NEW WEBSITE IS LAUNCHED!

Be sure to check out the erbgroup.com’s new sleek look. The new website makes applying for driving and non-driving jobs effortless. It is now easier than ever to ship with us!
IN THIS ISSUE

2  EXECUTIVE UPDATES
16  ERBAN PROFILES
19  CALENDAR PHOTO CONTEST
20  TERMINAL UPDATES
31  PERSONAL FINANCE UPDATE
32  ERB SAFETY
34  MARKETING & COMMUNICATIONS
35  HIGHWAY TO HEALTH
36  ERB NEWS
38  EVENT PHOTOS
40  ERB EXCELLENCE DAY PHOTOS
42  SHUTTERBUGS
45  THANK YOU’S
45  SOCIAL MEDIA UPDATE
We are experts in temperature-controlled, time-sensitive food transportation. Whether you are shipping within Canada or the United States, count on Erb to get your product delivered on-time!
I cannot believe how quickly this past summer has gone by and we are into fall and soon winter again. Time has a way of moving fast if you are busy and enjoy what you are doing. In this issue I will share a few things that your Ex-President was involved in this summer. As most of you know, I still hold my AZ Commercial Driver’s License (and by the way, Radford in Driver Services saw fit to pass me on my driver’s test for another year) for which I am truly thankful.

I feel so blessed that God has given me good health so I can enjoy doing some of the things I missed for many years because I was too busy trying to run and manage our company. I am thankful that Wendell and our management group are doing an excellent job and are working hard to reduce the struggle with many of the difficult situations we encounter in our industry.

In our senior years, Viola and I find ourselves going to more funerals and other appointments. I do get the privilege to take my 9900i on two or three day trips, mostly between our Baden Terminal, North Bay, Trenton, and Montreal. Quite often our good dispatchers give me Granby QC round trips which are about eight or nine hours one way, providing route 401 is clean all the way. Almost every trip there is a delay of at least an hour because of an accident or construction. In fact, my last trip to Dorval QC, I lost three hours between Kingston and Gananoque, because Route 401 was closed due to two accidents. All of the traffic was directed south on a two lane highway to old route 2 for about 20 miles, and of course with that traffic, two cars and a transport were involved in another collision blocking that highway. My Elog kept reducing my drive time and finally the nice lady on the satellite announced “Vernon Erb, you have one half hour and 0 minutes’ drive time.” I inched along as all the traffic had to go through the town of Gananoque and through many traffic lights. With about twenty minutes of driving left I was able to find a parking spot at the service centre and took my eight hour rest break. (Note: Driver Services, no violations!) According to my plans, I should have been in Dorval QC that evening for delivery 8am the next morning, but did not get there till about 10:30 am, which then cut my hours on Friday, and as a result could not be home that evening, which was okay. I took my eight hour break and delivered my load of candy to Brantford for Saturday morning and enjoyed the candy bars they gave me.

One of my longer trips this summer was to Moncton NB. I made four deliveries there and picked up a frozen load of lobster for Franklin IN. I brought the load to Baden not intending to go on to IN with it, but jokingly I said to Kevin Erb “I could leave my tractor hooked to it and deliver for the appointment on Friday morning.” Kevin took me seriously and almost begged me to take it through to IN as he claimed he had about six loads in the yard that he couldn’t cover already. Having been gone for five days I knew Viola would not be too pleased
if I left for another two days. So my approach to Viola was “You know that load of lobster I brought back from NB, well it is a very expensive load and it is sitting in our yard, and they don’t have enough drivers to get it to Franklin IN for the Friday morning appointment and so they will have to book a new appointment for after Labour Day and I am concerned to hold that load for three extra days, they would sure appreciate it if I would consider taking it.” Violas answer was “Vernon you had better take it.” So I had her blessing, however I had another obstacle. My concern was I had topped up my diesel tanks and the D.E.F tank not knowing I was going to the US. My gross weight was 81,300lbs so I pulled over to the fuel island and got Dave Weber to bring a fuel pump to pump some of the fuel back into the storage tanks. When I scaled it again I was at 79,800 lbs and all axle weights were within 100 lbs, no reason not to go.

I delivered the load at the appointed time, paid the lumper $200.00, very reluctantly, and picked up a loaded trailer in Indianapolis for my ride home. I met up with Robert and Tracy Roth for a part of the trip and visited on the C.B with them.

On my trips to Eastern ON and QC, certain times of the day, I just can’t believe the number of Erb Transports I meet on the 401. They are usually spaced out at about every ten minutes, some even pass me, but that’s okay because I do not always run at our company speed of 100km/hr or 65 mph.

I am impressed by all of our drivers on the highway and usually observe how close they may be following other vehicles. I have yet to see an Erb truck following too closely. I am appalled at the way some of the drivers follow each other or almost run up against the back of motorists within a few feet at 65mph; they don’t have a chance to stop if traffic slows.

The C.B’s aren’t used very much anymore and anything you do hear is usually criticizing and swearing at other fellow drivers. What a change from 30 or 40 years ago when drivers spoke to each other with respect and were one big happy group. I get very little response from Erb and K-DAC Drivers and I understand why. If you happen to spot my 9900 on the 401, I would be pleased to hear from you just to say hello and wish you a good trip.

There is one nice lady driver named Lisa from the Trenton terminal that knows my truck. I think on almost every trip and the dozens of Pro Stars I meet, I get a call from her and I have a short conversation until we are out of range. I think she said if we ever happened to run in the same direction we could stop at a service centre and she would buy me a coffee or maybe even a meal!

Besides doing a little trucking, I have been combining wheat, soy beans, corn, and hauling grain and beans for S.S Commodities to some of the local elevators. I also operate our big 40 ton bulldozer in our trailer yard in Baden, which we are enlarging for more trailer parking.

No wonder summer passed by so quickly as I thoroughly enjoy the freedom to do the things I enjoy doing. I am truly blessed that in my golden years Viola and I are enjoying life to the fullest. She, by the way, enjoys putting quilts together. Her sewing machine is going from morning until night as she pieces the right colours and patterns together. Every block is sewn together just perfect.

Until next time, God Bless,
Vernon Erb

-Vernon Erb
2016 had been a very flat year until about August. No growth, no good news, just plain flat. Compared to some carriers in the industry, flat was good. Our last six weeks have been very busy leading to shortages of trailers and all the other issues that come along with getting busier. My first reaction is, it’s about time, and we have a lot of ground to make up in the last quarter of the year. Personally I am quite optimistic about the long term future of our position in the industry. We have two major items coming up in less than two years that are going to separate the men from the boys in the reefer trucking business. The Food Safety Acts in both Canada and the US will require a significant investment if you want to be in, or stay in the reefer trucking business. I expect some of the carriers who dabble with reefers might just decide to exit the reefer business rather than try to comply for just a small portion of the fleet. Secondly, e-logs are announced in the US and I expect the provinces of Canada will eventually follow suit. There are some carriers (usually small) whose strategic edge is a paper log book that might somehow allow the operator to accomplish more in a day or week than legally allowed.

E-logs level the playing field with hours of service amongst all carriers. I can see some operators retiring rather than trying to conform. Others will have financial difficulties with the lower revenue generated because they have not been charging a compensatory rate in the first place. One thing for certain is freight rates will rise and along with that wages will also. Those carriers with an established food safety program and compliant with all the regulations will hold an edge over those who ignore the future.

I circled September 13th on my calendar for the Thunder Bay BBQ as a good time for a truck trip. My northbound load was a Walmart load with 2 drops in Thunder Bay and the final in Dryden. Everything went exactly as planned for the entire trip. I did get to show off my e-logs to the scale officer north of Sault Ste Marie. All was well and then a log truck rolled into the scale that seemed to catch the attention of the officer who told me to get going. I delivered the two Thunder Bay drops Monday evening and then turned my load over to Rennie Normand to carry on to Dryden. Tuesday at the BBQ, I received an unexpected gift delivered by Mike Nuemann. Stuart Harrison had assembled two model kits with Erb decals and presented them to me in Thunder Bay. Years ago I used to build these types of models too, so when I saw the workmanship on these, I can assure you they are perfect! Thank you Stuart and your fellow drivers; Denis Hartog, Scotty Martin, Rennie, and Mike who commissioned the build. I got out of Thunder Bay with a load for Pleasant Prairie, WI. I was driving KDAC 8620 which was its maiden voyage. At customs at Grand Portage, MN the officer wanted to check out my new truck. I asked him not to tip over my box of models on the upper bunk to which it appears he complied with. Upon being released from customs, I got to go through a Minnesota DOT check again.
This year my fire extinguisher was fastened down and I got a clean inspection. The young lady who checked my e-logs knew more about manipulating the Omnitracs device than I did, but all was well. My delivery appointment was not until 1 PM Wednesday and knowing the truck stops down around Milwaukee would be full of trucks, I decided to look for a smaller truck stop. I went into the Hixton travel plaza (I-94 exit 105) about 11:30 PM and found lots of parking. The next morning the showers were as large and clean as I have experienced and the breakfast was excellent too. Mark this place down drivers! We all know the places where not to stop but this is one to stop at. (I have since downloaded the app, Trucker Path. It seems pretty cool; I need another trip to try it out.) When I was empty, my reload was out of Manteno, IL and everything went just as planned, and as you know, unlike the Ice Road Truckers, boring trucking is safe trucking and that is exactly what I want. I will say, driving home Thursday night, it crossed my mind that I’m glad I don’t need to head out again Sunday. For me doing the odd trucking trip is a road trip vacation. I have the utmost respect for all you guys and girls for whom it is a job, day, night, rain, snow, cranky receivers etc.; you don’t get to pick your run and weather, etc. Thank you all, and thank you to all the folks behind the scenes keeping us going in dispatch, maintenance, docks, etc. You all are part of the team that keeps the drivers on the road. One last story I need to pass on. In August I renewed my Nexus card at Fort Erie, I was puzzled why I had to go for an interview when Cheryl’s card was renewed through the mail months before mine. I went to the interview thinking... is there some skeleton in my closet I forgot about? Once the interview began, I was told everything is great on my renewal, but the agent wanted to know what I did for Erb, to which I replied I was the President. The agent replied, “I thought so and I just want you to know that Erb is one of the most respected carriers that crosses the border here.” I certainly felt very proud hearing that comment, Thank you to everyone for representing our companies so well.

