



arrowlife

JULY 2008



Building a Strong Future Together

We take pride in the fact that quality people choose to make Arrow their choice as a place to work.

For almost 90 years Arrow Transportation has been part of the transportation landscape in Canada and the United States. It started when my grandfather, Chuck Charles and his partner Claude Bouchard established a general cartage business in 1919. Since the beginning, four generations of our family have worked at Arrow and we are very proud of what this company represents today.

Today there are over seven hundred people working at Arrow across Canada and the United States. We are known as a company that delivers high quality service at the least total cost to our customers. We are involved in trucking, materials handling, distribution, computer technology, marine services, consulting, brokering and logistics. Our drivers, mechanics, supervisory staff, administration support, functional support and management personnel are without question the best in the industry. We take pride in the fact that quality people choose to make Arrow their choice as a place to work.

The nature of our business means that many of us are spread apart by great distances and as such, communication is not always easy. This newsletter has been created to help keep us better connected to each other. Inside each edition you will find information about the overall transportation industry, features highlighting your co-workers and their specific divisions, key developments that may be taking place at Arrow, and many more items.

It is important to remember that this is your newsletter and that the success of the publication will depend on your

participation. We want to ensure that this is a periodical that people in our company look forward to reading. That it is a publication that shares worthwhile information and helps bridge some of the communication gaps that naturally exist in a company like ours. On that note we are asking you to get involved. Make sure that you contribute where possible and that those creating the newsletter are aware of possible changes and additions that you would like to see included.

This is an exciting time at Arrow. Each year we are growing and adding new people to our company. We are moving into regions and businesses that will make us more diverse and more successful in the years ahead. We truly believe that we have the people, technology and strategies in place that will ensure a successful journey on the road ahead.

Thank you for working with us to make our company a leader in our industry and a place where we can all be proud to work.

Sincerely,

Jack W. Charles Jr.
President

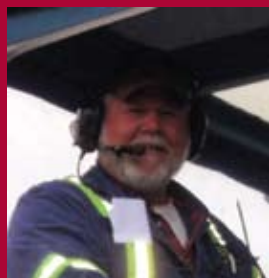


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The Fab Four

We would like to tell you about four long-serving employees



Robert



Brenda



Abe



Bruce

Robert Christoffersen 35 Years for Uncle Bob

Bob came to Arrow in 1973 after listening to a couple of Arrow drivers at the local coffee shop. Their claims of hauling “interesting stuff” and a “steady gig” lured Bob into applying, and soon he was hired to haul steel pipe in the Lower Mainland.

During Bob’s career he has hauled many different commodities in various corridors including all things “big and ugly” when Bruce Charles called “Uncle Bob” into the heavy haul fold. In 1998 when Arrow left the trucking business in the Lower Mainland, Bob was offered an opportunity to operate the Marine Travel Lift with Arrow Marine and has been working with AMS since.

“The Charles family always gave you a chance if you showed the initiative,” said Bob when asked about what he’s enjoyed most about working at Arrow. “They always had an open door for me and have given me the opportunity to learn and grow. I’ve worked dispatch, consulted on prospective job sites, operated cranes, driven truck and now work for AMS.”

In his off time, Bob loves to spend time at his property on Watch Lake in the Cariboo with his wife Denise and four grown children.

Brenda MacDonald Arrow’s own Guardian Angel

Dave Campbell, Reg. Manager in Grande Prairie, made the good decision to hire Brenda in June of 1988. During her 20 Years, Brenda has seen a lot of growth and has “trained” her share of Regional and Division Managers.

Of the people she’s worked with Brenda said “I’ve grown with these people and watched their kids grow. They are like family to me.”

When not working for Arrow’s Gold Star Division, Brenda spends her time helping others. She makes and donates booties and hats for the premature children born at the local hospital, toques and scarves for the homeless and, most recently, finger puppets for children at the hospital.

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 January and June of this year. Please join us in congratulating these people for their time with Arrow. Great people work here.

