



A N O T H E R
ERBAN
REPORT
C O O L M O V E

THE NEWSLETTER OF THE ERB GROUP OF COMPANIES

Winter 2020 - Volume 34, Issue 1



We bring food to your family's table.

In this issue...

- Erb Excellence Night Photos
- Not Myself Today Campaign
- Take Our Kids to Work Day



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FOUNDER'S



Vernon Erb
Founder

Every year, Chris Hall, from the Great Lake Truck Club, calls to see if we will host their annual meeting at our farm, on the first Saturday in January. I usually tell them that nothing has changed, since we haven't added any trucks or antiques to our collection since the passing of Joe Weber, quite a few years ago. Joe was responsible for everything restored in our collection. However, Chris feels that many of the antique collectors and people connected with the trucking industry, always look forward to this get-together in January. This year was no exception. In January we had a spring-like day, and over three hundred people came out to tour and visit our modest display of trucks, cars and farm tractors.

We had visitors from as far away as Oregon, Michigan, New York and from all over Ontario. Some guys came in the morning and visited with fellow drivers that they had met or worked with many years ago. Some of these guys stayed until it was time to close at 4 or 5 PM. Others came, had coffee and donuts, did a quick tour and left after an hour or so.

One person, who attends every year, was a driver I had met in the early 1980's while I was on my way to Zanesville, Ohio in the middle of the night with a load of eggs. I believe I was on Interstate 70 and had stopped on the side of the highway to check my road map. I was driving a #381 Cabover International, and the interior lights were not quite bright enough to read the map, so I got out of the truck and held the map in front of the headlights, still unable to read the map. Just then, a truck driver from Ontario saw the Erb Truck stopped on the side of the road, as the custom was in the good old days. Fellow drivers always stopped to see if they could be of assistance. Of course, this driver had much better eyesight than I did, and he assured me I was on the right route to Zanesville. Needless to say, when I got home, the first thing I did was go to an optometrist, and I got glasses. I realized the problem was not the dim lights on my tractor; it was high time to break down and invest in a pair of glasses.

Many years later, I met a gentleman at a truck show. He asked me if I remembered our meeting on I-70 in Ohio, which I did, but had not seen him for years. Steve Talbot is employed with Hayter Farms at Dashwood, and occasionally brings a shipment of turkeys to our own Baden terminal, for distribution. Steve attends our open house every year, and I look forward to meeting with him. I guess he wants to be sure that I still know which direction I am going and can still read a road map!

It is certainly very interesting, and I have good memories of people we meet, some of whom I have known from my early days when I first got involved in the trucking industry, in 1956, as a driver with Don M. Sindall Transport. Many stories were exchanged, and I was again reminded of how our industry has changed over the last 60+ years. I happened to walk past four of our former drivers Pat Kelly, Paul Bauman, Roy and Orval Stienman. They were discussing how they would

MESSAGE

drive to Campbells at Listowel, and load thousands of frozen cases of TV dinners, some of which took four to eight hours, hand piling every case on the floor. The following day they would take that load to a grocery warehouse in Toronto, and pick up every individual case to place them on pallets, which would be another all-day job. Or go to Ingersoll and pile a thousand cases of turkeys, drive to Kitchener and pick everything off the floor, on to pallets. They also reminded me of the quarters of beef they lugged into the stores, that might have weighed anywhere from 100 to 200lbs. I complimented and thanked them for the hard and difficult way we had to load and unload frozen food in those days. I think, if we would have had to hand-bomb our loads on and off such as we did in the '70s and '80s, we would have a very difficult time attracting drivers.

January 4th, 2020 was a wonderful day to be able to meet so many of the good people, who were and are involved in our industry, as well as other interested people, neighbours and friends. I am sure everyone who attended enjoyed the day.

Thanks to Viola, for looking after the negotiations and selling the Erb History books and Anniversary Trucks; Wendell who helped in entertaining; Murray Stewart for cleaning and polishing the trucks and tractors; Harry Martin for running back and forth to Tim Hortons for coffee and donuts; Dave Weber and his crew who helped place the vehicles, which had to be pushed around so people could maneuver around them.

Until next time, God bless,

- *Vernon Erb*



PRESIDENT'S



Wendell Erb
President & CEO

In November 2019, we celebrated our 20th anniversary of moving into the Baden Terminal.