Wendell Erb
Customer service shouldn’t just be a department; it should be the entire company.”- Tony Hsieh, CEO of Zappos (online shoe and clothing business).

In today’s incredibly competitive world there is only one truly distinguishing factor between competitors – service. There are some interesting statistics about the effect of service on a business supplying the service:

- On average, loyal customers are worth up to 10 times as much as their first purchase. Source: White House Office of Consumer Affairs
- 5-20% Probability of selling to a new prospect. 60-70% Probability of selling to an existing customer Source: Marketing Metrics
- It takes 12 positive experiences to make up for one unresolved negative experience. Source: “Understanding Customers” by Ruby Newell-Legner
- It is 6-7 times more expensive to acquire a new customer than it is to keep a current one. Source: White House Office of Consumer Affairs
- It’s very logical: There is proven ROI in doing whatever you can to turn your customers into advocates for your brand or business. The way to create advocates is to offer superior customer service.” - Gary Vaynerchuk, “The Thank You Economy”

So what is service? There are many ways it can be defined. Here’s one: Service is the extent to which a service meets the customer’s needs and expectations. Whereas excellent service is when these experiences are surpassed and when customers feel that they have received that little unexpected extra in the shape of extra effort. Sometimes that little unexpected extra can come in different shapes and forms such as a smile, a positive remark, random acts of kindness or the additional effort by a service professional going the extra mile. Source: Servicefutures.com

What does service look like for Erb – I would sum it up in five points:
- Right Product – Are we delivering to the consignee what the customer gave us?
- Right place – Is the right product getting to the right place?
- Right time – Is the right product getting to the right place at the right time?
- Right temperature – Are we keeping the frozen, frozen and the chilled, chilled?
- Right communication – Are we giving the customer the information they need (is the product delivered and on time, a ‘we’re going to be late message’ etc.).

Do we understand the customer and their needs?
Service is not just the job of our Customer Service or Sales Departments. Like a chain, we are all links and have an important role in servicing the customer – whether or not we ever meet or talk to the customer directly. As our Mission statement says: “Our commitment is to serve each customer superbly by “doing it right the first time” - with consistent courtesy, on-time delivery, and superior support from every member of our company.”

A few words about other happenings in our company; we have good news and bad news. The good news is we welcomed David Klyne as our new Terminal Manager in Winnipeg on September 12, 2016. We have known David for many years in his role with McDonald’s Consolidated/Canada Safeway/Sobeys in Winnipeg- Welcome David. The bad news is we are bidding farewell to Lori Unsworth, our Assistant Terminal Manager in Ottawa who has been with us for more than 31 years. Thanks for all your service Lori, we’ll miss you and we wish you well in this new stage of your life.

Thanks to all of you who satisfy our customer’s every day. Your efforts are much appreciated.
Here are a couple of quotes to leave you with: “Always do more than is required of you.” - George S. Patton (US Army General) and “Whatever you are, be a good one.”- Abraham Lincoln

-Kevin Cooper
To all my fellow colleagues, workers and friends, this will be my last submission to the Erban report. Because of health concerns, I have decided that as of December 31, 2016 I will be retiring from my position as Sr. VP Operations for Erb International, and KDAC Expedite Inc. In October of this year I have worked for Erb Transport Ltd a total of 40 years. It certainly doesn’t feel like 40 years and there sure have been many, many changes within Erb Transport Ltd. over those years. Even the changes since I started in Dispatch in 1991 when we had approximately 45 trucks running USA lanes.

I look back at some of the changes since I have been in this position. Erb Int’l began running in Western Canada around 2001 with maybe 5-10 loads per week. Now we have 65-70 drivers dedicated to Western Canada runs. In 2003/2004 Erb Int’l took over the line haul portion for Thunder Bay freight. We made that decision because we were already doing the Winnipeg freight and it worked very well to include Thunder Bay/Winnipeg together. Then of course in 2001 we had the terrorist attacks and border security accelerated very quickly, this added many security measures to the Erb network because we joined the CTPAT (Customs and Trade Partnership against Terrorism) program. Some of the security changes that we made have been good and some are just a greater cost of doing cross border business. Certainly the one thing that improved is the border crossing procedure, especially if you are a driver. No more doing a manifest, no more running to Brokers offices with paperwork and then to Customs, only to find an error and go back to the Broker for corrections. You could easily spend an hour or two or even four at Customs to receive customs clearance. Since we now have to do pre-clearance with all shipments it certainly has eliminated the majority of Border issues, maybe not all, but 99% of the time we cross the border with no issues.

In 2009 we purchased K-DAC Expedite; some employees questioned the acquisition, in the big picture it has helped strengthen Erb Transport’s position in our industry by becoming more diversified. With KDAC as part of the Erb Group we now have 50-60 trucks per week delivering in Western Canada.

Between the years of 2008-2010, we were in the midst of a recession and that was the time that our shippers were beginning to do more RFQ’s (request for quotation) or freight tenders. This process started off slowly with 2 or 3 a year, well in the last 3-4 years it is now the new way of doing business; we are now doing 40 to 50 RFQ’s per year with the majority of our customers.

Sometime in 2011 the decision was made to switch KDAC over to the Erb dispatch software, to help Dispatch have a better view of available trucks and loads. KDAC Operations was added to my portfolio since I was always keen to take on a new challenge and help with the training of the Erb dispatch system. Well, that was a really fun time; training 8 Dispatchers new software, keep the existing loads and orders flowing, and deal with a system that wasn’t always user friendly for new people. However, with some help from Alex Egerhazi (computer programmer) sitting in Dispatch for a couple of weeks to help resolve issues as they occurred, everything worked out well.

I consider myself very fortunate to have been a part of all these changes and challenges throughout the past 16 years as VP. It has been stressful at times but also very rewarding. I’ve always been fortunate to have a great team to work with, both at Erb Int’l and K-DAC Expedite; everyone has always made my job very easy and made me look really good.

I want to thank Wendell for showing his confidence and promoting me from Operations Manager to VP of Operations in 1999. Going from Dispatch to Management is a large step and I certainly had a lot of learning to do. Wendell was always there as a great mentor and teacher. Over the years, we did quite a few business trips together and of course there was always discussion about different business topics, but we also had lots of laughs with our TC-05 benchmarking group. They always say, you can learn a lot by keeping your ears open and lips shut. I certainly learned a lot of patience, business, and management skills from Wendell these past 16 years. I will certainly miss all of my great business friends, business contacts, customers, and fellow workers throughout our Terminal Network. It truly has been a rewarding forty years with Erb, but the most memorable will always be my last 16 years as VP of Operations. We have lots of great young talent coming along to make this company better for the next 57 years. Erb Transport will always be number one in my heart.

-Bruce Jantzi
Summer is over, the leaves are falling and the nights are colder. Much like last year, the Leafs are at the bottom of the standings and the Canadians are on top. All of us Leaf fans can’t wait to see the Canadians slip and fall again this year.

At K-DAC our business has been steady and not much has changed with our customer base. We are so lucky to have such loyal customers with steady business. Our top 10 customers are Transcold Dist (Chapmans Ice Cream), Maple Lodge Farms, Capstone Logtistics (GFS), Maple Leaf Meats, JBS Foods, Sunrise Poultry, The Original Cakerie, Mitchell Plastics, and Aryzta Ltd. Shipping to the west is generally very strong, every week with majority of loads shipping at the end of the week. Our drivers have a very tough job because they rarely get to see what a weekend looks like. They are gone for 10 or more days at a time and they never know what weather they will see. It’s crazy to think you can start your day in sunshine, go through rain, hail, and snow all in a day’s work.

Expedite has also seen steady business. The Compass Group is the biggest of the expedite customers with deliveries to different hospitals around Ontario. The JD Sweid fundraiser deliveries are always busy at the end of the year, and we have had very steady business from Martin Brower deliveries to McDonalds stores. We also have our daily truck delivering food from Grand River Hospital to Freeport Hospital, and a daily truck from the new Oakville Hospital to Milton and Georgetown Hospitals. TDL (Tim Hortons) always provides weekly business.

