehicle, leaving a lasting impression on the driver involved. The majority of these animals die, mainly females of their species, leaving a gap in the ecosystem.

Regardless of how you look at the situation, something has to be done to reduce the number of animal strikes.

Gold Star has recently launched the WILD program in Alberta. This made-in-Alberta loss prevention program has been developed through the collaboration of senior management, Gold Star line management and worker representatives, a group known as TEAM WILD. TEAM WILD is:

- John Doerksen – Lease Operator, Peace River
- James Doole – Driver, Athabasca
- Vic Costley – Lease Operator, Grande Prairie
- Jim Wilson – Driver, Grande Prairie

- Dan De Palma – General Manager
- Shaun Garvey – Risk & Insurance Manager
- Rick Viventi – Director of Safety
- Cliff Kostiuick – Division Manager, Peace River
- Riley Ireland – Division Manager, Grande Prairie
- Tyler Vittie – Division Manager, Athabasca

The Wildlife Impact and Loss Defence program, or WILD program, will examine and implement selected strategies aimed at reducing the number of animal-related collisions in Alberta. In January 2009, TEAM WILD met to discuss the many factors that can lead to animal strikes and to start the process of developing collision prevention measures.

Over the next several months, TEAM WILD will launch safety initiatives aimed at improving driver awareness relating to wildlife behaviour, high impact locations, best-practices for reducing the number of animal collisions, and the costs associated with animal claims.

A key focus of management will be changing the safety culture that currently views animal-related collisions as non-preventable. As TEAM WILD has found, there are many steps that may be taken before and during a wildlife encounter on the roadway to prevent a collision from occurring. Incident investigations will be more diligent and better focussed on what the driver could have done to prevent the animal strike.

As well, the Canadian Wildlife Federation (CWF) is partnering with Gold Star throughout the program. Since both our organizations share a common vision, to protect wildlife through conservation efforts, the CWF has shown great interest in the WILD program as it is the first program, specific to the trucking industry, to promote wildlife conservation through collision prevention. It is anticipated that B.C. will launch its own WILD program in the future, as the experiences and lessons learned during the Alberta phase are honed and the program customized for British Columbia.

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80 Years of Experience



Frank



Mike



Jerry



Duncan

Frank Bartsch 20 Years

What is the key for a long, successful career with Arrow? If you asked 20-year veteran Frank Bartsch, he'd say, "trust."

Frank originally joined the company when Arrow bought out Doug Lewis Trucking, but he left for a brief period to haul logs. He later rejoined Arrow as a driver for Lease Operator, Vic Costley and has worked for him since.

What Frank values the most about his job is his solid relationship with his lease operator, Vic, and how his job allows him to be a good family man.

"I know Vic trusts me to do what I've got to do and I like that I have the weekends off. It allows me to be family-oriented, make plans and I know that I can be at church on Sunday. Then I'm rested for work on Monday."

An avid musician, Frank plays guitar and is the music director at his church. He's also fond of spending time with his grandchildren.

Mike LeBlanc 20 Years

Award-winning Lease Operator, Mike LeBlanc has nearly as many accolades as he does years with Arrow. Ever since Glenn Quayle at the Kamloops Reload signed him up in 1989, Mike has built a solid reputation as a top-notch driver.

During the last 20 years, Mike's impressive driving has caught more than one eye. In 1999, Mike was named ICBC Driver of the Month and, in 2006, he was honoured as BCTA's (British Columbia Trucking Association) Driver of the Year for his professional conduct.

"Mike can always be counted on to get out of his truck with a friendly smile and greeting. I can't remember a time when I heard him complain about anything. He does his job very well and is a pleasure to be around," said former Reload Operations Supervisor Dave Elliott.

Last year, Mike beat cancer and says he feels great now. When he's not in his truck, Mike can likely be found on the water—he enjoys boating, fishing and water skiing. A devoted family man, Mike likes to spend time with his wife, two children and three grandchildren.