ASHCROFT/LMB

5 years

Murray Abram
Scott Kelly

2 years

Brian Van Tamelen
Mark Akerman
Scott Myers

ARROW MARINE

35 years

Robert Christoffersen

5 years

Bryon Fletcher
Daniel Nicoll
Ivan Tabak
Ken Barnes
Terry Tomkins

GRANDE PRAIRIE

25 years

Abe Wiebe

20 years

Brenda MacDonald

2 years

Arnie Yuzik
Jim Benson
Laurie Jackson
Norm McFarlane

HOUSTON

10 years

Buddy Pask

2 years

Kelly Hassels

KAMLOOPS CHIPS

30 years

Bruce Ferrell

10 years

Larry Geier

5 years

John Vegara

2 years

Brad Wilson
Bruce Nagy
Bryan Hunt
Christopher Walker
Dale McMillan
Eric Madsen
Frank Paul
Kevin Clausen
Larry Huston
Ralph Clausen
Rick Grose
Royce McDonald
Scott Williams
Steve Gayfer
Tibor Guntner

KAMLOOPS HEAD OFFICE

15 years

Joe Mather

KAMLOOPS RELOAD

2 years

Gary Reiter
Shawn Heard

PEACE RIVER

15 years

George Wiebe

10 years

Jake Penner

5 years

Darryl Dyck
Grant Wevik

2 years

David Gerbrandt
Jacob Fehr
Kelley Solon
Lawrence Kiiskila

QUESNEL

15 years

Tom Schmitt

10 years

Danielle Frothinger
Ken Turner
Randy Lautsch

5 years

Tim Pearson

2 years

John Duchou

SASKATOON RELOAD

2 years

Curtis Sumners
Dennis Hovdebo

SPARWOOD

2 years

Denis Courtemanche

A special mention to
Joe Mather, Tom Schmitt
and George Wiebe
for their 15 Years of Service.

“There is so much we can do to help. It’s easy, just fill up a bag and drop it off where it’s needed,” said Brenda. People have been donating wool to her because they know it will be put to good use.

Abe Wiebe A Vagabond at Heart

Abe loves driving to new places on and off the job and his love of trucking shows through his attitude toward work. Working for Arrow’s Gold Star Division has allowed Abe the balance between the work he loves and time with his wife and five children.

“I always knew where I’d be going always knew when I’d be home. I had the choice not to work weekends if I wanted,” said Abe.

Abe was hired in January of 1983 as a Lease Operator in Grande Prairie to pick up chips in High Level and haul them to Grande Prairie’s Proctor and Gamble Pulp Mill. As Arrow grew and diversified, so did the hauls—and that suited Abe just fine. Hauling from all over BC and AB, Abe’s CB handle was “Vagabond,” as he was always on the road—exactly where he wanted to be.

Off the job Abe likes to travel by car to new locations and visit his children and grandchildren in Alberta and B.C.

Bruce Ferrell 30 Years of Scenery

Bruce Ferrell was living in Vancouver and tired of the rain so in 1975 Bruce packed up his family and moved to Kamloops.

After a few trucking gigs, Bruce placed his name on a list at Arrow so that he could do local work. In 1978, Arrow gave Bruce a job hauling to the Weyerhaeuser Pulp Mill, and with this Bruce was allowed to enjoy his nights and weekends watching his (3) children grow.

What Bruce has seen change over the years is the technology used, payload increases, more stringent regulations and the different runs. Bruce’s favorite run was the Vavenby to Kamloops haul, “I’d see all kinds of animals, so many trees and could drive along the river. I never tired of it”. When asked how Arrow kept him for 30 years Bruce said “like the runs, like the guys, like the equipment...why wouldn’t I stay”.

Arrow's Lorne Rasmussen Wins 2008 Volvo/BCTA Driver of the Year

While Volvo/BCTA's Driver of the Year award is open to all drivers within British Columbia, preference is given to those with long and successful careers in the industry, high commitment to safety and professionalism and active community service. Of all the nominees, Arrow's Lorne Rasmussen was chosen as this year's winner.

Starting at Arrow in January 1972, Lorne worked full-time until his retirement in summer of 2000. During his first 28 years with the company, Lorne operated daily without any preventable collisions or lost time personal injuries. Returning a few months after the official retirement date, Lorne, 71, continues to drive three days a week for the Kamloops Chips Division. That's 36 years of dedicated service at Arrow - a great achievement!