Looking back at how crowded we were in New Hamburg, moving into the new terminal in Baden was like a dream. When we designed Baden, we wanted to address all the shortcomings of operating in New Hamburg. We were perennially out of room in every department, office, shop, dock and yard. Every time we made a minor expansion, we would be out of space again in a couple of years. I guess that is also a testament to the incredible growth we went through in the nineties.

It took us over 10 years longer to move the shop over to Baden, and Head Office is still yet to move or be significantly improved. Baden is near capacity operationally, and the office and washrooms are showing their age. This winter/spring we will be renovating the Baden Terminal along with a few other changes. I expect things will be a little disorganized as we change carpet and tile in operating offices. Thanks in advance for your understanding and patience during the renovations.

As communicated in the December update, on January 1st, 2020 K-DAC was amalgamated with Erb International Inc. and Erb Transport Limited. Over the years, most of the differences between Erb and K-DAC have been standardized regardless of which company you worked for. We have been blessed with many loyal K-DAC employees that are still with us since day one of the acquisition back in 2009. Thank you and thanks to Bruce Schumm who started the K-DAC brand in 1990. The brand may be coming to a close, but we will pick a truck or two to live on in Dad's museum.

The K-DAC amalgamation dovetails right into the organizational changes announced earlier in January. The new reporting structures align with our operating models of Erb West, US, Canadian LTL, Regional, Logistics and Warehousing. At the same time, as we implement these changes, we have tremendous opportunities being presented to us. These opportunities come to us, as we successfully solve problems for our customers. Last fall, we took on a delivery to Niagara-on-the-Lake that had been a perennial problem for our customer. A 53' trailer was too long for the delivery location amongst other things. We have dual-temp straight trucks with knowledgeable, helpful people that took over the run and made a problem delivery go away for our customer. Thanks Dave Klynstra and the Baden dock for doing a great job. The service has not gone unnoticed and is opening more doors for us with new customers and lanes. We have other initiatives starting in Ottawa, Montreal and Southern Ontario.

I have said in the past, "if it is easy anyone can do it," and while we all like easy freight, most of our new opportunities are complicated in nature. I say, "bring it on." We have the talent and work ethic to figure out a solution for our customers that can't be duplicated by the first person that thinks they can do it for 20% less cost.

MESSAGE

So, while the trucking economy sputters along into 2020, I am very optimistic about this year. We have the people in place. Our fleet has never been newer, we have great customers and plenty of opportunity. I wish you all the best, safe driving and working in 2020.

- Wendell Erb



HUMAN



Dave Dietrich
V.P. of H.R.

As you are aware, the Erb Group of Companies is a federally regulated employer and as such, we follow the Canada Labour Code. The Canadian Federal government recently enacted changes to the Canada Labour Code with some of the provisions taking effect on September 1st, 2019. The following points are the highlights of these changes and how they will affect you and Erb:

1. Overtime Provision: Employees will be allowed to either be paid for overtime work at the rate of one-and-a-half times their regular wage rate or to be granted time off with pay at one-and-a-half hours for each overtime hour worked. All non-salaried employees (e.g. drivers and hourly paid) will continue to be paid at the rate of time-and-a-half for any and all approved overtime hours worked. Salaried employees (non-managers / non-supervisors) can request approved overtime hours be banked at one-and-a-half hours for each overtime hour worked. This must be done through a request form.

2. Family Violence Leave: An employee who is the victim of family violence or is the parent of a child who is the victim of family violence is entitled to 10 days off per year, the first 5 of which are paid.

3. Aboriginal Practices Leave: First Nations, Inuit or Metis employees are entitled to 5 unpaid days per year for Aboriginal practices including hunting, fishing and harvesting.

4. Bereavement Leave: Bereavement leave for the death of an immediate family member is extended to 5 days, the first 3 of which are paid.

5. Personal Leave: Employees are entitled to up to 5 days per year, the first 3 of which are paid, for their illness or injury, family responsibility, urgent matters, citizenship and education of children. The current 5 paid days for salaried employees will remain and hourly paid employees will increase from no paid days to 3 paid days; however, the leave definition will change from sick days to personal leave. Here are some additional details regarding Personal Leave Days:

- All employees are entitled to no more than five (5) Personal Leave Days per calendar year.
- If the employee has worked for the employer without interruption for at least three months, the first three days of personal leave are paid at the regular rate of pay for a normal work day.
- Employees whose pay varies from one day to another or who is paid on a basis other than an hourly rate will receive one twentieth (1/20th) of the pay from the previous two pay periods (i.e. four weeks), excluding overtime.
- If the employee takes less than one day off as personal leave, it would still count as one day of their eligible five days throughout the year.
- The employer can ask the employee to provide supporting documents concerning the reasons for the leave.
- The only valid reasons for taking personal leave are:

