



SUMMER 2018

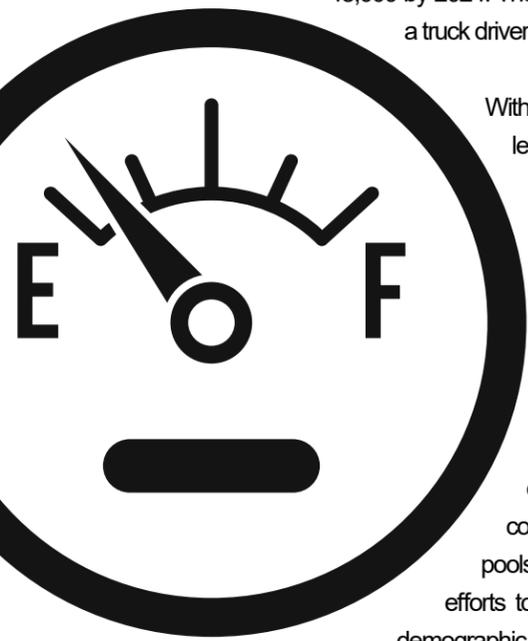
ARROW

arrowlife

Drivers Wanted

Arrow takes proactive measures to address driver shortages

The Canadian trucking industry's aging workforce is retiring and employers are finding it more difficult to recruit qualified for-hire truck drivers. Fact: the average age of a for-hire truck driver is over 47, making it the oldest workforce in Canada. Twenty-six percent of current for-hire truck drivers are over the age of 55. A study commissioned by the Canadian Trucking Alliance revealed the labour shortage could reach up to 48,000 by 2024. The study also revealed that the average age of a truck driver will increase to 50 years by 2024.



With a driver shortage crisis in near sight, this leads us to question why the industry is struggling to recruit new drivers. Over the years, the trucking industry has developed a poor reputation by creating an unfavourable demographic profile of the industry.

As a leader in the transportation industry, Arrow's goal is to change that reputation by improving training and professional development, work-life balance and compensation. With numerous untapped labour pools, Arrow is currently focusing their recruitment efforts towards three of Canada's underrepresented demographic groups.

Women

Women in trucking represent three percent of the workforce, compared to the Canadian national workforce average of 48 percent. An industry that was primarily male dominant is now recognizing the importance of women inclusion in trucking.

Arrow's goal is to increase women's participation in the transportation industry at all levels. We are currently involved with Trucking HR's *Women With Drive National Project* and our Director of People Systems, Lisa Savage is on the Advisory Council for the Alberta Motor Transportation Association (AMTA) that oversees recruitment strategies for underrepresented groups.

Indigenous Groups

According to a report conducted by the Centre for the Study of Living Standards, Canada's indigenous population is growing at a faster rate than the non-indigenous population yet their labour force participation rate in 2011 was almost 5 percentage points less than the non-indigenous population. The report also stated that the Indigenous population is young and will contribute more than one-fifth of all labour force growth in Canada through 2036.

For the past 20 years, Arrow has partnered with local Indigenous Groups with a shared goal of building capacity and supporting local communities. Through our partnerships, Arrow has developed the Driver Training Partnership Program to create employment for the underrepresented Indigenous Groups. Since September 2017, we have had three graduated drivers and currently have two drivers in development. Our goal for 2018 is to reach ten graduated drivers.

Youth

The average age of a truck driver is increasing at a faster rate than the average age of a Canadian worker due to a lack of interest from the younger generation. Less than 15 percent of for-hire truck drivers are under the age of 35. Even more startlingly, that same group of professionals represents 37 percent of Canada's workforce.

It's a great time for youth to become professional drivers. With Streamline, Arrow drivers are exposed to the latest on-board technology appealing to the tech savvy driver. Youth drivers are also well positioned to advance themselves at earlier stages of their careers. From driver to owner operator, to dispatcher, to recruiter, to supervisor, there are numerous opportunities for young professionals in the transportation industry. Throughout the years, Arrow has been working closely with reputable institutions such as Thompson Rivers University (TRU) and Columbia Transport Training to encourage youth drivers. Arrow has also established a Professional Driver Family Incentive Program to encourage Arrow employee family members to pursue driving careers. For

more information about our Professional Driver Family Incentive Program, please email lsavage@arrow.ca or contact Lisa Savage by phone at 1-877-571-9777.

