

# arrowlife

OCTOBER 2008



## Arrow Marine Services

We've got  
the best  
team in  
town...  
...and get  
a boat  
out of  
the water  
faster than  
anyone  
else.

Arrow Marine Services (AMS) sits nestled in the industrial back roads of Richmond's Mitchell Island. A medium-sized, full-service shipyard with 33 full-time staff, AMS specializes in repairing commercial boats.

Although AMS has been around since 1999, most Arrow Transportation employees know little about the marine division. When I arrived to interview vice-president Brian Charles, I was struck by the contrast between AMS and other shipyards.

Like all shipyards, there are boat parts and pieces piled high. Surrounded by tangles of nets and hoses, groups of overall-clad men busily repair, wash, weld, paint and retrofit boats. But instead of one boat in dry dock with an army of men working on it, there are nearly 30 boats out of the water on blocks—many with small teams of men labouring away.

"Arrow has operated a Marine Terminal since 1940 when we started with our Granville Island location, so when we saw the opportunity to apply our skills to the shipyard industry, we moved quickly," explained Brian, who has worked for Arrow since he was a teen.

"Nobody knew us and we only had a couple of employees, but our crane and rigging background, aggressive pricing and focus on customer service helped us crack the market. And now most of our clients are repeat customers," said Brian.

The key to success for AMS centres around two things 1) the new state-of-the-art 220 ton Marine Travellift and 2) the highly skilled group of welders, fitters, mechanics, shipwrights and painters that make up this team.

The Travellift is a massive blue and white vehicle that wheels out onto the dock, scoops boats out of the water and hauls them onto dry land. By not using a dry dock, AMS is able to dedicate smaller, more specialized teams to each boat. If there's a delay (such as a part on order), the owner only pays storage until work can resume.

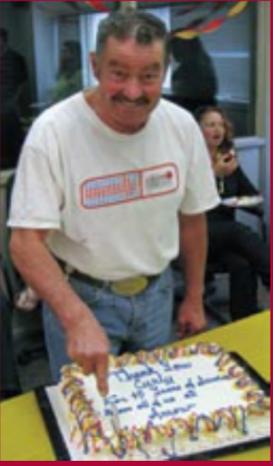
"It's not just the Travellift," claims Brian. "We've got the best team in town and we can place the straps around the hull, balance the load and get a boat out of the water faster than anyone else. We haul out about 300 boats a year: everything from small luxury cruisers to massive 90' draggers."

The industries whose boats AMS services – fishing and logging – have been hit hard by rising fuel costs and the low American dollar and there's a real appetite for fuel-efficient innovations. A good example of how AMS is meeting this demand is by using silicon bottom paint, which is non-toxic and doesn't leach. It's widely used on European super-tankers and acts as a Teflon coating for the hull, thereby reducing water friction.

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## Curly Fradette, 40 Years and Going Strong

“Curly” Fradette was born to be a mechanic. Even as a child, the oldest boy in a family of 11 children, when a truck would drive by, Curly would stop to watch it.

Growing up in Alberta, while still in school, he worked in an automotive shop, where he would spend his days taking apart engines and rebuilding them—he loved it. Curly turned that love of trucks and engines into a long, successful career.

Before starting as a mechanic with Arrow in the summer of 1968, Curly worked for Pacific GMC, a company that was contracted to repair Arrow trucks. When the lease ran out Arrow took over doing their own repairs and Curly found himself with a new employer. Immediately, his wage increased by fifty cents—up to \$2.85 an hour!

During his forty years with Arrow, Curly has repaired and maintained the trucks and trailers that haul everything from chips and hog fuel to ore. He’s serviced tankers and worked on Arrow’s crane and rigging equipment. “I like that they (Arrow) trust me to do my job,” said Curly, who loves the autonomy of his position.

Given his tenure, Curly has worked for and trained his share of Arrow employees. In September of 1974, fresh out of school and taking his first assignment, Arrow’s President Jack Charles Jr. was working in the “Grease Pit” greasing trucks under Curly’s guidance. About working with Curly, Roy Taki, VP Trucking had to say “Without a doubt one of the most popular and respected employees to have ever worked for us at the Kamloops Chips Division. Even after 40 years, Curly hasn’t missed a beat. He’s still as energetic and dedicated today as he was when I first met him.”

