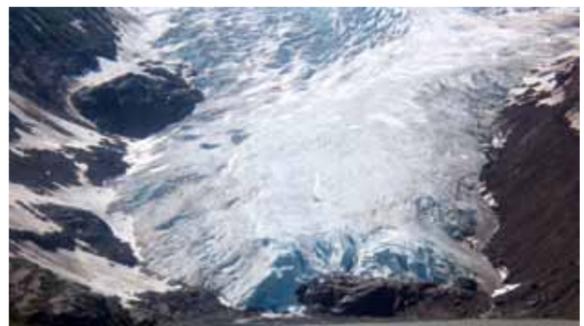


arrowlife



OCTOBER 2009



Stewart – Houston Division

The people
that work
here are
unique:
they are
very proud,
hard
working and
dedicated...

If you've ever found yourself in Stewart, B.C., it's because you wanted to be there. Stewart isn't on the way to anywhere – unless you are determined to be "hyderized," drink the infamous alcoholic concoction served at the Glacier Pub located in Hyder, Alaska—a mere 2 km from Stewart.

Set against towering peaks with hundreds of scenic waterfalls, Stewart is Canada's most northerly ice-free, deep-sea port, located at the head of the Portland Canal nearly 200 km from the Pacific Ocean. To call it remote is an understatement, it's 4.5 hours northwest of Smithers, B.C. or 17 hours north of Vancouver.

The history of Stewart has been that of flux. Dreams of gold brought the first pioneers to Stewart long ago. Prior to World War I, Stewart's population was 10,000 strong, but the boom was short-lived and the population plummeted to less than a dozen shortly thereafter. Today, Stewart's population stands at 670 and the economy is fueled by mining, forestry and tourism.

Arrow's presence in Stewart started in 1971, when the first truckloads of copper concentrate were hauled from the newly opened Granduc Mine to the marine terminal, where it was shipped to Japan for processing.

People working in Stewart had to be tougher than tough: the mine was located on top of a glacial mountain accessed by roads that receive 20 meters of snowfall a year! Although snow crews worked continuously around the clock during the winter months to keep the trucks rolling, this work wasn't for the faint of heart.

Granduc Mine was the beginning but as mines have come and gone, Arrow has managed to align with opportunities and continued to haul minerals and logs for the last 38 years.

Today, Arrow operates the Stewart-Houston Division, employing 12 drivers and two mechanics to haul upwards of 7,000 mt of copper concentrate per month from the Huckleberry mine, located southwest of Houston. Designated bush trucks haul trailers full of concentrate from the mine to the Houston terminal, where they are transferred to highway trucks and driven 400km to the Stewart marine terminal.

During winter months the weather ranges from minus 40 degrees to plus five with rain and then back to freezing again. Arrow can lose up to 20 days of hauling a year due to avalanches that block the Glacier Highway.

Arrow employees drive roads battered by logging trucks, deal with prolific wildlife, navigate treacherous and deserted terrain, brave the elements, and still manage to have an exceptional safety record and boast 100% compliance with speed, hours of service and payload requirements. The shop staff works very hard repairing and maintaining aging trailers that keeps the product moving and our drivers busy.

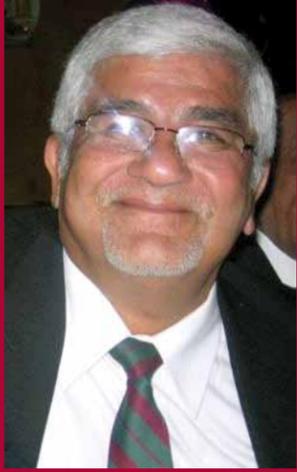
The Division is managed by Jessica Hill. "Jessica started with Arrow in Stewart approximately 14 years ago as an administrator, she then eventually took over dispatch and in 2003 she took the helm. Jessica has lead an excellent team through all the trials and tribulations encountered with an operation in one of the most challenging areas of the Country. In the past year she has not only started a family, but has lead the Division thru one of the most successful years ever, while maintaining respect and consideration for her people and customers alike." is what Jessica's boss Joe Mather, GM Mining and Aggregates, had to say about her.