Milestones

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

ARROW MARINE

2 years

Dennis Thompson
Romulo Fernandez

ASHCROFT/LMB

20 years

Duncan Staples

2 years

John Stella

ATHABASCA

2 years

Dave Hebb

CHILLIWACK

BULK

2 years

Adrian Libbey
Allen Wiles
Bill Parcher
Bob Csirkes
Dale Lyons
Dallas Reddicopp
Darrell Rawcliffe
Darryl Westendorp
Dave Young
Doug Bartsch
Doug Courtemanche
Dwight Bornyk
Ed Englund
Ernest Jones
Ernie Alexander
Gurinder Chhina
Hans de Boer
Ian Neufeld
Jane Oostlander
Jim Canning

Keith Edwards

Ken Giesbrecht

Kerry Pott

Kulwinder Hundal

Mark Meeker

Martin Fidler

Marvin Dalke

Patrick Kucera

Paul Whittle

Radu Barbarcuta

Ralph Appelhoff

Randy Andrews

Randy Annett

Rob Leonard

Robert McLellan

Robin Bell

Ron Hunt

Roy Doucette

Russell Argue

Sardool Hundal

Sauza Comeau

Wade Pack

Wendell Coulton

CHILLIWACK

RELOAD

2 Years

Christian Hunt

EDMONTON

RELOAD

2 Years

Dave McDonald
Mike Maisonneuve
Rob Ruys
Robin Anhelher

GRANDE PRAIRIE

20 Years

Frank Bartsch

10 Years

Erika Walter

2 Years

Derek Barlund

Bill Helmus

HOUSTON

2 years

Tom Harris

KAMLOOPS CHIPS

20 Years

Daryl Froese

Jerry Mracek

15 Years

Albert Smiley

Ken Arksey Jr.

5 years

Erwin Seida

John Kukkola

Larry Johnson

Mary Radmacher

2 years

Adam Boucher

Chris Reesor

Clayton Bells

Gordon Hedlund

Harold Funk

Kelly Ross

Siegfried Mohr

Steve Torsky

KAMLOOPS HEAD

OFFICE

2 Years

Mike Whetmore

KAMLOOPS

RELOAD

20 Years

Mike LeBlanc

PEACE RIVER

10 Years

Dave Neustaeter

Stan Hitz

5 Years

Peter Friesen

2 Years

Gerhard Neustaeter

Mathieu Lepage

PORTLAND

RELOAD

2 Years

Pete Krakowski

QUESNEL

2 years

Conrad Stregger

Corey Nome

Damon Ramage

Karl Moffat

A special mention to
Albert Smiley and Ken Arksey Jr.
on 15 Years of Service

Duncan Staples 20 Years

If you are looking for an Arrow employee with 20 years experience who can race a motorbike and chase wildlife out of a shop, look no further than Ashcroft Shop Foreman Duncan Staples.

Duncan and his team of three mechanics repair and maintain 10 trucks and 23 trailers, keeping them on the road to haul logs and ore for our customers. A lot has changed in the 20 years since Lawrence Simms hired Duncan as a mechanic at the Ashcroft Shop. At that time, the shop was only servicing 4 trucks and 4 trailers for Highland Valley Copper.

In his time with Arrow, Duncan has had some peculiar experiences with critters. From finding snakes hiding in the shop to discovering a pack rat under a dash, he's had his fair share of scares.

Duncan is passionate about working on the floor with the equipment. In fact, he's always loved tinkering on vehicles. As a young man, he worked at a gas station, where he would build up cars, trucks and motorcycles to race them. Although he admits his body took quite a beating during

those years, he says he'll keep working as long as his shoulders and knees hold up. When he's not working in the shop, Duncan enjoys camping at the local lakes with his family.

Jerry Mracek 20 Years

Although 2009 marks Jerry Mracek's 20th consecutive year with Arrow, he's actually been with the company for 27 years.

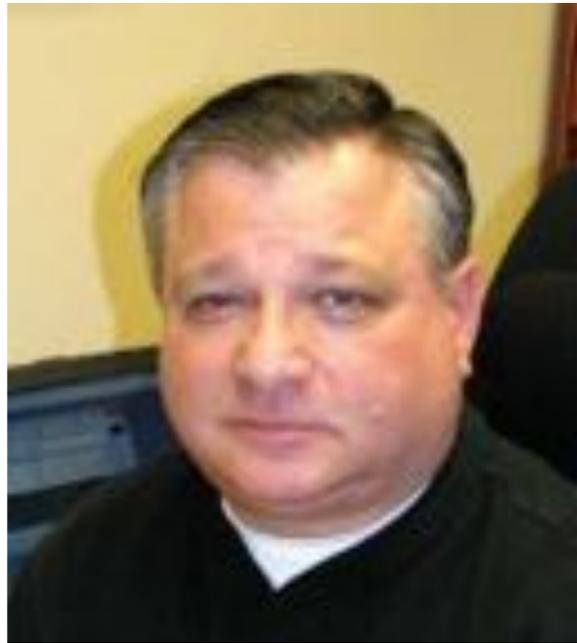
Jerry started with Arrow in 1981 as a company driver for Kamloops Chips Division, but was laid off seven years later when work slowed down. During his lay-off, Jerry continued to work as a driver for other trucking companies, but in 1989, Arrow called him back. Since then, Jerry has given Arrow 20 straight years of solid service!