80 Treating their own personal illness or injury;

RESOURCES

- o Carrying out responsibilities related to the health or care of any of their family members (e.g. accompanying the family member to a medical appointment; accompanying the family member to surgery; accompanying the family member to undergo medical tests; picking up the family member from school due to illness, injury or medical emergency; taking care of a young child for a day following an unexpected school or day care closure; taking care of a sick or injured family member at home; making arrangements for a family member's long-term care; helping move an elderly family member into a more suitable residence);
- o Carrying out responsibilities related to the education of any of their family members who are under 18 years of age (e.g. attending parent-teacher interviews and meetings; meeting with educational specialists; meeting with a school counsellor or principal to discuss behavioural challenges at school; accompanying a student with special needs to ensure he or she can participate in an educational activity; attending a school orientation or registration meeting);
- o Addressing any urgent matter concerning themselves or their family members; and
- o Attending their citizenship ceremony.
 - Simply requesting a Personal Leave Day from your Manager, Supervisor or Dispatcher does not mean it is approved for a paid Personal Leave Day. The employee must have available days remaining and the reason for the request must be one of the acceptable reasons outlined above.
 - It is appreciated, where possible to do so, if employees can provide as much advanced notice as possible and provide documentation for Personal Leave Days.

6. Medical Leave: Medical leave will replace the former sick leave and will also include organ and tissue donation. Employees are entitled to up to 17 weeks unpaid for their own personal illness or injury, organ or tissue donation or medical appointments during work hours – the employer can request supporting documentation after 3 days of medical leave.

7. Vacation Entitlement: Vacation entitlement remains unchanged for all categories except 3 weeks of vacation entitlement changes from the current 6 completed years of employment as of June 30th to 5 completed years of employment as of June 30th.

There were also other provisions proposed in the new legislation. However, the Canadian Trucking Alliance has requested and received exemptions for the trucking industry from Labour Canada as follows:

- Warehouse staff, courier drivers and truck drivers are exempt from the provisions relating to 96 hours of notice for schedule changes and 24 hours of notice for shift changes
 - Truck drivers are exempt from the provision relating to 8 hour consecutive rest period between shifts
- These exceptions will be reflected in the ESDC Interpretations, Policies & Guidelines (IPGs) that the Labour Canada staff use to decide upon employee complaints.

The Erb Human Resources Department has updated all applicable policies affected by these changes and copies are available upon request. If you have any questions regarding any of these changes, please contact Human Resources.

- Dave Dietrich

INTERNATIONAL



Kevin Erb

Senior Director of
International Operations

It is hard to believe 2019 is over, and we are heading into a new year and decade. One of the highlights of 2019, was the start of the Metro truckload business to Thunder Bay. I would like to acknowledge, the great job and focus on customer service, that everyone has done with this new lane, it is a very important piece of business for Erb. All the operations folks from Baden to Thunder Bay and in between ... well done! It is very refreshing to haul freight that is unloaded so quickly, and where the stores are happy to see and appreciate the driver when they arrive. A special thanks to the drivers that are doing an excellent job getting the loads delivered on time.

Overall, the freight volumes in 2019 completely changed from 2018, when truck shortage was the main topic of conversation. Erb was no different from other carriers, as we struggled to find backhauls from the U.S. to Canada. Our team did an excellent job working hard at finding loads; however, some of the loads we were able to book were not as “driver friendly” as previous loads, and let’s not mention the rates! We appreciate the dedication, and the wonderful job our drivers do, during the ever-changing times in the trucking industry.

Our International and Western Canada Teams have also seen several changes. I would like to welcome all the KDAC folks that are now at Erb Baden, as well as the many new faces that have joined Erb International in 2019. I am very pleased with the team that has been built; they are truly a great group of professionals that are dedicated and take pride and care in the job that they do every day. Without them our day-to-day operations could not run smoothly! Our newly created 11AM daily meeting with the Team Leaders shows improved communication and teamwork, and the increasingly positive culture among all staff has not gone unnoticed. With renovations coming shortly, everyone will be in the same room and along with our Freight Solutions Team, we will be able to accomplish great things.

The days of inbound dispatch vs. outbound dispatch are over. Operations is now broken up into 6 different boards or another way to look at it is six different “small fleets” of approximately 50 trucks each. Each board is measured on miles to truck, miles to driver, empty mile percentage and rate per mile to mention a few. This allows us to better track where improvements can be made, overall efficiencies and even a friendly competition amongst boards.