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Nizar Shariff “The Prince” 35 Years



Nizar Shariff is of Indian decent but was born and raised in Tanzania, located on the east coast of Africa. While Tanzania was under British rule, Nizar’s family was very successful - allowing Nizar to get his Diploma in business administration in England.

However, in 1971, Idi Amin seized control of neighbouring Uganda and expelled all 150,000 “Asians” (including people of Indian background). The people of Tanzania knew it was a matter of time before their livelihoods would be compromised.

Three years later, in 1974, after overcoming various hurdles, Nizar and his wife, Farida, immigrated to Vancouver, where their family met them. The couple arranged to stay with Nizar’s sister’s family in North Vancouver.

Two days after landing, Nizar began his job hunt. Nizar had been warned that to secure a job, one would need Canadian work experience.

A week later, Nizar received a tip to apply with Arrow Transportation, whose head office at the time was located on Vancouver’s North Shore—just a five-minute walk from where he was staying.

The next day, Nizar interviewed with Arrow’s C.F.O., Gordon Campbell. While waiting for the interview, Nizar nervously thought about what people had said about requiring Canadian work experience. But as luck would have it, Gordon had recently returned from Tanzania, on Arrow business, and they instantly developed a rapport. That day Nizar started as a payroll clerk and 35 years later, he is still with Arrow, but now he is the Accounts Payable Manager.

“We are very fortunate to have had Nizar working with us for such a long time.” said President, Jack Charles Jr.

“I’ve enjoyed my time here and feel deeply loyal to this company. I’ve got so many amazing memories from Arrow and have made many good friends,” said Nizar.

Paul Wates, C.F.O., had to say this about Nizar. “The ‘Prince’ as he is affectionately called by many staff members has been a positive influence and contributor to Arrow’s corporate office over his 35 years of dedicated service.”

In his spare time, Nizar loves to walk along Ambleside beach, read books and spend time with family.

Milestones

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

ARROW MARINE 10 years

Wayne Pinette

ASHCROFT/LMB 2 years

Thomas McGeough

ATHABASCA 2 years

Magdala Rutherford

CHILLIWACK BULK 2 years

Alan Callander
Dennis Russell
Evan Esmond
Gary Belsham
Kildip Thandi
Stephen Young

GRANDE PRAIRIE 2 years

Gerald Gosselin
Paul Joyal

KAMLOOPS CHIPS 10 years

Allen Ladobruk

2 years

Derek Wraight
Garrett Henville

KAMLOOPS HEAD OFFICE 20 years

Rick Viventi

2 years

Lisa Savage
Rachann Pedersen

KAMLOOPS RELOAD 20 years

Mike Jeanes

2 years

Chris Gilbert

PEACE RIVER 15 years

Jake Neustaeter

5 years

Michael David

2 years

Henry Neufeld
Isaak Bueckert
Peter Friesen
Verna Tunke

QUESNEL 10 years

Clarke Richet

2 years

Bill Sterling
Daniel Bongalis
Steve Koning

RICHMOND CORPORATE OFFICE 35 years

Nizar Shariff

2 years

Marlene Reeves

SASKATOON RELOAD 2 years

Jim Enns

A special mention to Jake Neustaeter
for his 15 Years of Service.



Mike Jeanes 20 Years

Although Mike Jeanes has tried his hand at other jobs, nothing seemed to fit until he joined Arrow.

While most of Mike’s time with Arrow has been spent loading lumber at the Kamloops reload, he has had many different experiences: everything from working in plus 40 to minus 40-degree weather to loading 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.

During his time, Mike has seen significant growth and decline. When he first started at Kamloops reload the majority of lumber was being trucked and reloaded by Arrow. Then, in the late 90’s, there was significant growth shipping to DIY stores and Arrow made headway into the “value added” business. However, by 2007, the lumber market was saturated, Weyerhaeuser was moving out of Canada and the demand for value-added services had dried up.



Photo by Laura Viventi

Rick Viventi 20 Years

Rick Viventi’s dedication to safety started early in his career. After studying and working in Industrial Hygiene, Rick moved to Kamloops where he was hired with Arrow in 1984 to work dispatch at our Chips Division. Although Rick was laid off in 1988, we were fortunate enough to hire him back as Operations Supervisor less than a year later.

