

arrowlife

JULY 2009



From left to right: Burak Sarac, Grant Shulte, Garry Kernan, Dan Cavani, Deb McKeown, Mike Whetmore

From Traxis to Navistream: Streamline Technologies Inc.

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Arrow is heavily invested in technology for one fundamental reason; competitive advantage. Arrow managers and drivers need it and Arrow customers demand it—timely, accurate and meaningful information available 24 hours a day, seven days a week. Providing this information is the primary role of Streamline Technologies Inc.

When Arrow made its move into the technology of onboard computers, there were several major considerations. After reviewing the options, Arrow selected the Traxis Company to provide the Traxis onboard system that many of us are familiar with today.

Arrow and Traxis formed a solid working relationship and successfully completed a custom system to meet Arrow's specific needs. However, during this time Traxis became victim to its own success; ran into financial troubles and eventually had to close its doors. As Arrow still needed the ability to maintain and update its Traxis onboard and other internal systems, some of the top Traxis developers were recruited to work within Arrow's IT department where they would provide software development and support for Arrow's Traxis system and other internal software.

Streamline Technologies Inc. (STI) was eventually spun off from Arrow's IT department and is now a separate company—wholly owned by Arrow. STI's original mandate of support shifted to one of development when changing technology and a looming shortage of spare Traxis units forced Arrow to seek a replacement.

STI's second generation system (Orion) was designed to be more user friendly to both the drivers and supervisors than the previous Traxis system. The driver would now have a full-color touch screen, easy to use forms and real-time communications. Electronic driver logs that are easier to understand and more helpful in predicting available hours were a major improvement over the previous system.

The Orion system was implemented in the Chilliwack Bulk division in February 2007. During start up there were some bumps in the road, but today the system is stable and working well. Significant input from the drivers and managers has guided our version updates and has been incorporated into our third generation system—Navistream.

STI's third generation Navistream system is a further improvement with several upgrades in hardware, communication capabilities and reliability. The LMB division (Ashcroft, BC) will be the first Arrow division to use the Navistream system which, due primarily to hardware issues, was significantly delayed.

The development of the Navistream system has been a group effort from the very beginning and would not have been possible without the significant input of Arrow's drivers, supervisors, managers, Arrow's IT department and Arrow's own multi-media team, Streamline Learning Systems. Collectively, Arrow and STI have developed one of the best onboard computer systems available on the market today.

The quality of the Navistream system speaks for itself and in fact STI will begin testing our first custom system developed for an external customer later this summer. Prior to selecting STI and the Navistream system, our customer conducted a year-long review of over 40 different vendors. We are working on our second external customer and hope to begin trialing a system with them later this fall.

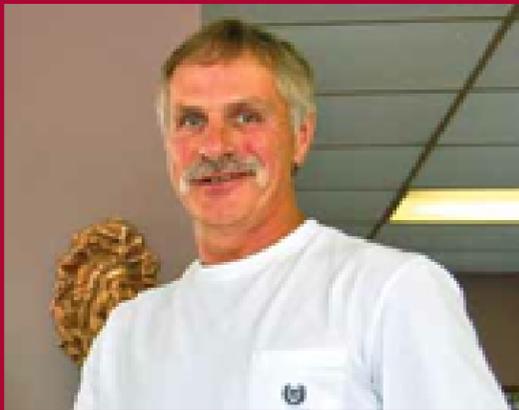
Software creation is guided primarily by Garry Kernan, Manager of Software Development. Garry has the unique ability to quickly understand complex technological and business problems and then develop practical real world solutions. Garry is undaunted by difficult tasks and frequently begins his workday by completing 2-3 hours of coding at home before coming in to continue project work with the team.

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Dale Thompson 25 Years



To build a career that is both long and distinguished takes perseverance and patience. Luckily, these are two attributes Dale Thompson has in spades.

Dale started with Arrow's Ashcroft Division in 1979 and for five years he hauled for both Arrow and another outfit. But in 1984, Dale decided he wanted a secure job so he signed on with Arrow full time.

"I knew Arrow was a good company and there were rumours they were getting new trucks - Super B's - and a new state-of-the-art unloading facility," said Dale.

Dale started hauling end dumps of copper concentrate from the then Lornex and Bethlehem mines to dump directly into the CPR railcars. In those days, with the help of lead hand Nipper Smith, the drivers had to take the railcar covers off, line up the trucks, dump the product into the cars and then secure the covers.