When asked about how Arrow has changed over the years, Jerry noted the increase of regulations and technology.

Jerry recharges his battery on the weekends by riding his motorcycles off-road in the area around Kamloops and near his home in Cherry Creek.

When asked to sum up Jerry's work, Steve Gayfer, Kamloops Chips Division Manager said, "Jerry's a dependable, reliable and hard-working driver."

Safety 2008 — A Year in Review



Rick Viventi, Director of Safety

Arrowlife interviews Rick Viventi to highlight the successes of 2008 and learn about company-wide collision, damage and personal injury prevention initiatives for 2009 as we continue to “Drive to ZERO Incidents”.

What was the Company’s performance during this past year compared to 2007?

We saw positive results—almost a 21% reduction in total vehicle collisions. Equipment damage incidents and estimated costs remained at 2007 levels. Divisions reported 260 incidents company-wide and the majority occurred during the loading and unloading processes. Our employees, drivers, lease operators and their drivers suffered approximately 10% more injuries than during the same time in 2007. Slips, trips and falls and overextension injuries accounted for most of the soft tissue time loss injuries.

To what do you attribute the company’s collision performance success during 2008?

The emphasis this past year has been to assist divisions in conducting more thorough investigations and determining causal factors so that prevention plans can be implemented and carried forward to try and reduce incidents. Also, there is more review, analysis and feedback to the divisions for all incident types. This helps us identify trends and develop awareness countermeasures that can be shared company-wide.

Arrow’s Gold Star Division GOES WILD

Continued from Page 1

We are hopeful you will embrace this exciting new safety initiative, that you will participate actively, sharing your knowledge and experiences with TEAM WILD and that you will take away information that will be beneficial, regardless of whether you are operating a large commercial vehicle or light passenger vehicle.

Key information can be found on the WILD poster insert included with this arrowlife edition.

Of all the collisions, what type of crash occurs most often?

During 2008, wildlife strikes occurred most often company-wide. Side-swipe, single-vehicle and backing related crashes combined totalled less incidents.

What are the company goals during 2009 to prevent all types of incidents?

Injury prevention strategies for the coming year will target “slips, trips and falls”, specifically, entering and exiting truck cabs, climbing mill stairs or trailer ladders and uneven ground at loading and unloading sites. Targeted prevention plans will be used to address the reasons for sustained equipment damage as we work towards preventing just a few of the most common damage types, such as, trailer platforms/doors, tarps & tarp poles and landing legs, we can realize substantial savings in reduced down-time, missed loads, and repair costs. The newly formed Team WILD (Wildlife Impact & Loss Defence) driver task force was started in Alberta earlier this year will be the focus to reduce wildlife strikes which account for more than 50% of our total collision involvement.

Can you explain “Driving to ZERO Incidents”?

This is part of our awareness campaign to provide timely feedback and measurement to our people. As we continue to analyze and understand why we are involved in downgrading incidents, the overall goal is to some day eliminate incident involvement. While this is a lofty goal, we will measure our progress along the way. Targets for 2009, 2010 and 2011 have been set to focus on injury and collision frequency and reductions in equipment damage on an annual basis.

Interesting concept, do you think you will see the desired results?

Driving to Zero Incidents is certainly a hard-hitting concept with aggressive targets. I have confidence in our company’s commitment and that of our employees, drivers, lease operators, their drivers and staff to move forward and try to achieve these targets. Planning, measuring, adjusting and re-evaluating our processes will keep us on track and help us meet our goals during these tough times – in the end; we will improve, be more competitive in the marketplace and have our people go home injury-free on a daily basis.

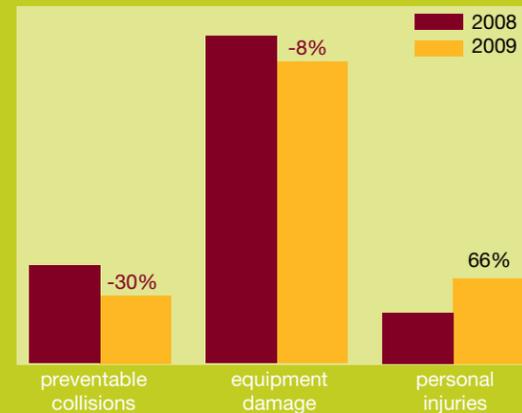


Over-the-Road Performance

Statistics are for all Arrow businesses.

Corporate Goal for 2009 continues to be a minimum of 20% reduction in all incident types as we “Drive to ZERO Incidents.”