“Over the years the job has changed. In the old days, when we owned the equipment, we’d work hard to keep the older trucks and trailers on the road. Now, with lease agreements, we are always working on new equipment,” said Curly, when asked about the most significant change he’s seen as an Arrow employee. “And now that the truck manufacturers do the maintenance and warranty work, we rarely do major repairs, like engine rebuilds.”

After four decades with Arrow, Curly plans soon to retire to spend time with his wife of 42 years, Florence, and his two daughters and two granddaughters. He also plans to spend some time fishing. And while fishing may be in Curly’s future, he’s sure to continue as a mechanic. But now instead of working on big trucks, he’ll focus his energy on the cars of his neighbours, daughters and eventually his granddaughters—all from the garage next to his home.

## Milestones

We appreciate the time our people have given and we want to be sure that our employees are recognized for their Years of Service.

Starting January 1st of this year, we started a program to recognize those that have been with us full-time and consecutively for the Milestones of 2, 5, 10, 15 and for every 5 years thereafter. We recognize that some employees may have reached these milestones in years past and want you to know that you are appreciated.

The employees mentioned below reached their Milestone between the months of July and September of this year. Please join us in congratulating these people for their time with Arrow. Great people work here.

### ASHCROFT/LMB 2 years

Carl Whynacht  
Mike Eichhorst  
Vincent Peters  
Westley Ovington

### ATHABASCA 5 years

James Doole

### 2 years

Laurel Janzen  
Rodney Brewer

### ARROW MARINE 5 years

Igor Pilipenko

### 2 years

Mike Titleborn

### GRANDE PRAIRIE 15 years

Avery Napesis

### 5 years

John Funk

### 2 years

Thomas Carroll

### HOUSTON 5 years

Mike Trigiani

### 2 years

Lawrence Gardner  
Steve Cote

### KAMLOOPS CHIPS 40 years

Curly Fradette

### 5 years

Niel Kay

### 2 years

Aaron Reiersen

Al Abbott

Brian Toth

Gary Henville

Peter Kornelson Jr.

Peter Vanderraad

Steve Robinson

### KAMLOOPS RELOAD 5 years

James Hiibner

### 2 years

Richard Deneef

### PEACE RIVER 15 years

John Doerksen

### 2 years

Henry Wiebe

Peter Bueckert

Sherry Cockwill

### QUESNEL 10 years

Daniel Steele

Murray Evans

### 5 years

Bruce Carter

Steve Williams

### 2 years

Brian Heppner

John Duchou

### RICHMOND CORPORATE OFFICE 2 years

Heather Swanson

A special mention  
to Avery Napesis and  
John Doerksen,  
who have given  
15 Years of Service.

## Did You Know?

### Employee and Family Assistance Program

Your Employee and Family Assistance Program (EFAP) is a confidential and voluntary support service that can help you solve all kinds of problems and challenges in your life.

You and your immediate family members can receive support over the telephone, in person, online and through a variety of issue-based health and wellness resources. For each concern you are experiencing, you can receive a series of sessions. You can also take advantage of online tools to help manage personal well-being.

Your EFAP is completely confidential and the company will not know you use the service unless you choose to tell them. There is no cost to use your EFAP. While specialized or long term support is not part of the program, the EFAP will help you select appropriate specialists or services that can provide assistance.

To access your EFAP toll-free, 24/7 for confidential service, simply call 1.800.268.5211 all you have to say is that you work with or are a family member of an Arrow or Gold Star employee or lease operator.

Online counseling and assistance at: [www.fgiworldmembers.com](http://www.fgiworldmembers.com) using arrow as your username and arrow001 as your logon password. Additional online resources are available at: [www.shepellfgi.com](http://www.shepellfgi.com).

# A Million Miles at a Time



Jim Trethewey



Mike Fleury



Lorne Rasmussen

Each year, the Canadian Association of Fleet Supervisors, CAFS, is a professional organization in British Columbia promoting the safe operation and maintenance of commercial vehicles through education, training and industry representation.