Another part of our success will be to continue to build relationships with our Carrier Partners. It is truly incredible to have personal relationships and be friends with carriers from British Columbia to the Maritimes, as well as across the entire USA. Recently, a carrier from our TC05 Benchmarking group was looking for some help in Memphis, TN. They needed contacts and a place to park a truck as their driver needed to go to the hospital. Within a matter of minutes the suggestions and helpful ideas were pouring in. Kyle Kottke of Kottke Trucking responded with “...you all are the best. I appreciate you.” Followed up with Jamie Plowman of Polar Express/Kool Pac “Love the Team!!!”. Being a part of and growing these types of relationships, will only make everyone involved more successful.

OPERATIONS

Along these lines, I would like to thank the folks at Stewart Transport who recently helped us with our own problem order for Tolleson AZ. Even with 2200 miles separating us. This trusted partner was able to help us – even without all the details or a need to discuss costs. It is much appreciated.

Here is a list of our TCO5 Group ... if any drivers or dispatchers need a helping hand, it also shows the wide range of geography covered:

- Mast Trucking, Millersburg OH
- Classic Carriers, Versailles OH
- Halvor Lines, Superior WI
- Kool Pac, Lake Oswego OR (Kool Pac and Polar Express servicing Vancouver all the way to California)
- Ralph Moyle Inc., Mattawan MI
- Dutch Maid Logistics, Willard OH
- Raider Express, Fort Worth TX
- Stewart Transport, Phoenix AZ
- Doug Andrus Distributing, Idaho Falls ID
- Kottke Trucking, Buffalo Lake MN (also location in Florida)
- Brian Kurtz Trucking, Breslau ON
- Grand Island Express, Grand Island NE
- Erb International, New Hamburg ON

In addition to our TCO5 group, I would also like to thank the great group of Canadian Carriers in Greg Roth's rolodex that we deal with on a daily basis. All of this collaboration really makes for more efficient work!

Looking ahead to 2020, I am very honored and excited to be part of the Senior Operations Team that was announced on January 3rd in Greg Tuckwell's memo. As mentioned in the memo, the team is tasked with the ongoing effort to improve profitability and ensure sustainable growth in the Erb Group of Companies. The team is a combination of some long term employees, and also some newer employees that bring many years of outside experience and a new set of eyes to our operation. The team is dedicated to making improvements by working together, challenging each other, and most importantly having a good time while doing it. I am looking forward to working with this dedicated team. We have lots of work ahead of us. I am confident that we will have meaningful meetings and discussions, lots of laughs ... sprinkle in some sarcasm ... but at the end of the day, we are all working together towards the same goal and have each other's back while doing it.

The ultimate goal, as mentioned, is improved profitability, where the Erb Group of Companies will give back profit sharing to all the employees who have helped with the success. All of this while having a great culture, where everyone can come to work and be treated with respect and have fun in the workplace! My hope is that each employee feels this positive change, and that we will all work together to make Erb the best it can be!

Wishing everyone a happy and productive 2020. My only concern for this new year is that Truckmate's "go live" date is in the middle of the Toronto Maple Leafs' Stanley Cup run, hopefully we are up and running by the day of the parade!

- Kevin Erb

CORPORATE



Jim Pinder
Corporate Fleet Director

2019, was a very busy year throughout the transportation industry, with record setting order intakes and production from chassis and equipment manufacturers. As well, the component producers that are required to complete these vehicles, and equipment for in-service, were under tremendous stress to meet these extraordinary demands.

This was as well the case in the Erb Group of Companies, as we exceeded previous purchase levels with a total volume of new equipment to meet our customers' demands. New equipment offers the opportunity to utilise new technology, improve the drivers' work environment, extend maintenance intervals, reduce maintenance costs and structure accounting cycles to take advantage of depreciation options.

The equipment specifications we utilise are solid and based on proven performance over many years of operation. These solid specifications have evolved over the years and are reflected in the trucks, tractors, reefers, bodies and trailers we continue to purchase.

What we bring to our fleet with the new equipment is a safety level not previously available, and flexibility in addressing the changing demands from our varied customer base. The customer demands are for safe, reliable, timely and efficient transportation of goods throughout all jurisdictions we operate in.

Trailer activity included adding tridem Long Combination Vehicles (LCV) leads in single temperature configuration, tandem axle trailers in dual and single temperature configurations. We placed ninety new units into service and removed just as many trailers, that no longer could be used as a contributing piece of equipment in the Erb fleet. The average model year of the 1064 active trailers is nine years, an improvement of several model years.