"With the end dump trucks, it took three trailer loads to load one railcar. But with the Super B's, it only took two trailer loads," said Dale. "This meant they didn't need as many drivers." Dale was laid off from driving in the mid 80s, but continued to work for Arrow doing different jobs. His patience paid off and he was back in the cab of one of our new tractor units in no time.

Dale has played an active role at the Division: He sat on the Safety Committee for many years and represented his coworkers as shop steward for a decade.

"The company has been good to me in many ways. Whether accepting a request for time off, responding to a safety concern, providing a steady paycheck or recognizing hard work, it's been good," said Dale. "We at the Ashcroft Division are a close-knit group, and I've known most of these guys for years. I'd like to be here for at least another 10 years."

One of Dale's career highlights was in 1996, when he and his coworkers were recognized for 5,000,000 accident-free miles. The company took the drivers and their wives to Vancouver, where they stayed at a five-star hotel and spent the evening on a luxury yacht. Dale was also individually recognized for 1,000,000 accident-free miles.

In his free time Dale likes to spend time with his two teenage sons and enjoys watching and supporting them in their sporting endeavors. He also enjoys camping and playing guitar.

Milestones

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

ASHCROFT/LMB 25 years

Dale Thompson

2 years

Eric Bent
James McIntyre

CHILLIWACK BULK 2 years

Craig Phare
Duane Callies
Howie Smith
Jeff Thomas
Lenard Iverson
Michael Dupuis
Michele Baillie
Morrey Defouw
William Ashby

KAMLOOPS CHIPS 15 years

Edward Dickens
Jack Fowlie
Richard Onciul
Ross Sanders
Terry Chursky

10 years

John Rattray

5 years

Alexander Hendriks
Carl Vetter
Douglas Ferguson
Evan Johnston

2 years

Gordon Price
John-Paul Haraldson
Lee Westman
Rudy Walitza
Tom Ladobruk

KAMLOOPS HEAD OFFICE 15 years

Roy Taki

10 years

Tim Bell

2 years

Burak Sarac
John Crerar

KAMLOOPS RELOAD 2 years

Howard Aronson

PEACE RIVER 5 years

Allen Hagen
Frank Friesen

2 years

Clarence Driedger
Cornelius Buhler
William F. Driedger

PORTLAND RELOAD 2 years

George Winland
Suzie McCausland

QUESNEL 15 years

Jack Tennant

10 years

Bob Martin

2 years

Chris Strickland

A special mention to

Edward Dickens, Jack Fowlie, Jack Tennant,
Richard Onciul, Ross Sanders, Roy Taki and
Terry Chursky for their 15 Years of Service.

Congratulations to the Arrow Scholarship/Bursary Recipients!

This year Arrow offered a Scholarship/Bursary in the amount of \$10,000 to be awarded to a maximum of five applicants (\$2,000 each). The awards are for the immediate family members of a (full-time) Arrow employee and consideration was given to those applicants that met the criteria of the program. Details of the program were available in the January Newsletter, on posters at all Division locations, as well as on the application form.

We were thrilled to look through the applications of the 27 candidates that applied by the April 15th deadline. Thanks to all of you for the time and effort put forth. It has been an encouraging experience to see such bright, talented and dedicated youth.

It was clear to the committee that we had at least five deserving applicants and we are pleased to announce that the following individuals will be awarded with \$2000 to put towards their post secondary education. In alphabetical order:



Kendra Ford

Related to: Jonathan Ford
Division: Chilliwack Bulk,
Cache Creek



Jaycee Hendriks

Related to:
Alexander Hendriks
Division: Kamloops Chips



Riley Ludwig

Related to: Judy Ludwig
Division: Saskatoon Reload



Dani Malin

Related to: Gord Malin
Division: Quesnel Chips

Thank you
to the 27 candidates
that applied.

Please join us
in congratulating
the efforts of these
five outstanding individuals!



Marleah Oginski

Related to: Cliff Oginski
Division: Laval

Learning from the Outside In



Left to right: Harjot Sandhu, NIS Instructor; Matt Cook, Kamloops Chips; Shawn Virtue, Ashcroft; Tom McGeough, LMB; Wes Ovington, LMB; Don Friesen, Quesnel; Naveen Nand, NIS Instructor.