The CAFS organizes a special meeting each year to make a presentation to and regarding those BC Professional Drivers that have achieved special membership into "The Million Mile Club" which represents having driven One Million or more miles without incident. To put this in perspective, the average commuter would have to drive 41 years without an incident to achieve this distinction.

This year we are honoured with having three of these individuals represent Arrow and their names are Jim Trethewey, Lorne Rasmussen and Mike Fleury.

More than 35 years ago Jim Trethewey started driving professionally and has operated in all parts of BC moving heavy equipment, fuel, lime and for the past 22 years at Arrow hauling wood fiber, bio-waste, and copper and gold concentrate. Jim currently works in our Ashcroft Division and, unfortunately for us, is contemplating retirement.

Lorne Rasmussen is a familiar face to us having just been named 2008 Volvo/BCTA Driver of the Year and having been mentioned in our July Newsletter. Lorne has been with Arrow for 36 years and has had an impressive driving career that spans 56 years and more than 5.8 million miles. Lorne is semi-retired but continues to drive for Arrow's Kamloops Chips Division on a part-time basis.

Mike Fleury started his driving career in 1968 and has been driving with Arrow's Kamloops Chips Division transporting wood fibre for the last 32 years. Recently Mike went back to driving school so he could be accredited as a Driver Mentor. For the last three years, Mike has been instrumental in helping Arrow train newly licensed and inexperienced drivers to hone their over-the-road skills with supervised regular coaching, evaluation and feedback. Additional responsibilities include post incident evaluations, recurrent training and ride-along with drivers. We thank you Mike for your continued positive involvement and support.

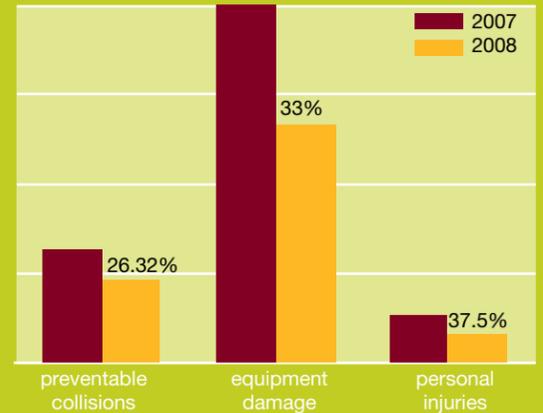
Please join us in congratulating these men for this significant accomplishment and thanking them for their contribution to the industry as a whole.

## Over-the-Road Performance

Statistics are for all Arrow businesses except for Arrow Marine Services.

Corporate Goal 2008/2009—20% reduction in all incident types as we move towards a Zero Incident target.

% improvement July—September



Company-wide we are trending in the correct direction during this third quarter of 2008 when compared to the 2007 baseline.

### Top 3

Collisions

- 1 Wildlife strikes
- 2 Struck stationary object
- 3 Rear-ended T/P vehicle

Equipment Damage

- 1 Tarp/tarp pole
- 2 Trailer box contact
- 3 Air line/glad hands

How Injury Occurred:

- 1 Over extension—twisted joints (knee/ankle)
- 2 Slips/trips/falls
- 3 Strains

## Prevention Focus

### Preventing Wildlife Collisions

**SLOW DOWN!** Speed is a very common factor in many vehicle collisions.

**SPEED** reduces the driver's ability to safely steer away from objects on the road, **SPEED** extends the distance required to stop, **SPEED** increases the force of the impact in the event of a collision.

- Reduce your speed during the night, on dark overcast or foggy days, when in unfamiliar or rural areas or on roads near waterways. Watch out between dusk and dawn, when light levels are low animals are most active.
- If you see wildlife, slow down immediately and be prepared to stop, even if the animal is a considerable distance from the road or ahead of you.
- Reducing your speed from 95 kph to 80 kph gives an extra 25 meters to stop. Always reduce your speed in areas with wildlife signs.
- Resist the tendency to speed up on long straight stretches with good driving conditions, on clear nights and on dry roads. You can anticipate and avoid wildlife hazards more successfully at a lower speed.
- About 46% of all collisions happen between 5 and 11 pm.