"If you look at the statistics, you can see our industry can do a far better job inviting underrepresented groups to our industry. We need to work on changing negative

misconceptions about trucking and generate interest in an industry that can offer a higher income and better quality of life for many Canadians." said Lisa Savage, Director of People Systems of Canada's underrepresented demographic groups.

Arrow employs the most qualified drivers, which means retaining our drivers is of the utmost importance. Every year, we have drivers celebrating major work milestones from 20 to 40 years of service. As a family run operation, Arrow recognizes the importance of flexible work schedules, competitive wages, new equipment, professional development and training. As the company grows and evolves, Arrow strives to improve employee satisfaction every step of the way. Investments in solutions such as our autotarp system, which helps keep drivers safe and reduce injuries, is a reflection of this. Our unique workplace culture makes us a top employer in the industry and an overall great place to work.

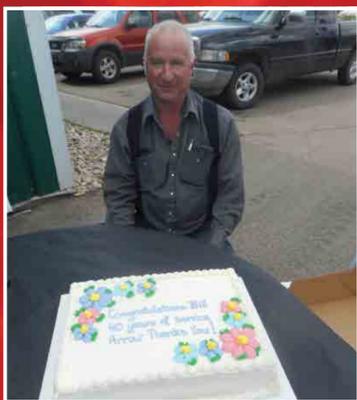
Being a truck driver is hard work and our economy relies on trucking to transport commodities and consumer goods. Countries would come to a standstill without drivers. Arrow knows this, which is why drivers are a vital component to the company's success.

If you're wondering about fully autonomous trucks, it's safe to say that we are decades away from it being a viable solution.

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Bill Magee 40 years



It all started in 1978, when Bill worked for Bates Equipment Ltd. (now Arrow) as a Lease Operator in Calgary. Throughout the years, Bill acquired a large skill set and was able to work any job required at the Calgary facility.

In 1985, Bill moved to Edmonton where he and his cousin Neil were charged with growing the Bates Edmonton facility. From 2002-2006, Bill managed the Edmonton 99th St. facility. In 2009, Neil purchased a bulk transfer operation, moved it to Scotford, and asked Bill to run that facility.

Over the past 40 years, Bill has been incredibly valuable to Bates and Arrow (Arrow purchased Bates in 2010). Today, Bill operates our Travelift in Edmonton and continues to assist with projects across the reload system. He is currently working on a large pipe move project. Since there isn't much he can't do, Bill receives calls from various managers on the reload side to lend a hand.

If you ask Bill what has kept him working at Arrow for so long, his answer is simple, the people, "I've worked with John Stewart for these 40 years, and many other wonderful people. It's why I stay. I'm also really impressed with the man Adam Kyle has become, it's been great to watch," said Bill. Bill hired Adam Kyle as equipment operator to work at the 99th street facility where he now works as Operations Supervisor to this day. "Bill is hands down one of the best guys I know in and outside of work and someone I will never forget. I have always enjoyed working with Bill and always will," said Adam Kyle.

What about retirement plans? Bill says he'd like to take some time this winter to travel and maybe even retire someday soon, however he really enjoys the job and knows the value he provides to Arrow.

Bill enjoys his time with his wife Jennifer, his two sons, three grandchildren and of course, his dog Randy.

Mike Maisonneuve, Regional Manager for Alberta Reloads, has known Bill since 2010 and had this to say, "During his time with Arrow, Bill has been a very sought-after

Milestones

The employees mentioned below reached their milestones between March and July 2018. Please join us in congratulating these people for their time with Arrow. Great people work here.

ARROW LOGISTICS SERVICE SOLUTIONS 2 years

Alison Gash

ARROW MARINE 15 years

Daniel Nicoll
Terry Tomkins

ASHCROFT 5 years

Mel Warkentin
Mollie Lane
Alex Kostur

ATHABASCA 5 years

Bernie Kazmeirczak
Carin Norstrom

BC RELOAD LOGISTICS 5 years

Gary Labbe
Ken Armbruster
Carolyn Lefferson

CHILLIWACK 5 years

Kirk Jameus
Leonard Timmers
Martin Hamann
Stuart Marshall
Brian Larsen
Dailyn Dyson
Mathew Gehman
Nolan Reynolds
Richard Marks Sr.

