

arrowlife

JUNE 2015



Red Chris Mine Opens

Arrow continues to increase its share of minerals hauling by adding Red Chris to its portfolio.

If you've ever doubted just how rugged British Columbia can be, a trip to Red Chris Mine might open your eyes. Located roughly 320 kilometres north of Stewart, Red Chris Mine is as extreme and as remote as it gets. Close to the border of the Yukon, it's about 1,800 kilometres north of Vancouver.

To get there, you travel on Highway 37 through Meziadin Junction—a shoulder-less road comprised of loose gravel and steep banks. You go through five distinct climate changes—from clear and dry to wet, to snow and to clear and dry again. The last leg of the journey, an 18 kilometre section on the mine road, features 14% grades and tight hairpin turns.

While the road is exceptionally well maintained by the Tahltan First Nations, who partner in the haul through a joint venture with Arrow, this drive is not for the faint of heart. To make matters more challenging, drivers have to chain up until the end of April as the road can get fresh snow as late as May.

"Driving the 320 kilometres on Highway 37 from Stewart to Red Chris Mine you'll be lucky if you see more than a dozen cars during the day and half that at night. On the other hand, there are plenty of bears. You're likely to see more than 30 of them on or near the road," laughed Andy Wichary, Stewart's Division Manager.

Red Chris Mine is owned by Imperial Metals, who bought the project in 2007. Mine construction ran from 2012 to 2014 and cost nearly \$662 million. The mine now produces 30,000 tons of copper/gold concentrate per day and is expected to operate all the way to 2043. An open pit

conventional milling operation, it employs about 300 staff, who fly in and out on a two-week rotation.

To haul the copper/gold concentrate, Arrow uses nine-axle Super B Train tractor/trailer units, which can haul roughly 49 tons per trip. Each day, Arrow is expected to haul eight loads or 400 tons, which equates to roughly 144,000 tons per year.

When the concentrate arrives at the Stewart Port, it is dumped into a covered shed where a conveyor loads the product into special Eco-Ships owned and operated by Germany's Oldendorff Carriers. The product is then shipped overseas to Asia where it is further refined.

For years, Arrow has had 14 drivers hauling copper concentrate from the Huckleberry Mine Site to Stewart Bulk Terminals. Starting in February 2015, it added Red Chris Mine to the portfolio, hauling another eight truckloads, per day to Stewart. This number of drivers will grow to 30 once the haul is up to its potential—doubling the size of the Stewart Division. Arrow's shop in Stewart has a shop foreman and welder, who perform the repairs and preventative maintenance needed to keep the trucks hauling on the roads to and from the two mine sites safely and effectively.

Eli Nunes has worked as a driver and supervisor for the Stewart Division and is really pleased with how the startup has been going. "It's been great working with everyone. The folks at the mine site, the folks maintaining the roads and our drivers all want to make it work. To work in a place where everyone cares and is willing to help is a breath of fresh air."

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Everette Inscho

35 years



Everette Inscho was congratulated by Brad Bryant, Operations Supervisor (left) and Steve Williams, Division Manager (right) on his 35 years with Arrow Quesnel Division.

Everette has been a very well respected employee for these 35 years. This is what his managers had to say about working with him:

Cliff Kostuick was the Division Manager for the Quesnel Division from 2001 to 2005 and remembers Everette very fondly, "Working with Ev was enjoyable. He is a very positive person with a great sense of humor. You can always count on his work ethic, professionalism and pride in doing a great job every day. It doesn't matter who needs help or what the job is, he is always willing to do whatever it takes to make it a better place. Ev is the type of person we can all be proud to call our friend. Congratulations Ev. Great working with you, keep up the good work."

Mike Pinchin was the Division Manager in Quesnel from 1995 to 2000 and has a similar sentiment. "I had the privilege of working with Everette for six years. When you watch and listen, you can see and hear how much he cares about helping make things work. Everette is a hard working man that provides well thought out suggestions for all parties involved. I consider Ev to be a friend and really appreciated his approach over the years. Thank you for being the good man that you are! Congratulations on 35 years."