While driving, actively watch for wildlife and drive defensively.

## Arrow contributes to Barriere Search & Rescue



From left to right:  
 Al Richardson,  
 Vice President;  
 Kamloops Mayor,  
 Terry Lake;  
 Tim Hoffman,  
 BS&R unit driver;  
 Rick Viventi, Arrow;  
 John Corgel,  
 local sponsor.

The Barriere Search & Rescue (BS&R) unit responds to vehicle collisions and assists the RCMP and the Province with search and rescue efforts. The old response unit needed to be replaced to afford the team members a more reliable vehicle in which to respond to situations arising in and near the community of Barriere, BC., a community North of Kamloops on Highway #5, and one that sees many Arrow Trucks and Drivers pass through town.

Mike Deneef, a long time Arrow professional driver/lease operator and relative to one of

BS&R's Directors, helped introduce Arrow to this fundraising initiative. With the financial support from many local businesses, Arrow Transportation, and major contributions from the Thompson Nicola Regional District, the BS&R was able to purchase a new 2008 Ford 3500 response unit seen in the above photo.

Arrow recognizes the efforts of these volunteer crews and are proud to support initiatives in the communities in which we operate.

## Around Arrow

### Texas Scramble in Athabasca, AB

The Athabasca Division held their first annual Texas Scramble Golf Tournament on July 13. Congratulations to the winners John Blackwell, Mark Capeless and Lyle and Cathy Schmidt.



From left to right are Stacey and Ryan Rogers, Ken Lancour, Kim Peters, Sheri Waldner, Jennifer Luckay, Oliver Peters, Michael Shouldice, Mark Capeless, John Blackwell, Colby Peters, Melanie Brewer, Sheldon Brewer, Dillon Brewer, Rod Brewer, Wendell Harris, Lyle Schmidt, Kathy Schmidt.

### Payroll Group bonds over Adrenaline Rush

If you've ever wanted to try ZipTrekking you might want to give Donna Garfield, Heather Swanson, Mary Ellen Bullock or Donna Weishuhn a call. These ladies from our Richmond office may take processing your Pay & Benefits seriously, but away from the office they like to lighten it up.



Donna Garfield, Pay & Benefits Manager  
ZipTrekking in Whistler, BC



### Portland Reload's Open House

Our Portland, Oregon reload opened its doors and BBQ grills to its customers, employees and community on a sunny day in July.

"We had just over 50 people visit the facility and enjoy a BBQ lunch. We had all of the forklifts cleaned and parked in front so people could see the equipment we use and the condition we keep it in. We offered a complete tour of the facility including the Trimsaw area. We also gave a demonstration of Arrow's Cable Tightener, which was designed and built by Jack Rob, Division Manager of our Vermilion Bay reload," said Division Manager, Pete Krakowski.

"It allowed customers, friends, and family to see where we work and why we're proud to work here".

## Product Watch

### Oil Condition Sensor

IntelliStick, Inc. says its patented dipstick-replacement sensor allows both independent and fleet operators to monitor the condition of their engine oil in real time, "virtually eliminating the turnaround time required for traditional laboratory oil analysis."

Winner of the Popular Mechanics Magazine 'Editor's Choice Award' during the 2007 SEMA Show, the IntelliStick system was developed in conjunction with the U.S. military for the diesel Humvee, the maker says. It monitors oil condition by measuring the additive conditions and oxidation/acid build-up in the oil, while continuously scanning for water/coolant and fuel intrusions.

The dipstick sensor communicates with any Microsoft Windows-based and Bluetooth-enabled PDA, cell phone, or laptop, resulting in an easy to read graphic.

Rather than changing oil on best-guess mileage and time intervals, or relying on off-site laboratory analysis, the IntelliStick sensor directly measures the actual, real-time condition of engine oil to allow truck operators to know the absolute best time for a change, the company claims. It adds that the result is a continually updated, laboratory-grade picture of the actual state of the engine oil.

The IntelliStick is compatible with most gasoline and diesel engines.