Rick has always been interested in safety and has made it clear to those around him that we needed to improve our safety culture. Rick’s passionate and well-informed ideas led Jack Jr. to create a safety department and assign Rick as lead.

“We would not be where we are today without Rick’s passion for safety, his relentless pursuit of doing the right thing and his learned guidance.” said Mitch Zulinick, C.O.O. who’s worked with Rick these past 20 years.

When asked what he enjoys about his role Rick said, “The best part of my job is working with the employees in the field. The ones that drive our trucks or load our railcars.”

Health Watch

Don't pass by someone lying on the sidewalk

Vicky Ilich of our Chilliwack Reload Division sent a letter to the editor of the Langley Times and was published in May of this year. One in twenty Canadians have Diabetes and most of us know someone who is affected by this disease. Vicky's letter may provide us all with some awareness that may cause us to think twice before we dismissively step over the body lying in our way.

Letter to the Editor

On Saturday (May 16), I had just dropped my daughter off at baseball practice and had to run a quick errand to Petsmart in Langley. When I proceeded to the front of the store, I noticed a young man lying on the sidewalk in front of the store. I saw many people walking by and looking at him lying there.

I asked a woman standing there if there was a problem. She informed me they thought it was drugs and he had passed out. She ran into the store and informed the staff at Petsmart. In the meantime, I went over and checked on the poor fellow who was lying there unconscious. When I looked more closely, I could tell that he was having a diabetic reaction, which means that his blood sugar dropped to a dangerous level.

I knew this because my father and brother are both diabetics. With an ambulance on the way, I kept checking on him and found his Medic Alert necklace that said he was a diabetic. People couldn't understand how I knew this. Education and experience was the key.

The fire department and ambulance soon arrived and were able to revive the fellow and whisk



him off to the hospital. While I was waiting for the ambulance to arrive, I was appalled to hear people tell me that this fellow had been out in front of the store for more than an hour.

How can people just walk by and do nothing and assume that it is drug-related? This young fellow was dressed nicely and did not look homeless. If he had been left much longer, he could have lapsed into a diabetic coma and died.

If you see someone lying on a public sidewalk and not moving, don't just walk by, see if the person is OK. If you are too scared, make the call to 911. People have to stop being ignorant about medical issues. Not all issues are drugs.

I hope and pray this young fellow is OK, as I have been to the hospital countless times with my family due to diabetes. To the people of Langley, don't be afraid to help. Do the right thing and call for help—you could save a life.

Vicky Ilich, Langley

Prevention Focus

Athabasca gets ready for Winter



Some of the folks from our Athabasca Division: Top Row from left to right: Alan McFarland, Laurel Janzen, Todd Barry, John LaRose, Tom Kwasney, Mark Usher, Rob LaRose, Mark Capeless. Bottom Row: Mike Naponse, Charlie Pedersen, Norm Macklin, Oliver Peters, Tyler Vittie.

In some Divisions, winter and its challenges comes a little earlier than others. We talked to Mike Mallock, Athabasca Division Lease Operator, about what he and his guys do to prepare for the snow, ice and cold. Here's a list of some things we could all do in our commercial and personal vehicles to protect ourselves during the winter season:

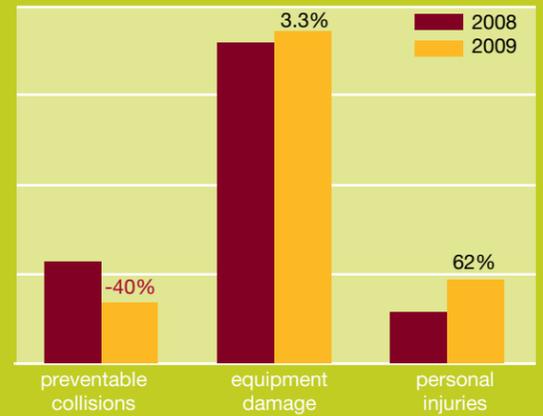
- Check weather and road conditions before you start a trip. Don't start a trip if you're uncomfortable driving in the conditions. If bad weather hits during a trip, pull over until you feel the conditions are safe—wait for snowploughs and salt trucks to help improve the road surface. If you have to spend the night in a hotel, it is far less costly than being involved in an incident or worse.
- Carry a winter driving kit in your vehicle which includes warm clothing, a flashlight and batteries, a thermal blanket, non-perishable food and water, a first aid kit, a bag of sand or salt, extra washer fluid, chains, jumper cables, tire chains, cell phone and charger. *Continued at right.*

Over-the-Road Performance

Statistics are for all Arrow businesses.