I would love to report that this year has been a great year so far. Unfortunately, we have had too many accidents and incidents to be able to call it a great year. Please be safe out there and remember to drive defensively. Stay alert and always be looking ahead. We have had a couple major accidents, but luckily we haven’t seen any major injuries, and I would like to make sure everyone stays safe. Cost of repairs and claims is a major factor, but everyone’s well being is the ultimate concern.

Trailer tails is another topic of concern. We have had multiple dock doors damaged at different locations caused by backing in with trailer tails open. We often hear of drivers going down the road with trailer tails closed. When we drive down the road with the tails closed it affects all of us. We all need to do our part in helping the company to succeed.

We have a busy few months ahead of us at K-DAC. We have the majority of our trucks on a 50 month lease that expires in December and January. This will add a lot of stress to our shop, dispatch, and drivers. Let’s all work together to make the transition as smooth as possible and we won’t have to do it again for another 50 months.

Have a safe winter everyone. Since I don’t like the winter, snow, and the cold, I may consider going to hibernate now.

-Adam Jantzi
Erb Group is well on the way to upgrade its TMS (Transportation Management System) with the TruckMate TMS software. This project began in earnest this past April 2016 with the assigning of the Core Team (Alex Egerhazi, Chris Jantzi, Sheila Kirtz, Carol Roth, Mike Treischl, and Vic Thiessen) to carry out the responsibility of preparing and executing all the details involved with this project. The target GO LIVE date to begin using the TruckMate software is January 27, 2018, only 65 weeks away!

The Core Team is hard at work, both in the receiving of in-depth TruckMate software training, as well as with identifying and documenting all the current Erb business processes that will need to be integrated into the TruckMate software. The Core Team is creating SOPs (Standard Operating Procedures) and user instruction manuals on the different facets of the TruckMate software. This documentation will assist in the training of all Erb staff who use the current Erb TMS (Solomon).

The Core Team has had an opportunity to connect with other users of the TruckMate software, outside of Erb Group, and gather knowledge and understanding on best practices for both implementing and using TruckMate. A special thanks goes out to the folks from Armour Transportation in Moncton, NB, who have been open about their recent move to TruckMate. Their insight and perspectives will help Erb circumnavigate through the challenges of a project of this magnitude.

TruckMate training for all Erb users will begin early 2017. Each terminal will identify their own TruckMate trainers who will be trained by the Core Team. Once trained, terminal staff will need to spend time weekly, if not daily, in TruckMate to retain the training until the GO LIVE date January 27, 2018. One thing the Core Team heard from Armour Transportation is that many of their staff struggled to retain the initial TruckMate training they received and this had a negative impact on their GO LIVE date. Here at Erb Group, we are making plans for everyone to be ready for our GO LIVE on January 27, 2018!

In other IT news, Erb Group is implementing a new fleet maintenance program using TMT software. IT staff are supporting the project in a variety of ways. Also implemented in late September 2016, was the new Erb Group corporate website (www.erbgroup.com). Everyone is encouraged to take a look at the refreshed website.

Regarding IT staff, Paul Reid (Application Developer) is off work, recovering from a motorcycle accident in late September. Paul is a seasoned rider, always wearing full motorcycle gear and enclosed helmet no matter the weather. Paul credits this discipline as a chief contributor to reducing his injuries to a broken wrist and the regular bumps and bruises that occur when being knocked off his bike from behind, launching him into the middle of an intersection on the road. We are grateful that the outcome for Paul was not worse than this, other than the bike was a ‘write off’. Darryn Nafziger (Systems Administrator) and the rest of the Technical Support team (Lynn Robertson, Laura Metcalfe) have been extremely busy working through the hardware and network requirements for all these and other projects. The remaining Application Development Team (Diane Heyer, Mary Jane Keeble, Sue Martin, Brenda Penner and Sia Askari) have found their workloads increased due in part to Alex Egerhazi and Val Sanderson taking on significant roles in the TruckMate and TMT implantation projects. I am privileged to work with a great team of professionals, who are willing to adapt to the ever changing landscape.

The leaves on the trees are turning into fall colours. This is the scheduled reminder of the seasonality of each year here in Canada. Winter is just around the corner, and then we start a new year. Time continues to march on! January 27, 2018 will be here before we know it.

Vic Thiessen
I do enjoy when the season changes. With fall having just arrived and the crisper and cooler days, it is very pleasant after the long, hot and humid summer (although we did receive timely rains during the spring and summer).

At Erb International, the increase in volume starts in mid-August and lasts until late December.

Our Operational team does well at handling the volumes, and in being flexible with good transportation planning. The issue of enough drivers for our tractors is still a challenge for the industry, which includes Erb International here in ON and Erb Transport Inc. in the US.

The pattern with carriers receiving fewer “Requests for Prices” in the spring and summer was true again this year and has been the case in past years. As commented in our spring sales report, winter is the busy time for these requests.

We continue to find that transportation pricing for cross border moves between Canada and the US is very competitive. Our experience in the market confirms this, along with communication with our peers in the industry and articles that deal with freight volumes in various trucking publications. This fact of competitive pricing was evident with the RFP results that occurred the past six months.

One edge for the Erb Group continues to be quality customer service, providing the service the customer requires and often exceeding expectations. We want to under promise and over deliver. This fact was reiterated to me the last number of weeks when visiting our customers here in the US. A real appreciation is shared with me for the job we do, which is for the entire Erb team. The resounding comment is the professionalism of our drivers, operational personnel, and pricing staff. Of course the comment is reflective of all other departments at the Erb Group, as our actions are a team effort.

One area that we need to continue to be ever vigilant in is good communication with our customers when operational issues occur, particularly when we are unable to maintain a pick up or a delivery appointment.

I shared these comments regarding “Transportation Management System” in my spring report which I want to reiterate again. We work with many TMS programs, each a little different, with each customer requesting different pieces of information. Carriers are scored in different categories which can impact prices and related issues. It remains of importance that we continue timely and accurate inputting information for each of our customers’ TMS. One added comment for this report is areas where we as a carrier are scored: on time pick up, on time delivery, tender acceptance, tender rejected after acceptance, tenders expired, stops closed on time and stop appointment entered on time.

One of our goals as a Group will be to fully embrace these TMS systems so we become the carrier that companies want to align with.

Erb Group continues to be blessed with the best transportation people in the industry, along with a great customer base. We in sales thank all of you for the support you provide.

May you all have a most enjoyable fall and winter.

Shalom,
John Jutzi
There are times I get tired of listening to complaints. It is amazing how much negative feedback my team has to listen to in a week. Customers very frustrated and raising their voice and calling Erb many negative things. The negative feedback does wear on a person. I suspect if you talk to some other departments they experience the same thing. We do work for a trucking company, a transportation solutions provider, and customer service is crucial to our success and so we listen politely and try to resolve the issue. The customer is not always right, but we endeavor to make them feel like they are and we solve the problem. Sometimes we can do it with words, other times it is no charging a delivery, or a discount on a shipment and other times dropping in to see the customer and showing them what they can do in the shipping department so that the mistake is not replicated week after week.

We at Erb go through all of this because we do want to provide great service which leads to customer satisfaction. It is not easy and many of our competitors do not do it because it is difficult work.

The good news is our behavior in the office does impact people’s perception of Erb in the public. Let me give you some examples that I have heard in the last month. I cannot use names but these are major customers.

1. “I am glad you took time to meet with us today and come to our site. We use Erb because we have very few problems when working with you. When one does happen you resolve it with us. This allows us to have a transparent relationship with you. We give the majority of our business to Erb.”
2. “We are entering into this new relationship with you because you listened and gave us the package we asked for, you tailored it to our needs. The other carriers said this is what we have to offer and you can do it our way.”
3. “Thanks for coming to this meeting. We have carriers calling us and wanting our business, but we stick with Erb because of who you are and the service you provide.”
4. “We need you take over this lane as soon as possible, our present carrier is not providing adequate service.”

This week we all saw the news that we are entering a new and expanded relationship with a food service provider and this will provide more work and growth for Erb. We get the opportunity to bid and get this business because we listen to the negative words and endeavor to keep our customers happy. The customer may have $10,000 in revenue for the year or multiple millions, they get treated with the same respect and courtesy. I know this is not easy but we do it and that makes Erb the premier refrigerated freight provider in the country.

So let us give thanks and be happy, the negative words are sent our way because we are the best and our customers have high expectations of us at Erb Transport.

We listen and respond:
1. This makes it very difficult for our customers to leave us.
2. This helps to keep our competitors from getting a foot in the door.
3. This opens doors for our sales staff to get in the facility and get new business
4. This makes us a better company, by pushing us to improve our processes and delivery protocols.

It is not easy being number one, but it is rewarding. We have competitors nipping at our heels and chasing us for the prize. Let us give thanks we are in a place many would like to be. Let us give thanks we work for the Erb family and their investors, who give us the tools we need to be on top.

Give Thanks, be happy, smile and laugh! Let us enjoy our job and keep this company running on positive energy!
“Culture eats strategy for breakfast”, is a phrase originated by Peter Drucker and made famous by Mark Fields, President at Ford. Well what exactly is culture, and why is it important?

Corporate culture is the values, beliefs and behaviours that dictate how people within the organization interact; it’s how things get done and who we are as an organization. Each company’s culture is unique and is difficult to copy and to change.

So then why is culture so important?