Lorne started in the transportation industry in 1951 when he was only 15 years old. Although he lied about his age when he applied, he scored 98% on his test - not bad for a kid. In the early years, Lorne operated five-axle log and semi units, cement and dump trucks, tankers and wood fiber equipment, hauling everything from coal, cattle, sawdust, wood chips, pipeline equipment, cars, gravel, gasoline and whiskey.

Lorne's impressive career spans 56 years and more than 5.8 million miles (9.3 million kilometers) with only one speeding ticket and involvement in one preventable incident in 2001.

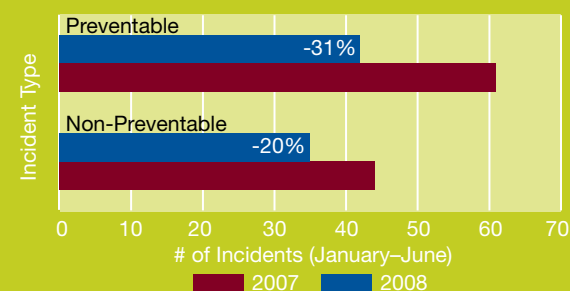


Elaine and Lorne Rasmussen

The speeding ticket, for which he was fined \$22, can be forgiven as he got it the day before his wedding, 44 years ago, while he was rushing around to get everything done. Despite the speeding ticket, Elaine and Lorne were married and now have two grown children and four grandchildren.

Lorne continues to be a leader other drivers can look up to. Whether completing paper work, reporting safety or maintenance issues, dealing with problems at loading sites or over-the-road, Lorne can be counted on to provide his vast experience and calm outlook to the issue. Congratulations Lorne! We are proud of you.

Over-the-Road Performance



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

Fantastic improvement in 2008 with 20% Non-Preventable and 31% Preventable Collision reductions!

Our goal is to be a ZERO INCIDENT workplace but to get there, we are starting with some reasonable targets. 2008's target is a 20% reduction over 2007. In terms of Collisions we are well on our way!

"Top 3"

Collisions	Equipment Damage
1 Single vehicle	1 Trailer box contact
2 Backing	2 Trailer doors/bubble
3 Side swipe	3 Tarps/Tarp poles

How Injury Occurred:

- 1 Slips, trips and falls
- 2 Over extension
- 3 Struck by object

Rick Viventi: CTHRC Award Recipient



This spring Rick was recognized as a long-time supporter of the CTHRC (Canadian Trucking Human Resources Council) and for his contributions to the trucking industry. Rick sat on the Steering Committee that developed the Occupational Standard for Transportation Safety Professional and Dispatcher and played a leading role in the development of the Occupational Standards for Professional Driver.

Rick has been an advocate of workplace safety his entire career and is a strong supporter of good HR practices. Way to go Rick!

Coping with Heat Stress

Whether you're working or playing outdoors, hot and humid weather can be more than uncomfortable. Unchecked exposure to heat 33 degrees Celsius and above can result in illness such as rashes, fatigue, strokes and even death. Using these common sense tips can prevent you from becoming a "hot number" this summer.

- Drink plenty of water, before and after any physical activity. Be aware that alcohol and drinks containing caffeine (colas, teas, coffee, etc.) can be dehydrating. Even though you may not feel thirsty, your body may be dehydrated.
- At work try to do the most strenuous tasks early in the morning or evening when temperatures are cooler. When working outdoors be sure to take frequent breaks out of the sun in shady, cool areas.
- Wear light colored, loosely woven cotton clothing. The light color reflects the sun light and the fabric allows for circulation. Be sure to protect exposed skin with a sun screen of SPF 15 or above.
- If you take prescription medications, ask your doctor about any adverse reactions to heat or sunlight.
- Learn to recognize the early symptoms of heat related illness, including nausea and dizziness. Get out of the heat immediately and seek medical help if appropriate.

Source: National Safety Council

Prevention Focus

Slips, Trips & Falls

Slips happen when there is too little friction or traction between the footwear and the walking surface. Common causes of slips are:

- Wet or oily surfaces
- Occasional spills
- Weather hazards
- Surfaces with different traction areas
- Loose, unattached flooring
- Unsecured/worn footwear

Trips happen when your foot collides, strikes or hits an object causing you to lose your balance and eventually fall.