Drive to ZERO Incidents.

% improvement January – September, 2008/2009



Top 3

Collisions

- 1 Off road right
- 2 Struck stationary object
- 3 Side swipe

Equipment Damage

- 1 Trailer platform
- 2 Trailer box contact
- 3 Trailer bubble/door

How Injury Occurred

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

Athabasca gets ready for Winter (continued)

- Take extra time to clean all ice and snow from your vehicle to ensure best possible visibility.
- Inspect the condition of your winter tires and wiper blades, visually inspect fluid levels and ensure all head, brake, turn and hazard lights are working – replace any that are burned out.
- Maintain at least ½ tank of fuel at all times.
- Carry brake line antifreeze in case you need it before your vehicle is serviced.
- Add only premix antifreeze to the cooling system.
- Allow brakes to cool by not making aggressive brake applications just before parking your vehicle, as the shoes can freeze to the drum once parked.
- Drive for the conditions. Road and weather, equipment, traffic density and your condition are all equally important for completing a safe trip.
- Start a little slower and drive a little slower.
- As road conditions change and some are imperceptible, such as ice, brake, accelerate and steer smoothly and calmly—abrupt inputs can lead to trouble on slippery road surfaces.
- Give yourself extra space in front to allow for increased stopping distances.
- Avoid using cruise control as the different surface traction areas on the roadway can induce a skid or traction loss.

We want you to be safe and your families need you to be safe this Winter season.

Community Focus

C.H.A.A.P.S

Cariboo Hoofbeats Assisted Activity Program Society



Anita Charleton, left, and Danielle Frothinger work together in our Quesnel Chips Division office.

C.H.A.A.P.S – Cariboo Hoofbeats Assisted Activity Program Society

In 2006, Danielle Frothinger of the Quesnel Division was wondering what to do with a couple of her retired horses. After doing some research, she discovered some programs that used horses for education and therapy. Danielle mentioned this to her friend and coworker Anita Charleton and a non-profit organization was formed.

C.H.A.A.P.S now consists of five board members, 20 volunteers, nine dogs and four horses. It's an integral part of the community and helps people with physical, mental, emotional and social challenges.

One aspect of the program involves taking dogs to seniors residences so the elderly can pet and enjoy the animals.

"Last week we took one of our dogs to visit an older gentleman in long-term care," recalled Anita. "When the man bent down to hug the dog,

we could see his face was streaked with tears. The impact these animals have on people is astounding."

Through C.H.A.A.P.S., kids with autism, cerebral palsy and other challenges learn to ride, groom, handle and communicate with the animals—all the while learning motor, social and cognitive skills.

The staff at Arrow's Quesnel Division and their families have generously supported the program with people such as Dave Schmidt, Kent Muir, Judith Redekop and Judy Malic donating their time, equipment and/or animals.

C.H.A.A.P.S. receives some government funding but due to recent cuts they will unfortunately see their contributions decline.

To learn more about C.H.A.A.P.S., please visit their website at www.chaaps.ca. Donations are always welcome and can be sent to P.O. Box 4311, Quesnel, B.C. V2J 3J3.

Mike Jeanes 20 Years

Now with some markets rebounding and Arrow's active pursuit of moving other commodities, Mike is confident things at the reload will pick up again.

Dave Elliot, previous Operations Supervisor at the Kamloops Reload, had this to say, "Mike was a reliable team player and a fun and cheerful guy to work with."

Of his time here, Mike said, "I have enjoyed my years working at Arrow and enjoy working with the guys in the yard and I look forward to many more years doing the same".