DALLAS RELOAD 5 years

Bruce Grisham

DEGAMA SYSTEMS 2 years

Sudeep Anu

EDMONTON RELOAD 40 years

Bill Magee
Chris Sawchuck

GRANDE PRAIRIE 30 years

Brenda MacDonald
John Madsen
Rob Allingham

INFORMATION TECHNOLOGY 2 years

Tyler Shedden

KAMLOOPS 20 years

Danielle Frothinger
Brian Vandrish
Kevin Shoemaker
Trevor Bader
Bernd Dessau
Dennis Carr
Keith Janzen
Michael Scholz
Zhan Vallee

2 years

Andrew Rattray
Neil Beaulac
Ray Bennett Arrieta

KAMLOOPS CORPORATE OPERATIONS 10 years

Nathan Skyers

LAS VEGAS RELOAD 5 years

Michael Davis

NUTRIGROW 2 years

Shane Reynolds

PEACE RIVER 15 years

Grant Wevik
Abraham Sawatzky
Henry Wiebe
Abraham Koethler
Janine Koch
Johan Hiebert
Juan Janzen

PORT COQUITLAM RELOAD 5 years

John Smith

PORTLAND RELOAD 5 years

Sheldon Retonong

QUESNEL 20 years

Dan Steele
Randy Lautsch
Marvin Fox
Robert Dolinski
Wesley Miller

RIVER CITY FIBRE 10 years

Mike Loshuk
Shawn Meredith
Nick Piva
Cliff Ramsay

SHERWOOD PARK RELOAD 2 years

Brodie Doucette

STEWART 5 years

Alan Jarvis

VANCOUVER CORPORATE SERVICES 5 years

Neely Prince
Permil Jawanda
Jessica Lowes

Special mention Daniel Nicoll, Terry Tomkins, and Grant Wevik for their 15 years of service.

resource for obvious reasons. He has a wealth of knowledge that we are extremely fortunate to have. Whether it is regular day to day business, specialty projects or new employee training, there is a sense of comfort when you know Bill is involved.

Bill epitomizes Arrow's core values and principles: integrity, safety, quality, teamwork, responsibility and fun. Congratulations Bill, 40 years of service is something that you should be extremely proud of."

Brenda MacDonald 30 years

Home is not a place, it's a feeling. When you walk into the Grande Prairie office, you get just that, a feeling. For the past 30 years, Brenda has created a home away from home atmosphere in the office. Her quick wit, friendliness and infectious smile are sure to brighten anyone's day!



Through thick and thin, Brenda has remained loyal to Arrow. She proudly serves as an Arrow ambassador, always going the extra mile when needed to help the company succeed. "Brenda is our administrative anchor in northern Alberta. Everybody loves and adores her. Brenda makes Arrow that special place to work at," said Roy Taki, Vice President Support Services of Brenda's work ethic.

Well known for her incredible knitting skills, Brenda makes clothing and toys to donate to the Children's Hospital and to the homeless. In her spare time, Brenda also enjoys spending time in her yard, travelling and attending concerts with her husband Todd. Some of her most memorable concerts include Cher and Bon Jovi.

"Brenda is an extremely hardworking and loyal member of our team. She puts in countless hours to ensure everything runs smoothly in our division and can always be counted on to step up and take on new tasks. Brenda is always willing to help. Her knowledge and experience make her an incredibly valuable member of our team and it's people like her that make Arrow a great place to work." said Riley Ireland, Division Manager Grande Prairie and Brenda's Manager.

Simply said, the Grande Prairie Division wouldn't be complete without Brenda. Thank you Brenda, for dedicating 30 years of service to Arrow!

Danielle Frothinger 20 years



In the spring of 1998, Danielle was looking for work in Quesnel and as luck would have it, she knew the Division Manager, Mike Pinchin, who enthusiastically offered her a job. Danielle has been the right hand Financial Administrator to several Division Managers since that time.