"Everette has been with the Arrow Quesnel Division since Jan 2, 1980. I can't think of anything but positive things to say about him. He is the epitome of what it is to be a professional driver and a model Arrow employee. Since the day I arrived I can honestly say he has been nothing but pleasant to work with (unless the pay stubs were late, then he got excited). Everette spent numerous years out on the highway and now is finishing his driving career on an intown haul. No matter what the job, Ev has and continues to be a top performer. He takes excellent care of every unit that he drives. Everette is a member of the Million Mile Club which is proof that he exhibits both safe and efficient work habits. I would like to thank and congratulate Everette on 35 years of excellent service to Arrow and look forward to a few more years of working with him, no matter how many that ends up being." said Steve Williams, Quesnel Division Manager, of his time working with Everette.

It seems there is a very positive thread Everette has woven during his time here. Thank you very much for your care and dedication these 35 years.

Milestones

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

ALBERTA RELOAD LOGISTICS

- 5 years
Eric Gibson
- 2 years
Melvin Rarick
Shaun Wright

ARROW MARINE

- 10 years
Brian Wahl
- 5 years
Courtney Charles

ASHCROFT

- 2 years
Gary McAninch
Melvin Warkentin
Yoland Clement

ATHABASCA

- 5 years
Gerald Gosselin
- 2 years
Carin Norstrom

CHILLIWACK RELOAD

- 2 years
Amie Gunnarson
Daniel Lamache
Eugene Wuensche
James Lundstrom
Kirk Jameus
Larry Harrold
Leonard Timmers
Martin Hamann
Mollie Lane

KAMLOOPS

- 35 years
Cheryl Ozero
- 25 years
Michael Deneef

- 10 years
Adam Oginski
Bill Healey
Rick Turnbull
Pete Shaw
- 5 years
Daniel Mills
Mark Makosiej
Roy Berkelaar
- 2 years
Ben Indelicato
Dennis Carr
Dino Salvati
Don Miller
Keith Janzen
Kevin Clausen
Lonnie Shaw
Michael Scholz
Phillip Parks
Ralph Clausen
Ronald Rutley
Russell Argue
Terence Burrows

SASKATOON RELOAD

- 2 years
Julie Ryder

KAMLOOPS RELOAD

- 15 years
Michael Steinke

LAS VEGAS RELOAD

- 2 years
Michael Davis Jr.

PEACE RIVER

- 10 years
Clifford Chalifoux
Cornie Neustaeter
- 5 years
Justin Glaab
Peter Friesen
- 2 years
Ethan Gurtler
Peter Penner

PORTLAND RELOAD

- 2 years
Lonny Newstrom
Robert Webster
Sheldon Retonong
Vincent Martinotti

BC RELOAD LOGISTICS

- 5 years
Kyle Warner
Nicki Adie
- 2 years
Kenneth Armbruster

EDMONTON RELOAD

- 5 years
Corey Vail

SHERWOOD PARK RELOAD

- 2 years
Chris Sawchuck
James Gregg

TACOMA RELOAD

- 5 years
Jason Kent

VANCOUVER CORPORATE SERVICES OFFICE

- 5 years
Patti Traquair
- 2 years
Deepak Hari
Permil Jawanda

QUESNEL

- 35 years
Everette Inscho
- 15 years
Anita Reid
- 10 years
Kent Muir
Rick Redekop
- 2 years
Barry Mostad
Chris Schwindt
Kenneth McLeod
Kyle Christian
Mark Crick
Marvin Fox
Michael Jones
Robert Dolinski
Terry Vickers

A special mention to Anita Reid and Michael Steinke for their 15 years of service.

Cheryl Ozero

35 years



Cheryl Ozero and Mike Deneef together at a BBQ thrown in their honour.

In 1980, Cheryl learned about a temporary administration position at Arrow's Kamloops Chips Division. When the woman Cheryl was covering for decided she was not coming back from her maternity leave, it was the beginning of Cheryl's long career with Arrow.

In those days, there were no computers and Cheryl recalls manually processing large packages of paperwork everyday. Financial calculations were done using adding machines and the results were documented in ledgers by hand. All the correspondence,

invoices, payables and payroll were typed out on typewriter.

"When Jack Charles, Jr. (then Division Manager) bought me a memory typewriter with a screen showing what you'd typed so that you could make corrections before printing, I thought I'd died and gone to heaven."

In 1988, Cheryl took over as Office Manager and has worked for 11 Division Managers since Jack (12 in total), four of whom are still with us today, Roy Taki, Mike Pinchin, Steve Gayfer and Kevin Gayfer.