Front End Loader Training

With the ever changing requirements placed on us by our customer and industry, additional training is necessary to make certain our people are competent in operating site equipment to load chips and ore at customer sites.

To help us all learn new requirements quickly, train-the-trainer programs are being delivered by outside institutions to train existing employees and lease operators so they can provide guidance and evaluations ensuring drivers required to operate front end loaders have the necessary skills to safely complete this part of their work. In addition, where there is indication that additional training is necessary, in-house trainers can now provide that guidance to make certain we have a well trained and safe workforce.

Just like the in-house forklift truck training at the various Arrow Reload facilities, front-end loader training was the next logical step to ensure our people understand the dangers and responsibilities associated with equipment operations.

On June 8 and 9 in Cache Creek, BC, Arrow had great representation at the Front End Loader Train the Trainer workshop. Congratulations to Tom McGeough, Wes Ovington, Don Friesen, Matt Cook, Shawn Virtue and Rick Viventi for successfully completing the N.I.S. Mobile Equipment Trainer Certification Program and achieving their Certified Trainer (front end loader) designation. These men will work to help us stay safe, compliant and current.



Darrell's long time dreams of being a cowboy and professional truck driver were realized over the past 50 years.

Exciting work as a driver and supervisor in the Oil & Gas and Trucking industries provided Darrell with unforgettable experiences in North Africa, Canada's Arctic Islands and throughout BC and Alberta. During his working career, Darrell amassed more than three million kilometres without incident or moving violation.

In addition to fulfilling his dream as a professional driver, Darrell accomplished his other dream of being a cowboy by being active in the Professional Bull Riding Circuit. In the earlier days, Darrell was involved in the Canadian Arm-

Arrow says goodbye to Darrell Rawcliffe, our BCTA Driver of the Year Nominee

wrestling Federation competing in the heavy and super-heavy weight classes in BC and Alberta for a few years. His career in Sr. A hockey lead him all the way to the NY Rangers protected list.

Heading in to retirement with his wife Alice, Darrell is not shying away from excitement and entered municipal politics this past fall when he was elected to the Cache Creek Village Council and continues to be a member of the Board of Directors for the Semlin Valley Golf Course.

Darrell's safety focus, excellent work ethic and leadership qualities caused his operations supervisor, Shaun Roberts to nominate Darrell for the 2009 BCTA Driver of the Year recognition program.

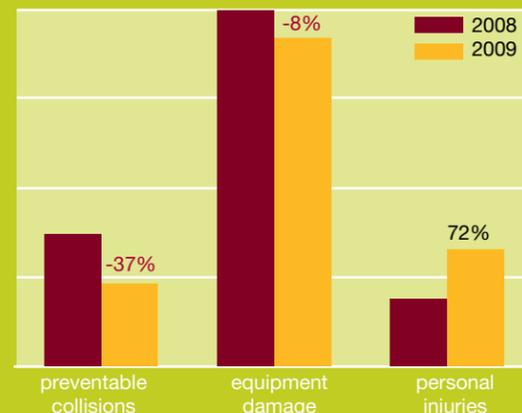
Wishing Darrell and Alice a safe and exciting retirement—Thank you for a job well done!

Over-the-Road Performance

Statistics are for all Arrow businesses.

Drive to ZERO Incidents.

% improvement January – June, 2008/2009



Top 3

Collisions

- 1 Wildlife
- 2 Off road right
- 3 Struck stationary object

Equipment Damage

- 1 Trailer contact with bins
- 2 Trailer door/bubble
- 3 Contact with bins

How Injury Occurred:

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

Prevention Focus

From the above statistics you can see that collision and equipment damage incidents are declining company-wide. What is alarming however is the fact that lost-time injuries have almost doubled when compared to the same period the previous year.

Slips or trips and falls on uneven ground or exiting and entering truck cabs account for the majority of the injuries that result in time away from work. Lifting, rolling and pulling load tarps are contributing to the soft tissue injuries in shoulders, arms and lower back.

As we continue "Driving to ZERO Incidents" we must believe that all injuries are also preventable and avoidable by knowing that nothing we do is worth getting injured in completing the task.

We are responsible for our safety and that of our fellow workers by following all safety rules, procedures and not taking short-cuts.

We believe that all injuries are preventable and that health and safety of all workers is a priority.

We all must work to reduce injuries and incidents as health and safety is important to our long-term success. For more information, your immediate supervisor is your best resource.