Steve Williams, current Manager of the Quesnel Division had this to say, "Danielle received the unenviable task of "training" me in my early manager years. She stuck it out so it must not have been too bad. Danielle could always be counted on to perform in a very efficient and professional manner. We have established a very high standard with respect to the admin activities and Danielle was a very large part of us getting there. I enjoyed working with her and I thank her for her years of service in Quesnel."

When asked how Arrow has managed to keep Danielle for so long, she said it had to do with the support she's received from all of her managers with respect to her involvement in several charities and causes. Danielle was

co-founder and past President for C.H.A.A.P.S, a Quesnel based organization that brought together five board members, 20 volunteers and several dogs and horses used for therapeutic riding and long-term care visits.

Most recently, Danielle took service trips to Nepal and Guatemala with Developing World Connections (DWC) and was a Team Leader for a group that worked to build a water harvesting system for a school in Kenya.

Danielle has also been involved with an amazing international charitable organization called Mary's Meals, started by two brothers and headquartered in Scotland. Mary's Meals feeds 1.2 million children in schools daily. Danielle has been president of Mary's Meals Canada since 2014 and with them has travelled to Malawi, Kenya and Zambia on projects and to the organization's headquarters in Glasgow, Scotland several times.

Randy Lautsch 20 Years



For 11-year-old Randy, Sundays in Pearl, Ontario were spent changing oil and greasing trucks with neighbor, Bradley Gregory. When Randy was 17 years old, he quit school to work for Bradley full-time. Bradley, a local owner operator, taught him everything he knows about driving and truck maintenance. At the age of 20 years old, Randy, with Bradley's help, purchased a truck and became his own boss. Randy kept in touch with his mentor and friend Bradley until he passed away a few years ago.

Randy moved to Quesnel at 23 years old, to continue pursuing his driving career. Prior to his 33rd birthday, the Quesnel Division Manager at the time, "High Tower" Mike Pinchin offered him a company driver position and the rest is history! In the past 20 years, Randy has seen lots of growth within the company, there have been many new faces but he admits there are drivers that have been around for longer than he has!

Steve Williams, Division Manager in Quesnel, had this to say about Randy, "Randy is a very dedicated Arrow employee. For the 15 years that I worked alongside him he has proven to be a very conscientious and reliable team member.

Randy is a very professional driver, who takes pride in the work he performs and maintains an impeccable safety record. Thanks for the excellent effort and I look forward to many more years."

When Randy isn't driving, he is tending to his 5.9 acre property where he lives with Kelly, his wife of 19 years. Randy loves antiques and old cars such as his '57 Chevy and his wife's '79 Chevy pickup. Randy has a daughter, two stepsons and a grandson. His daughter, Marsha, is a recipient of Arrow's 2018 Scholarship Awards. Marsha will be attending the College of New Caledonia in the fall to get her Medical Radiography Technology Diploma.

Dan Steele 20 Years



Google defines a workhorse as "a person or machine that dependably performs hard work over a long period of time." For the past 20 years, Dan has been a hardworking and dedicated driver for the Quesnel Division, a true workhorse. "Dan is definitely what you would call a workhorse," said Division Manager, Steve Williams of Dan's work ethic. "Since I came to Quesnel, Dan has always been on the highway hauls and has always taken the longest hauls available. Whenever we venture away from Quesnel, he would volunteer to go on these hauls and be the test pilot per se."

Dan's driving career began at the young age of 20 years old. As a child, Dan would see trucks and thought it would be a "pretty cool job". Dan began driving for Arrow on July 10, 1998 and has remained loyal to the Quesnel Division ever since. Prior to driving with Arrow, Dan drove logging trucks, but soon grew tired of the seasonal and unsteady work.

In his spare time, you can find Dan either fishing on his boat or cruising the streets on his Harley Street Glide motorbike.

"Dan can always be counted on to do his job in a safe and efficient manner. I look forward to continuing to work alongside Dan up until he retires – a few years yet I hope!" added Williams. In two and a half years, Dan plans to retire by the ocean and travel around the West Coast. We can't argue with that! Thank you Dan for your continued commitment to Arrow.