To read the rest of the story, try this link:  
<http://www.todaystrucking.com/products.cfm?intDocID=19157>

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#### Arrow Marine Services

Silicon paint makes the boat faster while decreasing the fuel costs for the boat operator.

On top of offering cutting-edge solutions at competitive prices, AMS is incorporating some very environmentally friendly practices. The new power-washer, which sits inside a fully enclosed facility, enables the shipyard to catch, reuse and then treat the water from hull cleaning. The anti-fouling paint used for most boats' hulls is copper-based and very bad for the environment. With this new equipment, AMS is able to get rid of the contaminants in the water before disposing it.

"We're committed to doing business in an environmentally responsible way. Although we operate in totally separate industry, our connection to Arrow Transportation is very strong. We've built a loyal client base by offering competitive pricing and high quality service using streamlined and efficient processes," said Brian.

## 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

# Holiday Card Contest

“and the Winner is...”

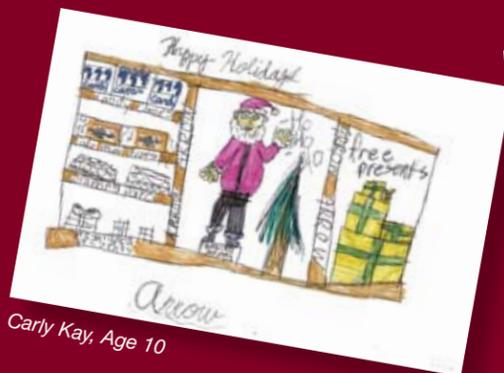


Winner of the Holiday Card Contest is Carly Kay pictured here with her winning entry and the \$100 Chapters Gift Certificate

The winner of this year's "HOLIDAY CARD CONTEST" goes to Carly Kay, age 10 from Kamloops, B.C. Carly's Dad, Neil Kay, has been driving for Arrow for five years. Carly was very excited to hear the news that we will be using her design as the cover of Arrow's Holiday Card to be sent out to the various customers, suppliers and other associates of Arrow. Carly and her sister Courtney enjoy books so the \$100 Chapters Gift Certificate will be put to very good use.

Thank you to all of you and yours that entered and we hope to see your names again next year!

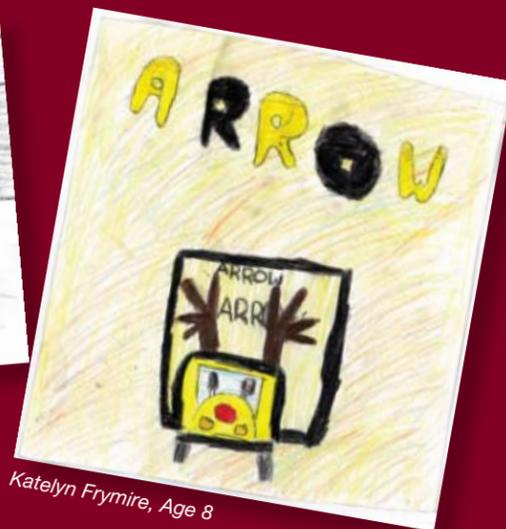
As far as we're concerned, all of the artwork entered deserves to be seen. We hope you enjoy this collage of fantastic work produced by the kids, grandkids, nieces and nephews of Arrow employees.