Common causes are:

- Obstructed view
- Poor lighting
- Clutter in your way
- Uneven/damaged surfaces

How to avoid slips and trips at work:

- Take your time and pay attention to where you are going,
- Adjust your stride to a pace suitable for the surface and task you are doing,
- Ensure what you are carrying, pushing or pulling does not obstruct your view.



Arrow Driver Coaches Hockey Team to Provincial Victory!

When Gold Star Division employee James Neustaeter heard his nephew's hockey team needed an assistant coach, he stepped up. And judging from the success of the team, his impact as a defensive coach has been nothing short of phenomenal!

Over the last two years, James has been taking to the ice with his whistle putting the DMI Tier 1 Bantam Peace River Sabres through their paces in preparation for the rough and tumble hockey played in Northern Alberta.

We all know hard work pays off and it definitely did for the Peace River Sabres. They started their journey to the Provincials by defeating Slave Lake Thunder (AA Level, which is higher than Tier 1 or A Level) and then, in a nail-biter of a game, they beat Grande Prairie (A Level in Zone 1 Alberta) by a score of 5 to 4 for their spot at

the Provincials in Vermilion, Alberta. Bolstered by their solid defense, the Sabres momentum was unstoppable. They won all five of their games at the tournament, hammering the Drayton Valley Oilers (Tier 1) by a score of 6 to 3 in the final game. Competition at this level ends at the Provincial tournament, so that was the end of the road for the team.

"Everybody played their hardest. The team really came together." said James.

When he's not coaching the team, James works as a Lease Operator. He started with the Gold Star Division as a driver in 2002 and now has his own truck.

While the success of his coaching is certainly worth congratulating, we are also happy to announce that James and his wife Christina are expecting their first baby in November.

Around Arrow

Eskay Creek Mine Closure

The Eskay Creek Mine closed on April 17, 2008. Located 50 miles northwest of Stewart, B.C., Eskay Creek mine was an underground mine that produced gold and silver. The mine started in 1994 and, at one point, was the fifth largest silver producer in the world, generating 15.5 million ounces of silver and 320,784 ounces of gold each year.

Our role in the Eskay Creek Mine was trucking the high-grade raw ore to Stewart, B.C. There it was either loaded on to ships bound for Japan or trucked further on to Kitwanga, B.C. to be loaded on to rail cars bound for either Quebec or Trail, BC. Every year, the mine shipped 149,000 tonnes of raw ore and 133,000 tonnes of concentrate.

While Barrick Gold Corporation, the owner of the Eskay Creek operation, spent more than \$1.5 million a year exploring to find other deposits nearby, no new reserves were found. The mine depleted and, according to plan, it was closed.

As the mining has been winding down, seven employees (three reload operators and four drivers) have been laid off. Although these employees had the first choice for other opportunities, they wanted to stay beautiful Northern B.C. and did not want to move.

Despite the closure of this chapter in Arrow's history, we continue to look for other opportunities in Northern B.C. and other locations.

Arrow increases Reload presence in Edmonton

Arrow recently secured a significant contract with the Canadian Pacific Railway (CPR) to operate the Strathcona Logistics Center (SLC) located in Edmonton, AB. Mike Maisonneuve, Regional Manager for Alberta Reloads, said that the CPR has been talking about a "Facility Village Concept" at the approx. 320 acre SLC with the potential to reload commodities such as steel, chemicals, aggregates and agricultural products to be unloaded and trucked for local distribution.

Arrow will soon start by unloading approximately 200,000 tonnes/annual of Engineered Aggregate Product at a site called Elk Island and will move to the SLC when the facility is ready. Although the number of employees required to operate the site is still unknown we know the requirement will grow with the volume.

"We're very pleased to have secured this contract, the growth potential is enormous and the product diversification falls in line with our strategy" said Mike.



Design Arrow's 2008/2009 Holiday Card

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

Design Arrow's Holiday Card for 2008/2009. We would like your kids and grandkids to show us their artistic talent and design the Arrow holiday card for this year. Contest details:

Please 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.

The winner to be contacted by phone and announced in our October Newsletter.

Entry deadline:
September 15, 2008

Send pictures by email or mail to:

Lisa Savage (lsavage@arrow.ca)
Arrow Transportation Systems Inc.,
710 Laval Crescent
Kamloops, BC, V2C 5P3

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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