The straight truck fleet received 26 new pieces of equipment, which included single and tandem axle chassis configurations, single and dual temperature body styles with either lift gates or ramps. To address a shortage of registered commercial licensed drivers, several units were built to meet the G classification for drivers and to meet new business demands. Currently, we have twelve new units being built for early 2020 in service to address growing business opportunities. Also, within the straight truck fleet, we have several units customized to travel cross border. They have a bunk and a body designed to allow for access through restricted routing requirements. This equipment gives us a solid niche in the marketplace to raise the service levels for customers' demands. The average age of this portion of the fleet is seven model years.

The tractor fleet is divided up into specific cab configurations, as well as the normal type of travel designated equipment is assigned. In some applications a long-haul tractor may be reassigned as a local tractor, to conclude the life cycle of the vehicle. As day cabs give more maneuverability and handle the demands of the local short distance, and several trailers shunted per shift are in

FLEET UPDATE

our purchase schedule every year, in 2019, we added 15 new day cabs. The addition of the Hadley Smart Valve reduces the strain on drivers when cranking the trailer dollies on loaded trailers.

Bunk trucks have been on a finance package that allows for them to be returned to the funder in a pre-set time frame and a pre-set condition. In 2019, we added 107 units into the group. Due to the opportunity with the new technology these units have been equipped with collision mitigation, to address concerns of traffic volumes and recent highway events. The average age of the 280 trucks in this group, is just two model years where the remaining units are an average of seven model years.

To maintain these groups of equipment, we purchase warranty on major components to run throughout the financed life cycle, have technicians trained and certified in repairing the equipment. As well as stocking required volumes of maintenance supplies throughout the Erb Group shops.

The maintenance department utilises key business partners to accomplish the repairs and maintenance on the fleet, as well as meeting legislative requirements. To maintain compliance with regulator annual safety inspection, we must perform on average two-point seven (2.7) truck safeties per day (56 per month), and four-point three (4.3) trailer safeties per day (91 per month).

In the Erb maintenance department, we have ten locations where we are able to maintain and repair the Erb Group of Companies varied fleet of equipment. To maintain the level of compliance required to operate on the roadways of North America, is a challenge we eagerly accept. As well, we must thank drivers, operational and support staff, for their priceless contributions to our industry leading position.

Congratulations to the Erb Group on the 60th Anniversary milestone and a SupERB Year of celebration!

Travel Safe!

- Jim Pinder

Jim Pinder: Our second grandchild James Alexander Bennett Pinder born September 19th 2019 to Luke, Kate and big sister Olivia.



INFORMATION TECHNOLOGY



Vic Thiessen
V.P. of I.T.

Cyber crime, which includes ransomware and identity theft, continues to increase as a very serious threat to both individuals and companies. One speaker at a recent Cyber Security Awareness seminar, commented that cyber crime has passed drug crime as the most lucrative crime activity in the world. Today, cyber crime is a global phenomenon, crossing international boundaries with ease, putting law enforcement staff in very difficult positions to deal with these crimes. Most cyber crime activity begins with one individual 'clicking' a seemingly innocent link on an email, resulting in hidden penetration behind company firewall and network security protocols. These 'innocent' emails can appeal to us with either fear, happiness, sadness, or even anger. These emails draw us into a quick 'click' and then it's too late. Back in October 2019, Erb IT put together a Cyber Security Quiz, using Survey Monkey, for all employees to optionally participate in on how well we understand the risks and protections involving everyday internet activity. From those who did complete the quiz, 15 Erb staff scored 100% on the 15-question quiz. Two winning names were drawn from this group of 15 and awarded a prize for their efforts. Congratulations to Liz Davies (Mississauga) and Tim Rabak (Baden). Everyone is reminded to continue to be extra vigilant in their internet activities.

The Help Desk staff, Laura and Laiq, are rolling out refreshed PCs with Windows 10 operating systems. Microsoft Windows 7 will come to end of support on January 14, 2020. Not all Erb PCs will be replaced before that date, but the rollout of PCs will continue, until completed sometime in the spring of 2020.