When asked about her best times with Arrow, Cheryl talks about the many fishing derbies, truck rodeos and other company events she has attended. However, the most memorable was during the summer of Expo '86, when Jack Sr. arranged for the administrators from each Division to be flown to Vancouver for a day on Arrow's yacht, the *Hotei*.

"Cheryl is one of my favorite people at Arrow," said Roy Taki, Vice President Support Services. "She basically took care of me my first few years here."

2014 Chairman's Award Winners



From left to right: Adam Keil, Darrell Remple, Kirk James, Jamie Whalen, Mitchell Zulinick, Rob Davies, Len Timmers, Trevor Madden, Mike Pinchin.

Nine Joint Health and Safety Committees throughout the company submitted projects to reduce or eliminate injuries at their Divisions for the 2014 Chairman's Award Program. Following a review by the Safety Department and Mitchell Zulinick, Chief Operating Officer, two projects stood out for their efforts and simplicity towards injury prevention.

The Chilliwack Joint Health and Safety Committee was recognized as the 2014 Chairman's Award recipient. The project addressed frozen product shoveling, the time required to complete the task and specifically the prevention of injuries from having to chip and shovel frozen concentrate.



From left to right: Kyle Schell, Duncan Staples, Nadine Illingworth, Brad Nielsen.

The Safety Committee, lead by the efforts of Len Timmers, who built the prototype in his home workshop, successfully implemented the use of a power operated chipping tool. Several chipping heads were built to prevent damage to the trailers and liners, but more importantly to get any product out of specific areas of the trailer injury free.

The Honourable Mention project submitted by Ashcroft addressed tarping, trailer access ladder redesign and hydraulic valve operation. Specifically with the valve operation, the committee built a handle to allow for more distance from the trailer box while operating the hydraulics. This helps the driver with a better field of view to the rear and prevents overreaching to reduce the chance of injury. The Division fabricated valve handles and distributed these to other Mining Divisions where wet kits are used.

Congratulations to the Chilliwack and Ashcroft Joint Health and Safety Committees for their contribution to Safety improvements and to all Divisional Committees for their submissions for 2014.

Safety Training at Las Vegas Reload



Earlier in the year, the Las Vegas Reload in conjunction with our customer Union Pacific/ Union Pacific Distribution Services, the Chlorine Institute and the North Las Vegas Office of Emergency Management & Homeland Security conducted critical training for almost 150 firefighters from the Greater Las Vegas Valley.

Students applied their knowledge to resolve problems that simulated hazardous material leaks using compressed air and water. Their planning and response skills, gained through classroom and field exercises, were evaluated by some of the best rail safety experts in the US.

Feedback from the City of North Las Vegas, the participating fire fighters and organizers was positive regarding the use of the site. The event certainly underlined the requirement for safe handling and also provided an added emphasis on safety for our staff.

Wellness stories continued on back page.

"I've known Cheryl for 25 years and she always has a smile on her face. She's always been very helpful and cheerful," said Mike Deneef, Arrow driver and long-time coworker of Cheryl's.

"From the very first day they are hired, Cheryl is the go-to person for all employees, lease operators and lease operator drivers. She is extremely valued, liked by all and is always willing to help. After 35 years at Chips there isn't much Cheryl hasn't seen but she still gets surprised now and then," said Kamloops Chips Division Manager, Kevin Gayfer.

Mike Deneef 25 years

In 1984, Mike Deneef was hauling lumber for Van Kam from the Gilbert Smith Sawmill in Barriere, B.C. but couldn't get time off to coach his son's softball team. When things slowed down and he was laid off, his brother-in-law recommended Mike apply to Arrow.

Apply he did and Mike worked with us until 1989, when he was laid off due to a work shortage. Mike landed a job driving for Motorways but was disenchanted with the fact that he was always "on call" and couldn't take time off to watch his son compete in basketball. In 1990, when Arrow was hiring again, Mike got his job back—this provided him the scheduling he needed to participate in his kids' lives.

Mike really likes the opportunity to speak on behalf of the drivers and influence positive change. Most recently, Mike worked with the Teamsters Local 213 and Arrow, successfully influencing key improvements made to the Health and Welfare Plan. Well respected by drivers and management alike, he has taken on leadership roles as a shop steward and member of the Safety Committee.