• Culture aligns the entire company towards achieving its vision, mission and goals (i.e. it establishes a foundation for success).
• It builds employee motivation and loyalty – it helps create a positive and powerful energy within the organization that enhances employee engagement.
• It builds team cohesiveness among the company’s various departments and divisions.
• Companies with a healthy culture have a strong reputation with customers and potential employees.
• It can be a competitive advantage – culture can distinguish a company from its competitors.

I’m often asked, what is Erb’s culture? My response is, “Erb is a large company with a small company feel. It’s the leadership by example that motivates you to try your best and go the extra mile.” I have a few personal stories during my time at Erb that might help illustrate this.

My first exposure to Erb Transport was when I was invited for an interview in 1993 for the Canadian Division Controller position. I was granted an evening interview and arrived around 6:30 pm in New Hamburg. I got there a little early and went into the reception area. As you can imagine, no one was at the reception area but a gentleman greeted and welcomed me. I introduced myself and he introduced himself as Vernon Erb. He was very easy-going and down-to-earth. He asked me what Dietrich family I was related to and we struck up a nice conversation. It turned out that Mr. Erb was involved in my interview and it was the most casual, enjoyable interview I had ever had – more like a chat. That was my first exposure to Erb’s culture.

Shortly after I started at Erb, it was a busy day for freight in New Hamburg – remember, this was before Baden was built. I went out onto the dock to see how the truck loading was going and there was Mr. Erb with a white coat on and a two-wheeler, helping load the trucks. The President of the company (at that time) helping out! Now that’s leading by example! And we continue to see that even today, when Mr. Erb, Wendell and other members of management drive truck, help on the dock, or help in Dispatch.
Perhaps the best example is how Mr. Erb walks through an Erb office or terminal and chats with everyone. When he was in New Hamburg more often, he would walk through the office on a regular basis, stop to talk with everyone and knew most people by name! Even today, when he is in New Hamburg or visits a terminal, he still takes time to chat and visit our team members. He takes a sincere interest in the people who he interacts with. This is called Management by Walking Around, but I don’t think Mr. Erb really knows it by that term nor does he do it because it’s a management approach. He simply does it because he cares about our employees.

One last example is how Wendell makes a point to take a run in the truck several times a year. He will do local straight truck runs, WalMart deliveries or an Erb International trip to the U.S. So why does the President & CEO of the Erb Group of Companies take time from his busy schedule to take a truck out? Wendell has mentioned that it allows him to experience what our drivers have to do every day. He gains a better understanding of the day-to-day challenges and also an appreciation for the great job our drivers do.

I hope these stories help explain a bit about Erb’s culture and how it has evolved. It is important to understand our corporate culture and the importance it plays for our organization and our team members.

Regards,

Dave Dietrich
Vice-President of Human Resources

-Dave Dietrich-
Congratulations to Luke and Kate Pinder on the arrival of their daughter Olivia Anne on September 17th 2016. Making Barb and I very HAPPY Grandparents! So many wonderful blessings this fall as several of us mature Erb Team Members joined the ranks of first time Grandparents.

Thank you to all the Erb Terminals for the superb hospitality this summer at the annual BBQ’s. And to Wayne and all the volunteers- a tasty job, well done!

The Maintenance Department has begun a journey to replace the current operating system known as Solomon. Solomon has been a critical foundation component for the building and development of the industry leading Erb Group of Companies, Maintenance Department. The journey to TMT activation will take the department to several levels above the current activities for equipment and reduce the current commitment to inefficient paper.

Kevin Becker is our Project Manager, leading the TMT Core Team of Wanda Zilke, Val Sanderson and Irene Holdbrook. It is because of the addition of David Gipp as the Mississauga Shop Manager that has allowed Kevin to focus on this major project. Welcome and thank you David. The aggressive schedule includes scrubbing the data in Solomon, data upload, hardware deployment and system user detailed training. I see this as the largest and most challenging project taken on by the Erb Group Maintenance Department as this change will impact all maintenance staff, third party service, parts providers, as well as procedures in all Erb shops. The target for “Go Live” is the first quarter of 2017 giving the maintenance department approximately one year of data history before operations “Go Live” with their new operating system – TMW Truck Mate.

Already in place this fall is the “NEW” wash bay in Trenton; congratulations to Al and the Trenton Team. This allows us to expand the service and repair shop for the technicians to do more repairs inside, just in time for the cold temperatures.

On the vehicle specification side of our business, we are pleased to see the consistent fuel consumption improvements across the fleet with the engine / transmission packages, and the addition of the battery powered auxiliary power units in the long haul tractors.

We will be upgrading engine/transmission software packages to obtain additional fuel savings from our existing late model power units to mirror the 2017 industry specifications to accede legislated fuel consumption levels. This will include variable engine torque, which will address vehicle gross weight changes which will not impact the drive ability. A change that will be obvious to drivers is a feature known as “Smart Coast.” During cruise control mode on a moderate downhill grade up to 4% the transmission will be disengaged allowing the engine to return to idle, reducing drag and saving fuel. A driver may touch either pedal or engage the engine brake to overcome SmartCoast as well the transmission will engage when a pre-set speed threshold is met. Future medium trucks will be equipped with auto stop start software that will shut engines off while waiting for traffic lights and restart instantly on the release of the service brakes.

The industry trend of heightened driver safety and comfort specifications was highlighted with the unveiling of the latest International tractor to replace the ProStar, the LT Series (Linehaul Tractor). The most driver centric truck they have ever produced. The list of available options for the LT Series will expand over the next six months to cover all of our power unit requirements.

Also, we are currently testing the Hadley Smart Valve on three day cab tractors, 305821, 305825 and 305828. The Smart Valve is a rear air suspension electronic control valve that replaces the current factory installed mechanical valve to
FLEET & SHOP

improve ride quality. It offers the option to raise the suspension approximately 2 inches above the ride height to reduce the load on dolly leg cranking. For drivers completing several drop and hooks in a shift, the Smart Valve will reduce physical stress and fatigue.

For questions or feedback about our power or trailer specifications please contact me at jpinder@erbgroup.com or 519 501 9198.

To address our customer request for live data on their products in our trailers, we are entering into demonstration projects with two telematics product providers this fall. The products will interface with the reefer ECU (electronic control unit) supplying temperature settings, run status, fuel levels, GPS tracking, and allowing for wireless two way communications. The introduction of the preferred provider after the demonstration time frame will be a focus of activity in 2017 for the Maintenance Department, to update truck and trailer reefers.

For Truck and Trailer Technicians, there is a new magazine published by NEWCOM Business Media introduced this fall, Truck Tech – Canada’s Fleet Maintenance Magazine. This is a great way to stay engaged in industry trends and learn great tips from transportation maintenance experts.

The Ontario College of Trades (OCOT) celebrated the third anniversary of the opening of the College April 8th 2016. OCOT is an industry driven, professional regulatory body with a mandate to protect the public interest by regulating and promoting the skilled trades in Ontario. The College has over 232,000 members working in the 22 skilled trades throughout the province. The enforcement officers from the College have conducted over 11,000 field visits providing education and enforcing regulations covering the restricted skilled trades. There have also been 5,000 Trade Equivalency Assessments’ to strengthen the professional level of individuals practicing the skilled trades. As a member of OCOT go to www.collegeoftrades.ca and view the member services section for your membership value and be sure to sign up for the OCOT newsletter.

In August I pursued a personal goal to obtain a Red Seal designation for my 310T Truck/Coach Certification that I originally earned 39 years ago. When I first challenged it, the license was a 310A designation that covered all vehicle categories with an Ontario pass level, and a higher required score to receive the Red Seal designation allowing inter provincial mobility. Since then, the license has evolved into a 310S Automotive Service Technician or a 310T Truck/ Coach Technician, highlighting the technological differences between cars, trucks and buses. Since the first year of OCOT operations, it has been my privilege to be a member of an industry advisory board representing Truck/Coach and Truck Trailer Technicians. The current mobility of skilled trades is moving throughout the country and will address regional employment opportunities and harmonize skill certifications. This has drawn industry advisory boards at OCOT to be involved with Red Seal decisions. I am proud to say I have a Red Seal designation and I can contribute to the continuing success of the Ontario College of Trades.

Very best wishes to one and all for the coming Festive Season!

See You on the SLED TRAIL!

Jim Pinder
How long have you been with Erb?
Since 2012
What is your best Erb memory?
I like to see the excitement on my kids’ faces when we travel and come across Erb trucks
If you could go on a long-haul drive with any person, dead or alive, who would you take?
Stompln’ Tom he would probably have a song for every city we travel through
Name the top two things on your bucket list:
Drive a WWII era tank, Explore caves
If you could have one superpower what would it be?
Speed, my wife says I need to rush a bit more

How long have you been with Erb?
So far - 8 days
If you could go on a long-haul drive with any person, dead or alive, who would you take?
Aristotle
What is your best Erb memory?
Not sure yet, but I’m sure that I will have time to make some great ones. Kristi is so much fun!
What are your favourite hobbies?
I edit books during my home time. I go to a yearly book convention in the fall and get to meet some amazing people and connect with some of the authors I work for. Some of the wild times we have are not repeatable – but so much fun!!