Erb IT has been investigating for the past five months, what is all involved in 'moving to the cloud'. Moving to the cloud is a fancy title, which means replacing current servers, that reside physically in New Hamburg and Baden, with new servers, that are in a different geographical location and hosted by a vendor. There are pros and cons for making such a decision, some of which are hard to fully understand until you have made the move to the cloud. Moving to the cloud is ultimately more than just replacing servers, there are other efficiencies and values to be gained. Erb currently has our corporate email in the cloud (since January 2016), and it has proved to be most beneficial, versus managing the hardware and software ourselves, in New Hamburg. Late November 2019, Erb made the decision to move the TruckMate TMS to the cloud. This move is expected to take three plus months, in time for the April 25, 2020 switchover from Solomon to TruckMate.

The Erb IT Developers continue to be busy and focused on completing the necessary software preparations, for our impending cut over to the TruckMate dispatch and billing system, at the end of April 2020. TruckMate version 19.3 is installed and being tested to ensure it is fully functional prior to the start of training in January 2020. The Erb staff training program is being worked on diligently, to ensure accuracy and relevancy to all those having to learn the new TruckMate system.

Changes within the IT staff team continue. **Sue Martin** (Application Developer - 6 years) retired December 13, 2019. Sue finished her successful IT career here at Erb, for which we are very thankful. All the best Sue in your future chapters. **Autumn Verellen** (Computer Operator Co-op Student - one year), from the University of Ottawa, has completed three co-op terms with Erb IT, in 2019. Autumn took over the computer operator responsibilities when **Brenda Penner** retired. Autumn's last day with Erb was December 20, 2019. **Diane Heyer** (Application Developer) has taken on the Computer Operator responsibilities. One new addition to Erb IT is **Shweta Sood** (Application Developer). Shweta started in August 2019.

- Vic Thiessen

Personal Finance Update

Hello Erb Transport and Happy New Year!

In keeping with our commitment to contributing to your financial wellness, we are pleased to provide you with a few notable tax changes from the 2019 federal budget, as well as a look back at how the North American markets performed in 2019.

FROM THE 2019 FEDERAL BUDGET

Federal Basic Personal Amount (BPA)- Went up from \$12,069 to \$13,229 on January 1, 2020 and will increase to \$15,000 by 2023. Taxpayers with 2020 net income between \$150,473 and \$214,368 will benefit from a BPA between the existing and proposed BPA on a pro-rated basis. The 2020 maximum benefit will be \$140.

Home Buyers Plan- We saw the limits rise from \$25,000 to \$35,000 in 2019. As of January 1, 2020, individuals who make a withdrawal in the year a break up occurs or in the prior 4 years, can access the Home Buyers Plan even if not a first-time home buyer.

Canada Training Credit- Eligible workers age 25 to 65 began accumulating \$250 non-refundable credits annually in 2019. As of January 1, 2020, accumulated credits can be applied against 50% of the cost of eligible courses or training programs.

Digital Subscriptions- If you subscribe to content from a Qualified Canadian Journalism Organization, beginning in 2020, a 15% non-refundable credit is available to offset the cost of eligible subscriptions purchased between 2020 and 2024.

2020 CONTRIBUTION LIMITS

Canada Pension Plan (CPP)- The maximum pensionable earnings for 2020 will be \$58,700—up from \$57,400 in 2019. The employee and employer contribution rates for 2020 will be 5.25%—up from 5.1% (total 10.2% if self-employed).

Tax-Free Savings Account (TFSA)- Annual contribution limit has remained at \$6,000 for 2020. If you have never had a TFSA, you may be eligible to contribute up to \$69,500 (lifetime contribution limit) in 2020.

Registered Retirement Savings Plan (RRSP)- 2020 maximum contribution limit is 18% of your 2019 income to maximum of \$27,230.

 **DON'T FORGET: 2019 RRSP CONTRIBUTION DEADLINE IS MARCH 2, 2020** 

2019 NORTH AMERICAN MARKET PERFORMANCE

After steep declines in Q4 2018, markets rebounded throughout 2019.

North American Markets (Returns in CAD)		
Indexes	Close	2019 Performance
S&P/TSX	17063.43	19.13%
S&P 500	3230.78	22.77%
DJIA	28538.44	16.54%

From all of us at Wagner, Livock & Associates, we wish everyone at Erb Transport a prosperous 2020!

To Contact Us:

Email us at erbsavings@wagnerlivock.com
or call 1-800-567-0822.

 **Wagner Livock & Associates**
Financial Services Inc.

ERB EXCELLENCE NIGHT

It was 1959...