"I have a lot of respect for Mike Deneef. He is one of the few people I know that continues to give back to the organization through his participation as a shop steward, safety representative and bargaining committee member.

He can definitely be hard nosed at times, but he is always respectful and fair," said Roy Taki, Vice President Support Services.

"I've worked with Mike for over 20 years now and have been able to get to know him on and off the job. Mike has worked very hard to make improvements at Arrow and anytime anyone needs anything, he's there to help. If you bring him a problem or ask for his advice be ready for the answer as he'll tell you how it is, even if he thinks you're wrong. As a member of the safety committee I am sure eventually he will get all the potholes filled in! It's been great working with you Mike and congrats on your years of service!" said Albert Smiley, Arrow Driver, coworker and friend to Mike.

What Mike enjoys most is spending time with his wife Darlene, son Mike, daughter Shana, two stepdaughters Katrina and Tania, his three granddaughters and two grandsons. Mike and Darlene enjoy camping and gardening; they look forward to trying their hand at fishing. Mike has traveled extensively to Asia to visit his son who has been teaching abroad for about 20 years.

Technology Update Streamline Sells Latest Version of Navistream

Navistream

Streamline Transportation Technologies Inc. (STTI) is a software development and sales organization on the leading edge of fleet management. Over the years, Streamline has developed many versions of its onboard computer technology, which was originally called Traxis, then Orion and now Navistream.

Currently all Arrow units carry the first version of Navistream, while nine clients including Canada West Coach Lines, Munden Ventures, Excel Transportation and Ryler Bulk use the next generation of the software.

Recently STTI, which is wholly owned by Arrow, gained a new customer through a casual conversation. Rob Tesolin, Lease Operator Driver for our Kamloops Reload Division, happened to be talking to the owner of Castle Fuels and mentioned how much he liked Navistream. The next day Castle Fuels became a customer!

Our customers tell us they value Navistream's electronic logbooks, pre/post trip inspection checklists, messaging, GPS and administrative features. For a monthly fee, a single Lease Operator or larger organization can download the app and start using its key features immediately.

The latest version can be sold with a tablet and mounting device or as a mobile app, just like you would purchase from any online app store. Arrow has entered into co-sales agreements with Rogers Communications, Telus and Bell, who will also be involved in selling the app.

The newest version is being tested by Arrow's Chilliwack Division as the internal pilot group and will soon be introduced to all Arrow drivers.

Streamline
Transportation Technologies Inc.

website: www.stti.ca



Massive Turbine Move

This massive turbine, weighing in at 498,000 pounds, was cross docked at our Sherwood Park Reload Facility from rail to truck. It took two days to set up the crane, one day to transload the turbine and one-and-a-half days to tear down and clean up. It required a caravan of fourteen vehicles to travel with the turbine to ensure a safe journey and the trailer carrying the turbine consisted of 16 axles with 12 tires per axle, that's 192 tires on the trailer alone!

Continued from Safety and Wellness page 3

Fitness Momentum Continues at Kamloops Reload

Following our story from July 2014, the momentum started at the Kamloops Reload over a year ago has not waned. The team has grown and this year 13 Arrow employees/family members participated in the annual Boogie the Bridge running event that is held every April in Kamloops. Many team members ran the 10 kilometres doubling their distance from last year!



From left to right: Tiffany and Kelly Hawkins, Rick and Kristen Deneef, Eric Larnder, Jason and Shelby Deneef, Gary Siegrist, Nicole and Sarah Olynyk, Wayne Shirk, Therese Zulinick and in the front row, Kyla Shirk.

Extended Medical Benefits Update:

Teamsters Get Upgrade to Health and Welfare Plan:

Effective June 1st, all Teamsters Local 213 members will enjoy enhancements to their health and welfare plan including improved dental, pharmaceutical and paramedical coverage. Details will be sent to each member. If you have any questions, do not hesitate to contact your Teamsters Office or your Arrow Division.

SunLife Benefits Members Get New Offering:

If you are currently on Arrow's SunLife Benefits plan, did you know we now offer Optional Critical Illness and Life Insurance Coverage? For more information, please ask your Office or Division location.

We want to hear from you

Please submit your ideas and articles for the newsletter to:
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