**THREE
POINT
CONTACT
EVERY TIME**

Health Watch

Inspiration from Athabasca



Tyler, far left, riding in the June MS bike tour.

A year ago if you asked me what I was doing tonight I'd probably say "playing World of Warcraft". You see moving around as much as I had in recent years, I had gotten into the habit of putting my life on hold. I was also weighing in at 350 pounds.

November of 2008, I met with my doctor and he quickly noted that of the FIVE criteria indicating Metabolic Syndrome, I had all 5! Metabolic syndrome is characterized by a combination of risk factors which indicates increased risk of heart disease. High blood pressure, high blood sugars, obesity, low HDL cholesterol levels and off the charts triglycerides. I had it all. It was at that moment I decided to seize control of my life, my health and my happiness. I set a goal to lose 100 pounds in 2009.

I was looking for a quick fix, ideally a government run (ie. free) program that would teach me proper nutrition, weight loss and give me a proper exercise regiment. My Doctor directed me to Weight Watchers. I was appalled.

But since that November day I have lost 57 pounds, many thanks to the help and support from the ladies at Weight Watchers and the many, many people with whom I've shared my story. It really amazes me that just through talking about and sharing my goals how many people are out there to help and support. There are countless resources, programs and types of activities to choose from. It ultimately starts with your own will to make it happen and you quickly discover that you have the answers for what is right for you. It is a process, you just need to start it.

In my quest to lead an active healthy life, I signed up to ride the June MS Bike Tour from Leduc AB. to Camrose, AB. and back. It was 183km overall! Something I never would have thought possible just six short months ago...but I did it. It was a great experience and one I look forward to again and again.

It's amazing to me just how supportive everyone has been. When I first started this I was ashamed. I quickly learned that I can't do this alone. I wanted to keep this a secret and then nobody would know that I failed if I did. But that won't happen and even if I have a bad day or week or month I'll pick myself up and start again. 57 pounds is a great feat but it is not who I am, it is not what I define myself as and it is not the end.

I will lose 100 pounds this year. Period!

Tyler Vittie, Athabasca Division

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Senior Developer, Deb McKeown is one of the most charming and intelligent people that you will ever meet. Deb is primarily responsible for taking the mountains of data that the system collects and turning it into meaningful reports that Arrow relies on daily to monitor activities and measure performance.

Onboard Support Specialist, Mike Whetmore (Wetty) is unflappable and is always ready to take on any task. Mike is responsible for ensuring that the system is tested and functional after each version update (we are presently at version 85) and major change and also for system installation and the training of installers and maintenance personnel.

Developer, Burak Sarac is the youngest member of the group and came to us from Thompson Rivers University via Istanbul Turkey. Burak is responsible for maintaining the cellular data infrastructure, system messaging, assisting Navistream communication development updates, version control and splicing code from new development work into the existing system.

Grant (Big Easy) Schulte is the newest member of the group and joined us after several years with the very capable Weyerhaeuser IT department. He is our Senior Database Developer and has the task of creating and managing the many databases that the Navistream system uses throughout the day.

Technology like the Navistream system will go a long way to improving our operational and self-management. Drivers need to input accurate data and use the information to improve driving habits and managers need to monitor overall performance. We must all do our part to ensure that targets are being met and improvements are being made wherever possible.

For the past 90 years, Arrow has been a very successful company and there are many factors that have contributed to this success. In today's difficult economy our people and our technology will continue to ensure that Arrow remains a leader in what has undoubtedly become one of the most competitive industries in North America.

Dan Cavani

General Manager, Streamline Technologies Inc.

Design Arrow's 2009/2010 Holiday Card

Open to kids and grandkids up to 12 years of age.

It was a great success last year and we'd like to do it again this year! Once again, we would like your kids and grandkids to show us their artistic talent and design the Arrow holiday card, which will be signed and sent to all Arrow customers, suppliers and associations.

The Winner will be contacted by phone and announced in our October Newsletter.

Entry deadline: September 15, 2009

Contest details:

- Send a picture with a Winter holiday theme involving something Arrow, the logo, an Arrow truck, an Arrow business, etc.
- Submit name, age and contact information of entrant.
- Send pictures by email or mail to:

Lisa Savage
Arrow Transportation Systems Inc.
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Kamloops, BC, V2C 5P3
lsavage@arrow.ca



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.

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