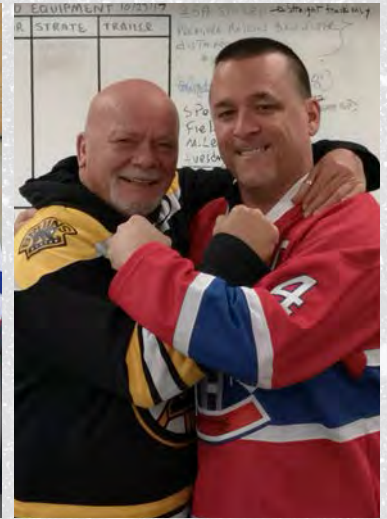




WE'VE GOT SPIRIT!



JERSEY DAY





HALLOWEEN

NOT MYSELF TODAY



What is Gratitude?

Gratitude is the feeling or quality of being thankful, a readiness to show appreciation for and return a kindness. It allows us to celebrate the present and is one of the foundations for creating happiness. Gratitude has three parts: appreciation, goodwill and acting on appreciation.

Gratitude has many benefits, including:

- Increased happiness
- Reduced stress
- Improved sleep
- Boosted immune system
- Improved relationships

How can expressing appreciation benefit you and your workplace?

Expressing appreciation has a profound impact on our interaction with the world around us, including our workplace. Expressing recognition of good work done confirms that someone values their work. Even if it's a simple thank you, everyone likes to be appreciated.

Here are a few ways to show appreciation in the workplace:

- Thank co-worker by name
- Involve co-workers in decision making
- Send thank you notes
- Acknowledge the small successes as well as the big ones
- Thank the unsung heroes
- Recognize team successes as well as personal ones

Other ways to practice gratitude:

- Keep a gratitude journal. Recall things you're grateful for, including people, places, objects, moments and successes. Research has shown that keeping a gratitude journal can make you feel better about your life as a whole and will increase optimism.
- Express your appreciation. You can increase your feelings of gratitude by expressing that same gratitude to the people you care about.
- Be kind to yourself. Speak to yourself in a creative, optimistic, and appreciative way.
- For a resource on gratitude, visit <https://greatergood.berkeley.edu/topic/gratitude>

ERB TRANSPORT MAKES MENTAL HEALTH A PRIORITY



On the 10th anniversary of Bell Let's Talk Day, we had our official launch for our Not Myself Today campaign at our Corporate Office. Mental health is just as real as physical health — we all have it. We all need it. Today we encouraged all our employees to wear bright shirts in support of mental health awareness. We all have days we don't feel like ourselves, days we feel like we need to stay in bed and be left alone. Here at Erb, we are purposing ourselves to build a work culture where there is no stigma against talking about mental health.

Many of our New Hamburg employees and our Executive team, took time out of their busy day, to stop by one of the stretch breaks. Our Corporate Office entrances were all dedicated to mental health, filled with brightly coloured words describing different emotions. There were four different stations set up with activities, and resources to equip our employees with tools to look after their mental wellness. During the stretch break there was lots of laughter, as we all followed the stretch and dance video.

One of the most popular activities was the Managing your Mood table, this table had a variety of colourful mood pins. Employees each picked a pin to best describe their mood and will be able to exchange it daily. These pins are great conversation starters, and a visual reminder that we all have feelings, and experience both good and bad days. We are working, to build a workforce, that is mindful that the person they are sitting beside from 8am-5pm, or the drivers they interact with in the yard, may be struggling with their mental health, and that a little kindness, may be just what they need.

We had an employee share with us, that she wished she could choose the “cheeky” pin but in reality, she was feeling tired and down, and knew the “foggy” pin was more appropriate. After participating in the stretch break, and having an opportunity to chat with some of her fellow coworkers, she traded her pin in. After our stretch break, she could now say she was feeling cheeky! This is the kind of positive change we are hoping to spread. To be able to brighten up someone's day, even if for just a minute.



We will be hosting similar workshops across all our terminals this year. We want our employees to understand, it's okay to not to be okay. We all experience times of distress and hardships in life, and there is no need to suffer alone. Take some time today to check in with those you care about and see how they're doing. And if you're struggling with your own mental health, reach out to someone you trust today.



ERB TRANSPORT HELPS THREE-YEAR-OLD WITH CANCER FULFILL HIS DREAM

"Are we going to the clinic?" asked Nathan.

"No, honey. We're going for a ride in a transport truck!" his mom explained.