Rick Viventi 20 Years

Rick has participated with sector councils to make the roads a safer place for our drivers, the industry and the public.

"I can honestly say that Rick practices what he preaches. Safety is a way of life for him," said Roy Taki, VP of Trucking.

In addition to spending time with his family, this safety expert's hobbies include motorcycling, martial arts and trapshooting.

Stewart – Houston Division

Continued from page 1

Huckleberry mine officials recently announced some good news for Arrow: the original shutdown date of March 2010 has been extended to the end of 2012, with the potential for further extensions.

Arrow's longevity in the area can be attributed to the excellent relationships its staff have cultivated and maintained. Whether it's working with the customer, First Nations, suppliers, regulatory bodies or the community, Arrow has developed and leveraged strong collaborative relationships.

"Our people who live and work in this community respect those around them as they know that they have to support one another to survive" said Joe.

Tim Walker is an Arrow Driver and works exclusively on the Bush truck. The road he travels by most standards is treacherous but last year was given a Forest Service Award and was named the "Safest Industrial road in Canada". When asked why, Tim had this to say, "Quality of the people. Despite the fact that there are 150 logging trucks coming out from everywhere, we all have to rely on each other. We've all needed help and been vulnerable at times. As a matter of fact, many people think the road is radio controlled but it is radio assisted leaving it to the drivers to take responsibility for themselves." Tim also said that the guys at the mine know most drivers by name and are extremely respectful and accommodating.

Good news came from Prime Minister Stephen Harper, who recently announced the federal government would invest \$130 million to extend the electrical grid far into northwestern B.C. to connect B.C. to Alaska. One beneficiary will certainly be the mining industry, as it will open up this mineral-rich area to exploration and development.

Arrow's reputation, coupled with the rich and abundant natural resources in this area, will allow us to stay in this area for many years to come.



Tim Walker

We want to hear from you

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

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

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.

The Holiday Card Contest Winner is...

Kelsey Ramage



Kelsey's dad, Damon Ramage, stands by while Kelsey receives her gift certificate from Quesnel Division Manager, Steve Williams.

Kelsey Ramage, age 11 from Quesnel, was this year's winner of the Arrow "Holiday Card Contest" and was very happy to win the \$100 Chapters Gift Card. An avid reader, Kelsey just finished the "Twilight" series of books and wants to now get the "Vampire" series.

Kelsey's dad, Damon Ramage, has been driving for our Quesnel Division for just over two years and proudly stood by while his daughter received the gift.

We are proud to be using Kelsey's design on cards sent to the many customers, suppliers and other Arrow associates.



We'd like to thank all of you that took time to enter and encourage you to do the same next year!

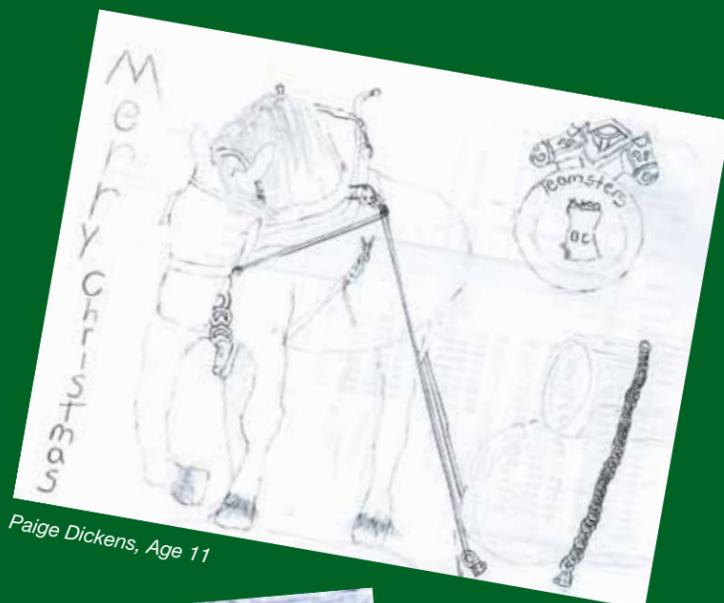
Thanks again for entering!