% improvement January – March, 2008 – 2009



Top 3

Collisions

- 1 Struck stationary objects
- 2 Off-road right
- 3 Multi-vehicle

Equipment Damage

- 1 Trailer platform/door
- 2 Landing legs
- 3 Tarps & poles

How Injury Occurred

- 1 Slipped on icy surface
- 2 Fell from trailer ladders
- 3 Over-extended

Prevention Focus

Why incidents occur

The types of collisions, damage and injuries occurring during the first quarter of 2009 are in some way attributable to any or all of these situations.

- Exceeding the pace at which we normally perform the task.
- Too tired physically or mentally to do the job safely.
- Complacency due to increased familiarity with the hazards of the job.

These situations can cause or lead to critical errors.

The risk of collisions, damage and injuries is very likely when:

- We do not concentrate on the job.
- We become unaware of the dangers or deficiencies.
- We forget things.
- We switch to auto-pilot.

Recognizing the patterns that can cause injuries, damage and collisions is the first step in preventing these situations.



Poet's Corner

Robin Anhelher works for Arrow's Edmonton reload and wrote this poem awhile ago when he was attending Driving School.

We be Truckin'

For the love of the road
It leads us where we want to go.
We haul our cargo, that forty tonne load;
Up the hill, now we go slow
For the love of the road.

Finally on top of the hill,
Oh what's that, it's a brake check stop
It's best to pull over and be for sure,
If not, the hill might become a blur.

Now at the bottom with the truck still intact.
It's time to relax, and to stretch our backs.
With a straight stretch ahead
And night falling in,
We command more power and the engine
does what is said.
Nothing to see but the color of black,
Draining our energy, wanting to hit the
sack.

But around the bend,
The city lights are whispering the end,
With one single try, we back to the dock
And our head hits the pillow like a dirty old
rock.
With only a short time to rest,
For tomorrow we're put back to the test...

Because... We be Truckin!

Robin Anhelher

Tractors for Sale

If you've overheard your buddy say that he's looking for a tractor or if you're in the market, Arrow is selling. All of these trucks are heavy spec with 18 speed transmissions, 46,000 rear ends, double lockers and 22.5 rubber.

If you or someone you know is interested you may contact Mike Pinchin, Director of ArrowStar at (250)571-7767.

Peace River Supports Local Artist

Peace River Division Manager, Cliff Kostiuick, saw some of Earl Webb's woodwork in a craft store in Berwyn, AB. Suitably impressed with the amount of detail he put into his projects, Cliff asked Earl if he would be interested in building some chip units. Earl, always enjoying new projects, accepted and soon after came to our shop and worked with Shop Foreman Gerald Simmons to conduct his research as to how to build the chip and hog trailers.

Once finished, Cliff proudly displayed them in the Peace River Division office and received a lot of positive comments from the drivers. "The guys (drivers) saw the units and really liked them," said Peace River Administrator Kelley Solon, "so Cliff decided to have another one made and then held a raffle for the employees in the Division."

All the drivers and spouses that attended the Christmas dinners (Peace River and La Crete) got a ticket for the draw and any driver that wanted to purchase extra tickets for the draw was able to.

The lucky winner was Dave Martens, a resident of High Level, AB. and a lease operator that has been with the Gold Star Division since June 1991. Congratulations Dave!



Division Manager, Cliff Kostiuick congratulates Arrow's Dave Martens on winning the raffle

Product Watch Anti-Siphon Device

TruckProtect North America, Frisco, Texas, announced that their Neck-It! anti-siphon device is available to fit all makes of Class 7/8 vehicles sold within North America.

The device can be fitted in minutes and requires no drilling or gluing. It contains no moving parts and deters siphoning by having holes much smaller than 1/2 inch, yet allows hands-free high-speed fuel filling without splash-back. Should it need to be removed at any point, it can be achieved in a workshop.

The Neck-It! device is available for trucks sold in North America including Freightliner, International, Kenworth, Peterbilt, Volvo, Western Star and Mack heavy duty trucks.



We want to hear from you

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

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.