How long have you been with Erb?
7 years
What are your favourite hobbies?
Knitting and roading
If you could go on a long-haul drive with any person, dead or alive, who would you take?
My Mom, she loved travelling
If you could have a superpower what would it be?
Healing powers
Name the top thing on your bucket list:
I would love to swim with the dolphins
What was your favourite childhood cartoon?
The Flintstones
Kathy Cochran
(formerly Gerber)
Human Resources Assistant
New Hamburg

How long have you been with Erb?
Since 2014

What is your best Erb memory?
Delivering mail in the green mail van during the summer of 2011 when I worked here then.

If Hollywood made a movie about your life, who would you like to see play the lead role?
Reese Witherspoon

If you had to live off one food for the rest of your life, what would it be?
Pizza!

What is your favorite childhood cartoon?
Arthur

Name the top two things on your bucket list:
Travel to Scotland/Ireland, Start my own business

Martin Dufault
Driver Trainer Assistant
Montreal

How long have you been with Erb?
2 years, 3 months

What is your best Erb memory?
When I got this position (it changed my family’s life for the better)

If you could go on a long-haul drive with any person, dead or alive, who would you take?
My girlfriend and my daughter

If you had to live off one food for the rest of your life, what would it be?
As long as there’s cheese and bread I don’t care

What is your favorite childhood cartoon?
The Flintstones

Name the top two things on your bucket list:
Be with my family, and be with my family

Stewart Jutzi
Strate Truck Driver Baden

How long have you been with Erb?
32 Years

What is your best Erb memory?
Some of the best times have been representing Erb in driving competitions

If you had to live off one food for the rest of your life, what would it be?
Kraft Dinner! You’ve got pasta, Dairy, and if you use ketchup vegetables. Just a well rounded food.

Name the top two things on your bucket list:
Drive through the Canadian Rockies, and fly a helicopter

If Hollywood made a movie about your life, who would play the lead role?
Shrek, because I have layers and well Ogres have layers. It’s a good fit.
**Terry Bowness**  
Driver Service Assistant  
Trenton

- **How long have you been with Erb?**  
  16 years
- **What are your favourite hobbies?**  
  Gardening, baking, and crafts
- **If you could go on a long-haul drive with any person, dead or alive, who would you take?**  
  My Mom, she was my best friend!
- **If you had to live off one food for the rest of your life what would it be?**  
  Seafood
- **What is your biggest pet peeve?**  
  Being Tailgated
- **What was your favourite childhood cartoon?**  
  Fat Albert

**Kelly Hall**  
Rating Department/Shop Service Support  
K-DAC

- **How long have you been with K-DAC?**  
  I started at K-DAC May 12, 2012
- **What is your best Erb memory?**  
  Going to the New Hamburg Firebirds Hockey Game night!
- **If you could go on a long-haul drive with any person, dead or alive, who would you take?**  
  Prince Harry - That would be a fun trip!
- **Name the top two items on your bucket list:**  
  1- rent a cottage somewhere in Italy for a few weeks -2 – rent a cottage in the south of France for a few weeks also. Live on bread, cheese and wine with my Husband!
- **What was your favourite childhood cartoon?**  
  Sleeping Beauty... still is!

**Darryn Nafziger**  
Systems Administrator  
New Hamburg

- **How long have you been with Erb?**  
  6 years
- **If you could go on a long-haul drive with any person, dead or alive, who would you take?**  
  I would love to go on a road trip with Johnny Cash.... Cause he’s been everywhere man!
- **If you could have one superpower what would it be?**  
  To be able to fly, or shoot lasers from my eyes
- **Name the top two items on your bucket list:**  
  Motorcycle road trip across Canada, and fly in fishing trip up north with my son
- **If you had to live off one food for the rest of your life what would it be?**  
  Meat lovers vegesupreme deep dish pizza with pineapple and cheese
Calendar Photo Contest

Winner!

Liam Waite

Mike Cluney

Ryan Heinbuch

Ron Heinbuch

Aaron Stinson

Trevor Roth

Bruce Harnock
Head Office Happenings!

It’s the fall and, in my opinion, the best time of the year! The warmth of the fall colours on the trees, the planters are filled with rust, yellow, purple and burgundy flowers and the fields are a blanket of pumpkin orange!! And then to top it off the frosty mornings turn into warm comfortable afternoon temperatures and you head to the apple orchard to pick your favorite kind of apple and taste some hot apple cider. Doesn’t get any better than this!!

It’s been a good spring and summer here at Head Office. It’s the time of the year when everyone is more than ready for the new season and looking forward to their summer vacation. There is always plenty of work to accomplish during these months with some changes to go along with it.

We kicked off the summer with our traditional, and always abundant, Canada Day Pot Luck lunch, followed by a few Ice Cream treat days and then the company BBQ in August held at the Baden terminal. The first week of September marks the celebration of National Trucking Week in Canada. Carriers are encouraged to host activities to mark the occasion. We celebrated with coffee, juice and donuts! What a nice treat! Traditionally at Thanksgiving we collect food for our local food bank members to give them the opportunity to make a Turkey dinner with their families. Thanks to everyone for your donations they are appreciated more than you know.

On Tuesday October 4th we helped cheer on Canada’s baseball team in the final wild card game by wearing Toronto Blue Jays gear or any colour blue!! It must have helped because they won the game and moved on to the playoffs. Let’s go Blue Jays!!

Many years ago when the workload in accounts receivable continued to grow and Mrs. Erb and Cindy Shantz needed another person, Sharon Kienapple was hired. A couple years later Mrs. Erb retired and Cindy moved to the Credit Department; however Sharon stayed in the department for the next 30 years plus a day! October 28, 2016, marked that day and Sharon was ready to give up her desk and workload. Now she is trying to convince her husband to do the same so they can enjoy some R&R together. Happy trails to you and JoJo Sharon!
After over 10 years as the Parts and Warranty manager here at Erb, Doug Fink decided to start a new chapter in his life, retirement!! July 14, 2016, was the last day Doug would sit in his chair in the office he came to for many years. We wish you all the best Doug in your retirement. Barb Rogers, who spent the last 30 years in the Pricing department, was ready for a change in her daily routine also. Barb spent her last day at Erb on September 30, 2016, when she left to spend more time with her family and doing whatever she feels like doing each day! We wish you a happy and healthy retirement Barb. Congratulations to both Doug and Barb. Enjoy retirement!!

Kathy Gerber in Human Resources chose Saturday August 13, 2016, as the day to marry Jay Cochran. It was a wonderful day in spite of the rain. I’ve heard rain on your wedding day brings you good luck. Congratulations Kathy and Jay!

On September 26, 2016, Calvin Lotz, (NH building maintenance) and his wife Carolyn became Grandparents for the first time. Their son, Dan and his wife Lisa, had a baby girl, Hailey, born at 12:48 p.m. weighing 6 lbs.15oz. Enjoy spoiling your new granddaughter Calvin!

Congratulations go out to Julie Mudry (Communications and Marketing Manager) and her husband Greg who welcomed their new baby girl Clare MacKenzie on September 30th at 1:16 a.m. weighing 6 lbs 2 oz. In Julie’s words “she is perfect”!! Have fun with your new bundle of joy Julie and Greg!

Tom Broda celebrated his 30 year Milestone with us at Head Office on October 20, 2016. Congratulations Tom, and thank you for 30 years of service!

There are a few changes to mention within our office. When Barb Rogers retired Tricia Daum took over her chair in the Pricing department. And Tracy Faria replaced Melody Steinman in the Document control department when Melody decided to move on to a new vocation. When Jennifer Ditner was selected to fill the Inside Sales Rep position, Celena Ilich was hired for the position of Pricing Assistant left open by Jen. While Julie Mudry is at home with her new daughter, Jacqueline Culham is the person you go to for Communications and Marketing. Welcome to Erb Head Office everyone!

Be safe and enjoy the winter months ahead. By the time you read this it will be close enough to the holiday season to wish everyone a fun-filled festive season and all the best in 2017. Be sure to say hello next time you visit Head Office and remember we always welcome treats!

Until the next issue,
Patty Hobbs
Hello from Elverson!

Congratulations are in order for the Elverson employees for reaching another milestone in the No Lost Time Due to Injury. Everyone received a gift card to The Outback Steakhouse to enjoy at their convenience. We also had several milestones reached, Dave Elliott and Bill Schuler for five years of employment and Paul Lapp for one year.

Elverson mechanic, Abbe Stoltzfus, was able to travel to Baden in July for the first time. He got the grand tour of the terminal, and was able to spend time in the shop getting to know the folks that he’d only spoken to on the phone before. He said it was nice to put faces to the voices! Abbe and his wife Karen are expecting their first child in early November, so there will be baby pictures in the next edition of the Erban Report.

Driver Thomas Moore and his family recently moved to North Carolina because of a job opportunity for his wife, Jen. We had a small going away party for him, even though he intends to keep working for Erb as soon as they are settled. This is a picture from that evening.

We also said goodbye and Happy Retirement to Oscar Reeser and Ed Mininger. Oscar started working for Erb in 1997 as a part time driver, and then went full-time in 2007. His last trip home from Canada took a bit longer because of stopping to say good bye to all his friends along the way, which happens to include the staff at several Dunkin Donuts! Oscar’s retirement might put some of those places out of business! Ed Mininger began his time here at Erb in 2006 and quickly became a dependable and all around excellent driver, who in recent years helped with training new drivers. Both Ed and Oscar will be missed by everyone here in Elverson. This picture was taken on September 15 at a retirement dinner held in Reading PA. Pictured from left to right; Oscar, Ed, Bonnie Beam, and Bruce Jantzi.