Choosing a winner is always difficult and you can see why.

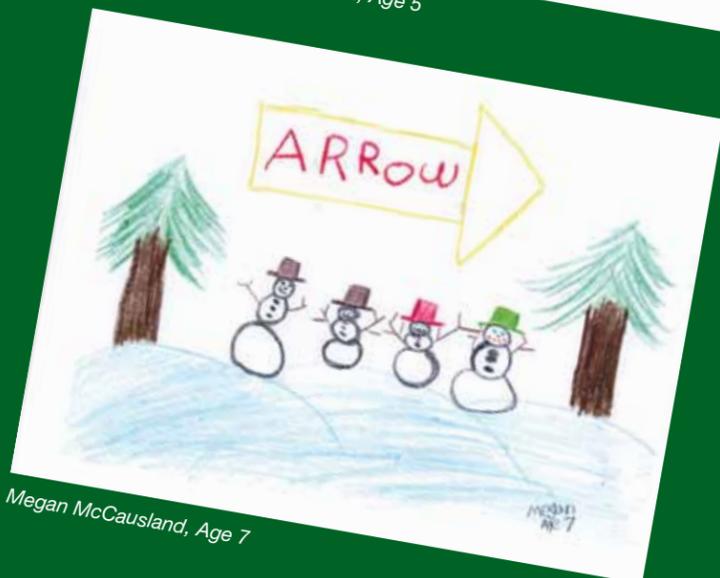
This collage includes the artwork produced by the honourable mentions.



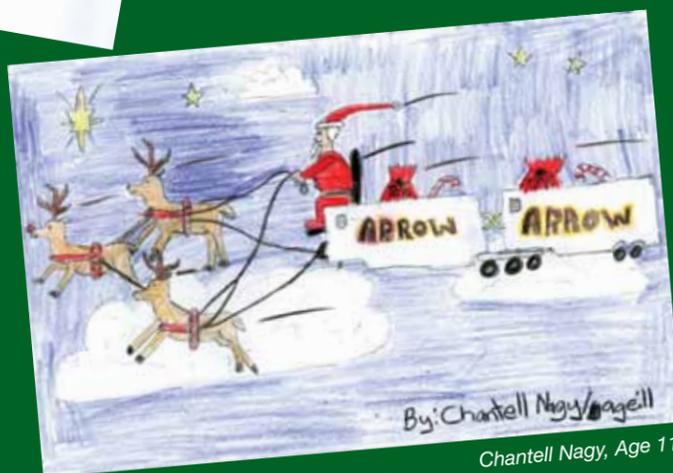
Ailly Chan, Age 5



Paige Dickens, Age 11



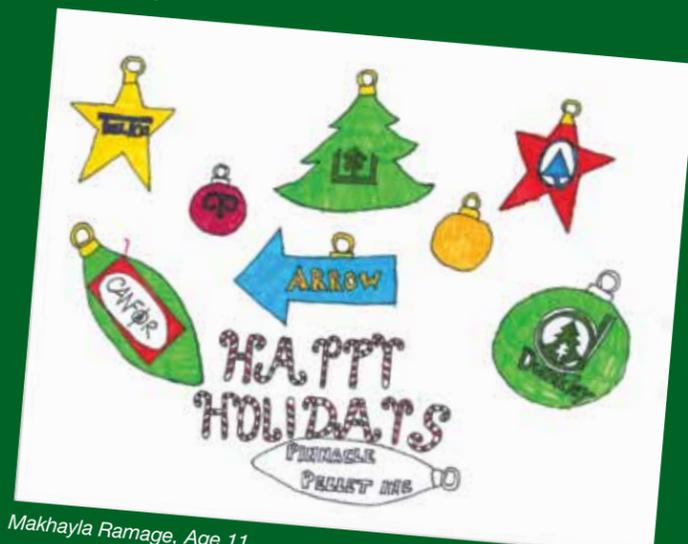
Megan McCausland, Age 7



By: Chantell Nagy/Age 11
Chantell Nagy, Age 11



By: Jessica Nagy/Age 11
Jessica Nagy, Age 11



Makhayla Ramage, Age 11