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

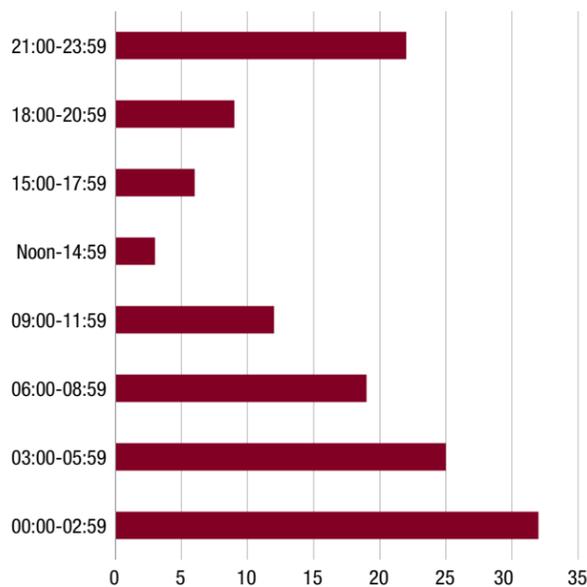


WILD

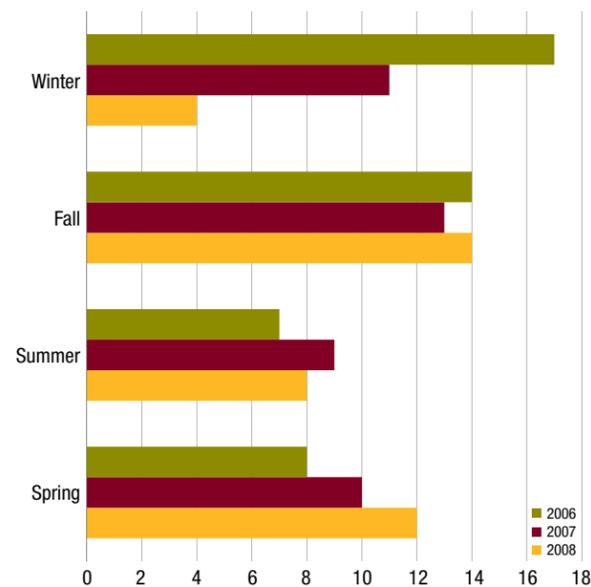
Wildlife Impact & Loss Defense

Contributing Factors in Wildlife Contacts

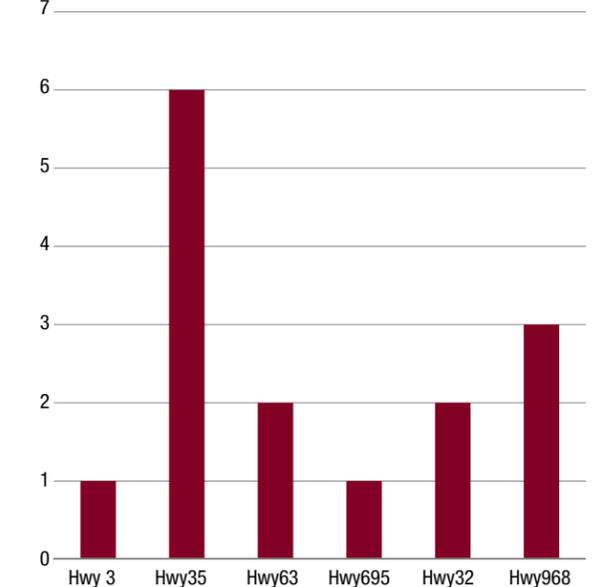
Arrow/Gold Star Collisions by Time of Day



Arrow/Gold Star Wildlife Claims by Season



Arrow/Gold Star Wildlife Incidents by Location



Driver

The driver's decision to operate at lower travel speed during dusk/dawn, not using the vehicle's cruise control and using high beams whenever possible will provide a better opportunity to react and avoid contact with animals. Fatigue also plays a vital role in avoidance.

Environment

Being familiar with the roadways high animal impact locations and keeping a watch for animal carcasses will indicate increased animal activity. Roadways with large shoulders and clearings having nearby water sources attract animals and observing for broken highway fences will provide clues to animal activity.

Equipment

Regardless of what you drive, truck, car or motorcycle, ensuring your vehicles tires are in good condition, headlights properly working and aimed, and your brakes in good condition will help if you have to suddenly reduce your travel speed to avoid contact. Wipers that work and windshields that are free of dirt, cracks and stone hits are also important to avoiding animal contact.

What can you do?

- Stay aware, alert and sober,
- Seat belts are your best defense in any collision,
- Be especially alert in Spring and Fall, but keep in mind that car-deer collisions can occur year-round,
- Heed deer crossing and speed signs,
- Deer frequently travel in groups, if you see one, others are nearby,
- Be especially alert at dusk and dawn,
- Keep your lights and windshield clean.

If a crash is unavoidable!!

- Don't swerve (there is a greater risk of oncoming traffic contact or running off-road),
- Brake firmly (as conditions allow),
- Hold the steering wheel firmly,
- Stay in your lane,
- Bring your vehicle to a controlled stop.