Hiring new drivers continues to be a difficult task for this terminal as it is industry wide. We’ve come up with several new strategies, including a banner we intend to install on the building that can be seen by vehicles traveling past our yard on the PA turnpike. Currently, we have one new driver getting ready to go through orientation that was referred by a current employee. Word of mouth is definitely the best way we have to get applicants in the door! Don’t forget we offer a referral bonus!

Until next time,
Bonnie Beam
Elverson Terminal Manager
Good afternoon on a gorgeous sunny October day here in Baden. There is a new chill in the air in the mornings now which means fall has arrived. We are still enjoying some beautiful sunshine during the day and unseasonably warm temperatures— but you can feel that those days are soon coming to an end.

The Baden terminal is bustling and busy as business ramps up for the U.S. Thanksgiving and Christmas Holiday Season.

Before we get into that busy holiday season we can look back over the summer months fondly. Baden terminal employees were very lucky to be able to enjoy some delicious barbeques this summer. The Altruck BBQ took place here at the Baden shop, which was delicious as always. The people from Altruck always generously host a BBQ to thank Erb and its employees for their business.

In August the Erb employee appreciation BBQ took place here at the Baden terminal. It is a two day event that covers all shifts here at the Baden terminal, to allow all employees a chance to come to the BBQ no matter what shift they work. This BBQ takes an enormous amount of planning and the volunteers that put this event together every year deserve the biggest thank you of all. There was no shortage of delicious food and great fellowship. Thank you again to everyone who has a part in making this a successful event every year!

Baden terminal employees and drivers are all looking forward to the Erb Excellence Day in November where we gather to enjoy a wonderful meal and celebrate various employee’s milestones and years of service with the Erb Group. It is always a fun night.

This fall a very special delivery arrived for Kyle and Anne Erb. They welcomed their first child;
A baby boy named Cameron David Erb on September 26. Congratulations to Wendell and Cheryl Erb on your first grandchild, and to proud Auntie Katie Erb as well! Such a precious gift, and a very exciting time for the whole Erb family. Jim Pinder also became a Grandpa on September 17, 2016 when Kate and Luke had baby Olivia Anne, congratulations Jim. Good things come in threes as Refer Shop Supervisor Keith Hartung welcomed his first Grandsom Lucas Scott Hartung on August 25, 2016, Congratulations Keith!

That is all for now. I hope everyone can take time to enjoy the fall colours; cool crisp air, sweater season and pumpkin spice everything!

All the best,
Jessica Wagler
Well we really can’t complain too much about the weather we had this past summer, probably one of the hottest seasons we have had here in GTA in a long while. Although it taxed our units, straights, and trailers, our OPS team, drivers and mechanics, we did a great job keeping on top of repairs and last minute codes. Great job all!

As our terminal usually sees a bit of rotation of jobs and faces, below are some of the more recent updates/changes/additions to our team here:

- Priyanka Talwar has joined us on the Walmart invoicing side, although she has been at Erb Mississauga for a while as a contract worker she is officially part of our team, congrats keep up the great work you do.
- Alex Saccardo has moved chairs from Straight truck dispatcher to Trailer dispatcher.
- Marful Carr has joined our dispatch department as straight truck dispatcher.
- Josh Swerda has accepted a position in Thunder Bay Terminal. Ruth Crawford has joined the Customer Service Department as an OS&D Coordinator replacing Josh.

Congratulations to Justin Keenan and his fiancé expecting their first child. (Little piece of advice, enjoy your quiet house now, while it lasts)

Everyone at our terminal would like to wish Ted Gal well as he recovers. We truly appreciate all of the hard work you have done for Erb.

Our yearly BBQ was held on August 17, 2016 and was a big success; we had many of faces show up and enjoy the food. Thanks to all the staff from local Mississauga, and the Head Office staff who travel and make this a successful day. THANK YOU!

On October 6th, 2016 ERB was awarded the contract to manage the inbound freight for Flanagan’s Foods Service. This business will change our Mississauga Terminal operations dramatically; we will be adding new processes, and new people to help manage. Our people here are used to change and growth, so I am very confident that we as a team can step up and show Flanagan’s what we can accomplish and make this transition seamless.

Steve Arthur, - Nellie Vooordenhout

Radar The Cat

In November of 2013 employees at the Mississauga yard noticed a stray cat wandering around and looking for food.

One day, Zach Litwinenko managed to catch him, get him in a cat carrier, and put him in his car. When I came to work that day, Zach approached me to see if I could help. I don’t remember exactly how it happened but I ended up taking the cat home with me.

After about 3 or 4 months of medication & being in semi-seclusion in a spare bedroom, he recovered nicely. He now lives in Cambridge and absolutely loves his new family and life. “Getting to know Finn has been an awesome adventure for my entire family. He makes me smile everyday with his silly antics and poses. Finn and I would like to thank everyone for their efforts in finding his forever home. He is very much loved here by all and seems really happy here with us, which is great” says Finn’s new owner. He shares his home with two sisters; Penelope who is blind in one eye and has a crooked tail from a previous fracture, and Izzy Stubbs (on Finns right in the photo) the who has no tail.

- Nellie Vooordenhout
Happy Fall ErbLand!

What a beautiful time of year. Air is crisp, leaves are changing colors, and Halloween is coming! It’s my favorite time of year. Just a couple of things to mention since the last report.

We broke ground on our new wash bay at the beginning of the summer. Al had a deadline for the construction crew, and they met it. It should be open later this week for business. Great job everyone! Needless to say, all of our wonderful mechanics will be happy to have the wash bay separate from the shop so they can stay dry! Next up, we are going to slowly start renovating the shop. Happy mechanics means happy drivers and customers!

We were able to host our BBQ in the new wash bay and as usual it was a success. We got to see some familiar and new faces. Among the familiar, Wendell Erb, Kevin Cooper, Terry Woody, Wayne Baechler, Bill Bressee, Marcia Van Driel, John Gyoroky, Dale Bauman, and many of our valued customers. The food was great, and company even better!

We have welcomed some new faces in Trenton. In Dispatch, we welcomed Brad McDonald as a Dispatch Assistant; on the Dock, Kris Page and in the Wash Bay, Steve Eckel. Some of our new drivers include; Nolan Levesque, Glenn Reed, Bryan Hagen, John Van Der Ven, Robert Henley, Ron McQuigge, Patrick Lei, Dave Thomas, Connie D'Angelo, David Polkinghorne, Paul Lane and Joe Schoeneveld. Welcome everyone!

We also said good bye to one of our long time employees, Donnie Macfadyen who started at Erb in April 1984. Back in August, Donnie made the tough (ok, maybe not so tough) decision to retire. August 19th was his last day. We celebrated Donnie with some pizza for lunch and a card with some money collected from everyone around the terminal so he could do what he loves to do...shop! We will miss Donnie around here, but he has stopped in to visit often, and I am sure will continue to do so.

Bob Bronson, who is also a long time Erb employee, took over for Donnie on the day shift. So far, he is handling all of the day time shenanigans well!

It is coming into the Christmas season quickly! Terry has started her baking to raise money for our annual kids skating party. I think everyone looks forward to this time of year; baked goodies for the adults, which results in a great time for the kids. Skating, pizza, a visit from Santa...can’t wait!

We are coming into a busy season with Little Caesars. A lot of fundraisers coming up! We’re anticipating a very busy October and November, so make sure to buy some pizza kits when the kids bring them home!

Well, I think that’s all for now! Hope everyone enjoys the beautiful fall weather, and has a safe winter! Talk to you in the New Year!

Amanda Joly
We’ve had a good summer here in Ottawa but the fall must be among us. Not only do I see beautiful fall colours but the talk of hockey is about. We’ve had a few new additions to our driver pool. We welcome all of you that have joined us and wish you every success with Erb.

Our BBQ was a success, good food and good friends. Many thanks to Vic, Kevin, Dale, and Wayne for joining us and cooking up a storm!

As most of you know, this will be my last Erban report, and fitting that I should say goodbye. It is mixed with emotions that I leave Erb Transport. There have been so many changes over the years, from the way we do things to the people that we work with. I have made many friends, had a lot of laughs and will take with me many great memories. I have been fortunate to have worked for Erb Transport, a family company that I believe look after their employees and continue to recognize them for their achievements. To all of the wonderful people who I have had the opportunity to work with over the past 30 years- Thank you.

“Everything has a beginning and an end.”
I wish all of you every success for the future.

Stay safe!

Cheers,
Lori Unsworth

Won Ton Crunch from Smiths Falls have been a customer with us for a while. They started making different flavored Won Tons in their garage. They contacted the popular T.V. Dragons Den show to see if there was interest that one would partner up. They did get chosen and continue to grow. They called us and said the Dragon’s Den were sending a T.V. crew to film them, wanted us to send in a truck and driver doing a mock pick up. We sent Rene Woods with our shiny truck, so sometime in the near future we should be on the program the Dragon’s Den. Stay tuned for date and time.
Hello everyone! It’s hard to believe autumn is here and we’re well on our way to winter! There have been traces of snow all around us, but luckily nothing here in Thunder Bay yet. We’ve actually had a beautiful fall so far, nothing to complain about.