Carly Kay, Age 10



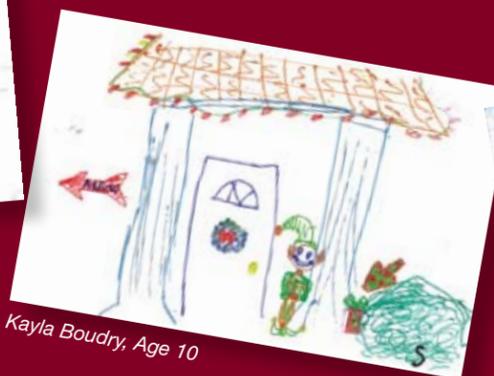
Dalton Johnston, Age 9



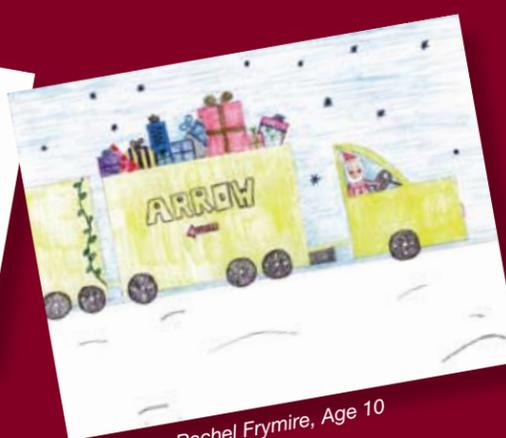
Katelyn Frymire, Age 8



Laura Viventi, Age 8



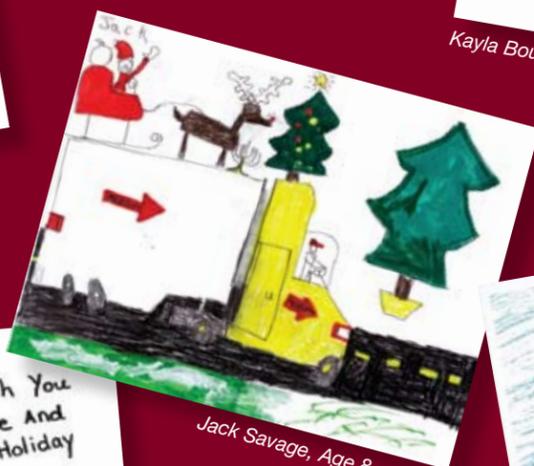
Kayla Boudry, Age 10



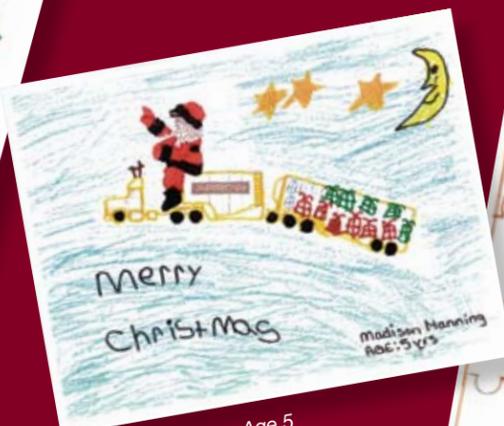
Rachel Frymire, Age 10



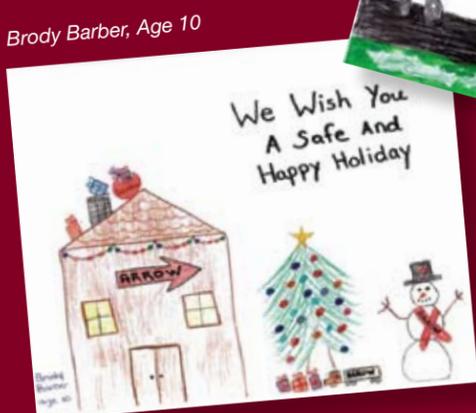
Carly Kay, Age 10



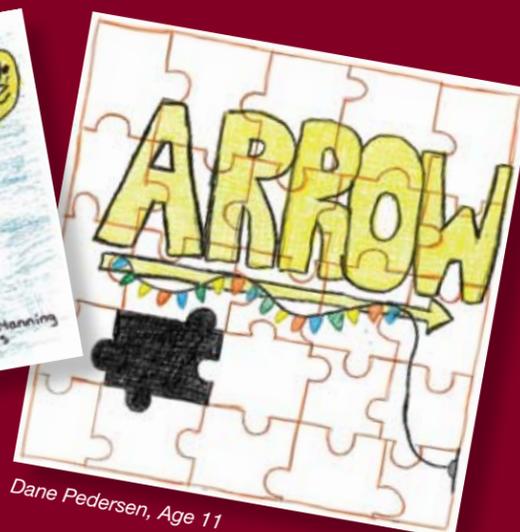
Jack Savage, Age 8



Madison Manning, Age 5



Brody Barber, Age 10



Dane Pedersen, Age 11