2017 Chairman's Award

Every year, Joint Health and Safety Committees from divisions across the company submit projects for the Chairman's Award. The Chairman's Award recognizes the division's commitment to improving safety in the workplace. The award is evaluated on the merits of innovation, functionality and injury prevention.

Kamloops Chips Division-Winners

The 2017 Chairman's Award Winner is the Kamloops Chips Division! Their work on the development, testing and installation of automatic rolling tarps for the 53' shuffle floor trailer merits this recognition. This innovative system was designed and built in-house to address the high numbers of soft tissue injuries incurred from manually rolling and unrolling tarps. Drivers using the system reported noticeable reductions in day-to-day discomfort.

With winter testing completed, Kamloops Chips continues to test the tarp to better understand the constraints and explore the value of a permanent tarp opening system. We look forward to a project update from the Kamloops Safety Committee. Congratulations to all committee members for their vision and participation in this injury-reducing project.



Chairman's Award Winner, Kamloops Chips: (left to right) Jason Bragg, Ed Coombes, Albert Smiley, Kyle Snider, Doug Ferguson, Troy Uffland, Doug Laroche. Absent: Mike Deneef, Greg Mckinnon



Kamloops - automatic rolling tarp

Quesnel Division-Honourable Mention

The 2017 Chairman's Award Honorable Mention goes to the Quesnel Division! Over the past years, Quesnel's Joint Health and Safety Committee has been committed to reducing the number of slips, trips and falls from all sources. One specific area of concern are the slips and falls drivers suffer when scraping icy windshields during the late fall and winter months.

Sometimes what is old becomes new again. In Quesnel, the members of the Joint Health and Safety Committee decided to do just that; modify the foot stand on tractor units. The redesigned step is lighter, has a better platform to stand on and is easier to attach to the driver or passenger side steering tire. Quesnel drivers now have firm footing and better access for cleaning their windshields.

Although modifications are still underway, this redesign is proving to have a positive effect in the overall goal of preventing slips, trips and falls at the Quesnel Division. We're looking forward to the final product.

Congratulations to Kamloops Chips and Quesnel safety committee members for raising the bar on safety.



Chairman's Award Honourable Mention, Quesnel: Safety Committee Members (left to right) Andre Klassen, Steve Williams, Tim Pearson, Mike Kopetski, Rick Short, Chris Behm, Adam Ligertwood. Absent: Kevyn Kennedy, Ben Fougere, Dave Schmidt, Alvin Rausse



Quesnel - foot stand

Building Strength in Communities

Junior Achievement British Columbia (JABC) and Arrow Transportation Partner to Bring STEMInists Program to Kamloops Girls

Thanks to the partnership of JA British Columbia and Arrow Transportation Systems, girls considering STEM related careers are receiving hands-on experience in a special JA Company Program called "STEMInists" currently piloting in Kamloops.

Under the mentorship of women currently working in STEM (science, technology, engineering and math) roles, this after school company program for grade 9-12 girls is held in weekly two-hour sessions over the course of 16 weeks. The aim of the entrepreneurial and career building program is to empower a student team to brainstorm, design, market and

sell a STEM related product or service. This endeavour is made possible thanks to the Community Investment Program from Arrow Transportation Systems.

In Canada, women represent the majority of University graduates, but only account for 39% of STEM graduates. STEM careers can provide a higher earning potential and, according to Stats Canada, can be linked to our "country's competitiveness and economic prosperity."

The product the student team developed is called Recycled Sounds, an eco-friendly speaker and smartphone accessory. The customizable device can be used for listening to music, watching videos and streaming services on all sizes and models of phones. Users also have the option to charge their phones and operate headphones.

"All of us at JABC are very excited about the STEMInists Company Program," said Sheila Biggers, President and CEO of JA British Columbia. "This learning experience will help give girls the background, confidence and connections



STEMInists (left to right) Tasia Linquist, Alia Sandeman-Allen, Rohkeya Diaou, Sarah Baughan



Recycled Sounds product

Arrow's Professional Driver Family Incentive Program

Applications accepted until August 31, 2018

If you have family interested in a driving career, we want to hear from them! Arrow is offering financial assistance and training for any qualified family member with serious interest in becoming an Arrow driver.