As usual it, was a busy summer around here and it’s nice to have vacation times over with and most things back to normal. Well, as normal as we can get!

The Ross Storey Memorial Golf Tournament was held back in June and it was a smashing success! Several members of Ross’ family joined our family for the day and helped us to raise money for the Thunder Bay Regional Cancer Centre. It was a beautiful day for golf, we shared a wonderful meal and auctioned off some great prizes to make the day successful. Thank you to everyone that came out, bought tickets or donated in any way!

Our annual BBQ was held in September this year and we thank Wendell, Kevin and Vic for coming up to visit us. Especially Vic, the most important guy of the day- the cook! Thank you! The food was delicious and everyone enjoyed lunch.

Now we’re anxiously waiting for Erb Excellence Day in November where we will celebrate Rick Hordy’s retirement along with all the other milestones we have. Rick is our Dock Supervisor and has been with Erb for 35 years! Wow, that’s a long time! We wish Rick all the best and good health and he moves onto another phase of his life at the end of December.

By the time you read this we’ll have a new family member working in our office. Josh Swerda is transferring from the OS&D department in Toronto to work in Thunder Bay. We welcome Josh and his family back to the city and into our family!

That’s about all for now from Thunder Bay. We wish everyone a good winter and a Merry Christmas!

Please drive safely!

Karen Kane
On July 29/2016 – Gilles Decelles said goodbye after celebrating his retirement with 21 years of Service under his belt. The Erb Montreal Team would like to wish Gilles all the best on his retirement and future endeavours. He claims he has a honey do list a mile long to work on – but I rather doubt that. All the best Gilles!

Le 29 juillet/2016 – Gilles Decelles nous a dit au revoir, célébrant sa Retraite avec 21 années de service sous sa ceinture – l’Équipe Erb Montréal souhaite à Gilles la meilleure des chances pour sa retraite et ses projets futurs, il affirme avoir une liste d’un mile de long de choses à faire – mais j’en doute. Tout le meilleur Gilles.

Eric Jones Golf Tournament
The 16th Annual Golf Tournament was held at Club de Gold, Venice-en-Quebec on July 09/2016 where 118 golfers enjoyed a fabulous day on the links (raincoats where required). Proceeds from this event were donated to the Cultural Hockey Exchange in Bedford, Quebec where Pee-Wee hockey players (boys and girls) make the trip to Kensington, PEI every year. Our 49th Anniversary will be 2016/2017; this is the longest ongoing Cultural Hockey Exchange in Canada. This year $7,550.00 was raised! Thanks to Erb Transport and suppliers for their generosity.

Tournoi de Golf Eric Jones
Our great Shop team are working on converting a straight truck into our mobile shop unit. The future is looking great with all our in-house talent as they are re-building the interior from scratch. Great job!

Notre formidable Équipe de l'Atelier travaille sur la conversion un camion-porteur en une unité d'atelier mobile. L'avenir semble fabuleux avec tous les talents internes, ils reconstruisent l'intérieur à partir de zéro. Bon travail!

Presenting our newest students who started Kindergarten this past September!

La présentation de nos nouveaux étudiants qui ont commencé la maternelle en septembre dernier!
Greetings from Winnipeg!

Well its fall time here in the Peg and as I am writing this there is still no snow (in the city)! Woohoo! Overall it was a beautiful summer with very little to complain about (although here in Winnipeg we can usually find something). We did experience the occasional windy day (almost record setting tornado touchdowns in the province) which helped with keeping the mosquitoes away. One of these windy episodes was witnessed during a visit by Wayne Baechler and Kevin Cooper, and we're happy to report that our fence withstood the wind for the most part and the windows managed to stay in place (although at times were vibrating pretty good).

Well it was an interesting time here in Winnipeg since the last Erban Report. One of the biggest changes (for those who had not heard) is that we welcomed David Klyne as our Terminal Manager. Welcome David!

Our BBQ that happened July 17th and 18th was a success! You will have to take our word for it as there is no photographic evidence to prove otherwise.

Congratulations go out to James Smith (Sysco Dryden) who got married. Congratulations to Trevor Jonassen (Sysco Dryden) and Jaspreet Grewal (Winnipeg Dock) who welcomed babies into their families. Winnipeg welcomes back Greg Livingston, who is our newest driver for our Sysco Kenora peddles. Welcome back Greg!

We wish everyone in Erbland a wonderful Erb Excellence Day and a busy Christmas season!

THE WINNIPEG CREW
Greetings from the Gateway to the North!

I am happy to report that nothing big has happened here! I could even say nothing earth shaking but as it happens we did apparently have a 3.1 magnitude earthquake hit about 26km east south east of us here last week! No reports of injuries or damage.

Although it is status quo (as they say around here) we did have a couple of new guys join our International division: Migel Giroux and Carlos Rojas. We also added Grant Walton who helped us out this summer in the yard and did a great job keeping everything looking good. Please join us in welcoming Migel, Carlos and Grant.

Our yard upgrades have been finished with new cost saving LED lighting, and extra plugins for those winter months which unfortunately are getting closer and closer.

Now that I think about it North Bay did celebrate its 30th year as a terminal. We were able to celebrate this occasion during our annual summer BBQ.

As always this year’s BBQ was a tremendous success; a great time with great food. It was nice to have the opportunity to see those from head office as well as some of our retirees. A special thank you to those who helped with the setup, cooking, break down, and cleanup of the event.

A few of our bigger shippers in the area have kept us very busy this year. One of these shippers is Valley Growers. I was there picking up spuds not too long ago and they had so many spuds that they had to make hay bale barns to temporarily hold them. This is good because they are making fresh fries that you will see soon on the shelves in stores. This is a great product that seems to be moving very well and at the same time creating more loads for us.

So, like I said nothing too big to report.

Have a safe and happy winter.

Hug a truck driver today!

John Walsh
Erb Transport regularly monitors the Erb Enterprises Inc. and Participating Affiliates Registered Retirement Savings Plan to make sure it's competitive and offers you the flexibility to reach your long-term savings goals. After a recent review, we are making some changes to the investment fund lineup available under the plan. All savings plan participants will receive details regarding the upcoming changes to the savings plan from Sun Life Financial in the mail shortly.

What's changing?
On October 24, 2016, we are adding several new funds to your plan while also removing some of the funds currently available under the plan.

TAKE ACTION
You can begin investing in the new funds being added to your plan October 24, 2016.

If you are currently investing in or directing contributions to any of the funds being discontinued from the plan, you will need to update your investment instructions and move your money to other funds under the plan by 3 p.m. ET on October 20, 2016. If you do not make any changes, your account balances and future contributions directed to the discontinued funds will automatically transfer to the applicable replacement fund on October 24, 2016.

To process this automated transfer, there will be a transaction freeze on the discontinued funds from 3 p.m. ET on October 20, 2016, to 8 a.m. ET on October 25, 2016.

Your savings plan advisor, Wagner, Livock & Associates Financial Services Inc. is happy to assist you in reviewing your savings plan. For assistance please contact Wagner, Livock and Associates at:
Toll free: 1.800.567.0822 Email: wla.wagnerlivock.com

You may also access Sun Life Financials Plan Member Services website to update the investment options in your retirement portfolio. But, before you make any updates, follow these steps to ensure your investment strategy is right for you:

Step 1 – Getting started
Sign in to mysunlife.ca using your personal sign-in/access ID and password and select my financial centre on the Home page.

Step 2 – How comfortable are you with investment risk?
You can determine your comfort level with investment risk by completing the Asset allocation tool. Once you’ve signed in, select my money tools under the Resource Centre drop-down menu and select Continue to begin.

Step 3 – What’s your vision of retirement?
Planning can be easy with the Retirement planner. The planner lets you determine how much you need to save now to provide you with your desired income level in retirement. You can adjust a number of variables, and as they change over time, use the planner to update your calculations to see if any changes to your plan are necessary. To access this tool, select my money tools under the Resource Centre drop-down menu followed by Retirement planner.

Step 4 – Learn about your investment options
To access detailed fund information through Morningstar®, a leading provider of investment news and analysis, select Investment performance from the Accounts drop-down menu. Next, select:
• Rates of Return and Unit Values to see the performance of funds available in your plan; or
• Fund Report to access tools and information about your funds.

Step 5 – Update your investments
To update your investment selections, select Change investments under the Requests drop-down menu. You can also update your account by calling Sun Life Financials Customer Care Centre at 1-866-733-8613 any business day from 8 a.m. to 8 p.m. ET.

There are no charges for transfers; however, a two per cent fee may be charged if you make a transfer into a fund followed by a transfer out of the same fund within 30 calendar days.
“We constantly get calls from 3PL companies looking for business from ON into the U.S. We gave another company a shot at quoting and they said they couldn’t help us with better service or rates as we (Iceculture) are already using the best LTL company in their 56,000 carrier network. We are proud to say we work with Erb and it’s nice to know other companies think they are #1.”

- Josh, Ice Culture

“DC Foods has worked hand in hand with both Erb Transport and Erb Cold Storage for numerous years now and are considered a key strategic business partner.

We can always rely on the professional commitment that Erb has shown us over the years in both our inbound and outbound shipments as well as our export needs and warehousing from their HACCP Certified Cold storage. The team work we have developed over the years is second to none.

Erb has been a huge part of our continued growth and success, they have met or exceeded the demands that our ever changing Industry has brought forth and we look forward to many more years of working together.” - DC Foods
What is the IRS?
The Internal Responsibility System (IRS) is the principle behind the Canada Labour code Part II Occupational Health and Safety Act (CLC Part II). It means that the employers, supervisors, workers, including external contractors, and suppliers are all responsible for health and safety in our workplace.

Who is A Worker?
Regardless of our job or title under the Canada Labour code Part II (CLC Part II) and CLC regulations we are all considered workers.

What could I do to support and promote IRS?
• I comply with my duties and responsibilities under the CLC Part II and the regulations
• I identify hazards or potential hazards in my workplace and report them
• I take every precaution reasonable for the health and safety of fellow workers
• I report any person not complying with the regulations
• I make sure co workers are aware of any potential or actual hazard which could endanger them in their work
• I make sure everyone wears the proper personal protective equipment (PPE)
• I wear the proper personal protective equipment
• I make sure all equipment is maintained in good condition
• I make sure workers have the training, information and supervision necessary to do their work safely
• I can refuse unsafe work if I believe it is dangerous
• I work safely with the equipment so I don’t harm myself or others
• I make sure my workplace complies with the OHSA, any regulatory code, or guideline affecting my workplace and report issues to my supervisor or JHSC
• I co-operate with the HRDC Labour inspector
• I can ask my employer for information about actual or potential hazards that the employer may know about
**What are your Rights?**

*The right to know:*
Workers have the right to know the hazards in their job. A supervisor must tell you about all hazards they are aware of that could hurt you.

*The right to participate:*
Everyone has the right to take part in keeping the workplace healthy and safe. Everyone has the right to participate in training and information sessions to help them do their job safely.

*The right to refuse unsafe work:*
If a worker believes their job is likely to endanger someone else or themselves, they have an obligation to report the unsafe situation to their supervisor. If the situation is not corrected and they feel that their health and safety is still in danger, they have the right under the CLC Part II to refuse to perform the work without reprisal.

**How does the Internal Responsibility System work?**

The internal responsibility system is the underlying philosophy of the occupational health and safety legislation in all Canadian jurisdictions.

Its foundation is that everyone in the workplace - both employees and employers - is responsible for his or her own safety and for the safety of co-workers.

Acts and regulations do not always impose or prescribe the specific steps to take for compliance. Instead, it holds employers responsible for determining such steps to ensure health and safety of all employees.

*Internal responsibility system does the following:*
- Establishes responsibility sharing systems
- Promotes safety culture
- Promotes best practice
- Helps develop self reliance
- Ensures compliance

If you have any questions about the Internal Responsibility System you may contact Daren Roth, Corporate Health, Safety, & Environmental Manager

---

**Seatbelt Safety Poster Contest Winners!**

1st: Please Buckle Up.

2nd: Wear a Seatbelt.

3rd: [Poster image]
I can’t believe how fast time flies by. It seems like just yesterday it was summer and now we are slowly inching towards winter and the holiday season! There have been a few changes here in the Communications Marketing Department. First off, I’d like to wish Julie well as she is off on Maternity Leave. Congratulations to her and Greg on the arrival of their beautiful daughter Clare Mudry. With Julie’s temporary absence we have welcomed Jacqueline Culham to the team! Jacqueline was hired in August to take on the role of Marketing and Communications Assistant. In her role, she now looks after graphic design, print advertisements, and marketing.

There has also been many exciting things happen in the Communications and Marketing Department. As all of you know, the new and improved Erb website launched September 27th. I think I can speak for many people by saying how excited we are that the website is finally up and running! Thank you to all those who contributed to make the new Erb website a success! Speaking of success, I have to say I’m very happy that everyone enjoyed the employee and customer appreciation BBQs! We did get the opportunity to make it out to the Mississauga Terminal BBQ, it was great putting some faces to names, and the food was delicious. Thank you to the BBQ committee who made the two day Baden BBQ run so smoothly and successfully, it was great seeing all of the hard work come together! A big thank you to all of our volunteers, these events would not happen without you!

We have had a few celebrations here in the New Hamburg Terminal. For National Truck Driving week we celebrated by having coffee, donuts and juice. For Halloween, people from around the terminal brought some delicious treats in and dressed up in costumes or black and orange. Halloween also marked the beginning of our annual food and toy drive. Thank you to all those who participate in the New Hamburg Terminal fun!

I am also happy to say that Erb Excellence Day was a success. We have heard such positive things from each terminal, we are so glad everyone enjoyed their evening. Again, thank you to the Erb Excellence Day Committee and all of our volunteers! It was a great night!

I will also take the time to say thank you to all of our drivers on the road for sending in such amazing photos, and for those who want to you can send photos to us at marketing@erbgroupp.com!

I think that is all from the Communications and Marketing team, we wish you all a safe and happy holiday season!

-Kaitlin Stratis
Hope you are all enjoying the fall season. What a great time to get outside for a walk, bike ride, etc.

Each year, companies in Waterloo region are recognized and celebrated for demonstrating a strong commitment to improved health for their employees. For the second consecutive year, Erb Group of Companies has won the Healthy Workplace Award – GOLD award! This is our fourth win of the Healthy Workplace Award sponsored by Region of Waterloo Public Health. CONGRATULATIONS to all who have contributed.

**Highway to Health topic: Cancer Screening and Prevention for You and a Loved One**

Screening tests can find signs of cancer at a very early stage before you even notice a change in your body that might be cancer.

**Breast Cancer**
If you’re 40 to 49, talk to your doctor about your risk of breast cancer, along with the risks and benefits of mammography. If you’re 50 to 69, have a mammogram every two years. If you’re 70 or older, talk to your doctor about how often you should have mammogram.

**Prostate Cancer**
Prostate cancer is the most common cancer in Canadian men. It usually grows slowly and can often be completely removed or managed successfully. Typically, the first symptoms of prostate cancer are difficulty urinating, frequent urination, and blood in the urine. However, symptoms are not always present especially in the early stages of prostate cancer. Early detection is key, talk to your doctor.

**Colorectal Cancer**
If you’re 50 or older, have a stool test at least every 2 years. A stool test is a fecal occult blood test (FOBT) or fecal immunochemical test (FIT).

Ask your doctor about these tests. The short time it takes to have one could save your life and a loved one. Excerpts Canadian Cancer Society

Any inquiries about Erb’s Highway to Health program, contact Carolyn Vokes Reibeling in New Hamburg x 2274 or cvokesreibeling@erbgroup.com
CONGRATULATIONS STEW JUTZI!

Stew is a straight truck driver out of Baden, and a Triple Crown winner!

1. 1st at the Central Ontario Regional Truck Driving Championships.
2. 1st at the Ontario Truck Driving Championships
3. 1st at the National Truck Driving Championships

SUPERB AWARDS!

Miguel Giroux

On June 24 around 7:00pm in the Kenora area, North Bay Driver Miguel Giroux called local OPP to report another truck driver driving erratically. The OPP officer showed up and managed to pull the driver over. After a foot race into the woods they apprehended the driver and charged him with drunk driving.

Job well done by Miguel! You may have saved lives helping to get that driver off the road!

David Stocker

On October 7th at a rest stop north of Duluth Minnesota, Driver and Road Knight, David Stocker took the time to help a fellow driver get home safely. While waiting in line David heard a man say his tire was flat and the rest stop they were at did not have compressed air. David offered the man the compressor in his truck, and after trying to inflate the tire with no luck, David was quick to realize the tire was off the rim. David helped fix the problem and saved the man hundreds of dollars in repairs.

Way to go David! Your kindness and generosity went a long way to keep a fellow driver safe.
Convoy for a Cure

On Saturday Sept. 17th, the Twelfth Annual Truck Convoy in support of Special Olympics took place. Brenda Alderson of Erb Transport volunteered for her 3rd year in a row. The convoy was 75 trucks long!

Sweet Life North Tour

Erb Transport participated in the Sweet Life Road show. The road show helped youth understand how to share the road with trucks safely! Helping the next generation become safe drivers on our roadways!
ERB BBQ FUN

What a great success the 2016 Erb Employee & Customer Appreciation BBQ’s have been! Lots of fun and food for all! Huge thank you to everyone who helped make the BBQ’s a success!
HABITAT FOR HUMANITY

St. Mary’s Hike For Heart
Recognizing your milestones and celebrating your success

Erb Excellence Day
November 12, 2016
Recognizing your milestones and celebrating your success

and celebrating your success
Phil McQuillan and Orette Buckley

Kevin Shillinton’s Grandsons Ryland and Lucas in Grandpas truck

Kayla Maunsell, Trish Hammer, and Jeremy Carter in a giant Hershey Kiss!

Brian hard at work

Lynn Roberston visited Alaska and got to hang out with some bears

Gerry Bann and his wife at the Wellesley Applebutter and Cheese Festival

Gracie Broda daughter of Dana Broda, Granddaughter of Tom and Lois Broda & Jane Fewkes