Criteria

- Must be the child, grandchild, spouse or sibling of an Arrow employee, Lease Operator or Lease Operator Driver.
- Must be serious about a career as a Class 1 driver with Arrow.
- Must have minimum high school diploma or GED.
- Must have a positive attitude, a record of dependability and a strong work ethic.

For details, please see your Division Manager or contact Lisa Savage at 250-571-7777 or 877-571-7777

2018 Top Fleet Employer Award



Arrow earns honours through the Top Fleet Employers program

Trucking HR Canada has recognized Arrow as a Top Fleet Employer for 2018. With over 4,500 fleets across Canada, Arrow was selected as one of fifty-two of the best workplaces in Canada's trucking and logistics industry.

All applicants were rated on topics including recruitment and retention practices, workplace culture, compensation, training and skills development, and innovative HR practices. Top Fleet Employers selection criteria, which has been validated by trucking industry experts, is reviewed annually to ensure an accurate reflection of human resources issues, trends, and today's working environments. A team of human resources professionals oversees the assessment process. (Trucking HR Canada, 2018)

"These 52 fleets demonstrate a commitment to strong human resources approaches. We commend them for their leadership in showcasing the trucking and logistics industry as a great place to work" says Angela Splinter, chief executive officer of Trucking HR Canada.

"Arrow is a reflection of the people that work here and I'm proud to work among those that were so deserving of this recognition. Great people work here," said Lisa Savage, Director of People Systems for Arrow.

Arrow is staffed with the best people in the industry. With divisions that spread across North America, the goal is to build a better sense of community amongst employees that are separated by distance. Ultimately, employee growth and satisfaction are essential to the company's success.

Please join us in congratulating the following recipients of the 2018 Scholarship/Bursary Award



Ashley Larnder - Daughter of Eric Larnder, Kamloops Reload



Breanne Smith - Daughter of Tom Smith, Arrow Marine Services



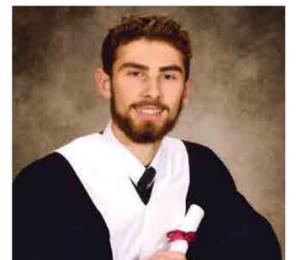
Kennedy Coombes - Daughter of Ed Coombes, Kamloops Chips



Laura Viventi - Daughter of Rick Viventi, Kamloops Office



Erik Stacey - Son of Roger Stacey, Stewart Division



Josh Olynyk - Son of Nicole Olynyk, BC Reload Logistics



Marsha Lautsch - Daughter of Randy Lautsch, Quesnel Division

Thank you to everyone who applied this year!

Around Arrow



Edmonton Reload celebrates Bill Magee's 40 Years of Service with a BBQ!



Garret Proudman, Christina Lake TFR and his Right Hand Dog

Arrow would like to recognize Garrett Proudman of Christina Lake TFR for ALL his efforts during the May floods in BC. Garrett helped unload a truck, helped with Grand Forks bagging AND used his forklift skills to help in the relief. Thank you for making the #arrowlife proud!

Arrow Shows Support with #jerseysforhumboldt



Marine



Tara Delver and daughter Brielle, Scotford TRF, Akenside TRF



Lisa Riobo, NutriGrow



Vancouver Office



Sharon Teichroeb, Peace River



Chilliwack



Quesnel



Marea McKinnon, River City



Grande Prairie



Kamloops Office



Streamline

Arrow Trade Shows



Michelle Harris of NutriGrow hands out flowers planted with NutriGrow soil at Mining Day in Princeton



Dave Elliott and Dan De Palma at Truxpo in Abbotsford



Larissa Pepper at Quesnel Job Fair



Ron Iacobelli (Streamline/Degama), Andy Knox (Degama), Peter Abbatangelo (Degama), Dan De Palma (Streamline) at Truck World in Mississauga, Ontario

We want to hear from you

Please submit your ideas and articles for the newsletter to:
Caroline Kaiser, Marketing & Communication Specialist
ckaiser@arrow.ca

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400-970 McMaster Way, Kamloops, BC V2C 6K2



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