FIRST RIDE-ALONG EVER

Nathan Snyder went on an amazing adventure yesterday thanks to the help of his parents and Erb Transport. The three-year-old Brantford boy was diagnosed with cancer at 22 months. One day, Nathan had a fever and could not walk. When his parents took him to the hospital, they found out that he had leukemia. During his stays at McMaster Hospital, Nathan became fascinated with trucks and vehicles as he watched them drive past the window of his room.

"He's been obsessed with vehicles for as long as we can remember," says Tonya, Nathan's mother. "He knows the names of all the trucks. He told me his dream is to get into every kind of truck in the world!"

Although Nathan has had the opportunity to sit in a construction vehicle, a garbage truck and a fire truck, he has never been on a ride-along before – until now. Nathan and his parents arrived at Erb Transport's Baden terminal at around 8:30 Monday morning. Excited and a little nervous, Nathan was shy and quiet in the beginning. However, at the first sight of the transport truck that he was going to be in, he started smiling and pointing at it to show everyone.

THE JOURNEY

Scott Misener, Erb Transport's Baden Driver Supervisor, took Nathan and his parents out for a drive. As soon as he got in the cabin, the little boy was curious to observe and explore everything around him: the steering wheel, the driver's seat, the control panel, and more. During the drive, Nathan was thrilled to see different types of trucks on the road. He smiled and waved at drivers as they passed by and asked Scott plenty of questions about his trailer. He displayed a strong sense of compassion; every now and then he would turn to his parents to check in on them and see if they are doing OK.

"He is a ridiculously positive kid," Nathan's mom exclaimed. "Through all the hospital visits and chemotherapy treatments, Nathan never lost his smile and his passion for trucks. His optimism was the only thing that kept me going. Nothing makes me happier than hearing him laugh."

THE END RESULTS

After returning to the Baden terminal, Scott let Nathan pull the air horn and gifted him a die cast Erb truck. Scott was happy to make a new little friend. "Nathan is a bright boy," says Scott. "It is always nice to see kids' enthusiasm with trucks. It never gets old." Nathan also got to meet Wendell Erb, President and CEO of Erb Transport. They shook hands and walked around to see the other trucks in the yard. By the end of the morning, Nathan left, feeling inspired and exhilarated.

Nathan has been responding well to his medication and was in great spirits yesterday. He is starting phase 4 (out of 11) of his maintenance treatment today, and he is excited to tell the doctors and nurses all about his eventful morning.



COMPANY AWARDS



FLEET SAFETY
Awards

Another year being recognized for our commitment to safety! Thank you for keeping our roads and drivers safe!

EMPLOYEE APPRECIATION BBQS!



A VIEW FROM THE DRIVER'S SEAT



How does a trucking company put 60 years behind them and still keep going? Not without a lot of factors that are interconnected: hard working people, above and beyond commitment to service, well defined goals, a clear mission statement, dedication to the task despite periodic mistakes or failures, and a leadership team that is diverse yet unified and on board with the CEO's strategic vision. As 'they' say, if you don't know where you are going, or how to get there, you probably won't! This list is certainly not exhaustive but does contain some key elements necessary for longevity and success through the long haul.

The company you and I work for, has been blessed to successfully experience the ups and downs of business, for over six decades. Company founders, Vernon and Viola Erb, credit the success of Erb Transport, first and foremost, to the goodness of their creator, God. They thank Him for His blessings on their company, along with acknowledging many supporting factors and people that contributed to making their company successful.

Another technique for putting 60 years behind you is obvious—time. It is the vehicle that brought you to the place in history where you are now. How did we get here so fast, you ask? Answer—one day at a time! We go to work, go home, get up, and go back to work as the days turn to weeks, the weeks turn to months, the months turn to years, and the years turn to decades. And presto—here we are! For most of us, our lives are an accumulation of very ordinary, mundane, and routine moments.

The devotional I used for 2019, was called *New Morning Mercies* by Dr. Paul David Tripp (Wheaton IL: 2014). I was intrigued by his comments and thoughts in his entry for December 31. He said, "It is the time for the annual ritual of dramatic New Year's resolutions fueled by the hope of immediate and significant personal life change." Here are a few more of his insightful thoughts I found worth pondering.

"Our lives don't lurch from big moment to big moment. No, we all live in the utterly mundane."

"You and I live in little moments..."

"The little moments of life are profoundly important precisely because they are the little moments that we live in and that form us."

"You see, the character of a life is not set in two or three dramatic moments, but in ten thousand little moments. The character that is formed in those little moments shapes how we respond to the big moments of life."

A number of years ago, the Lord Jesus saved me and I became a Christian. I have discovered the Christian life to also consist of the "little moments" rather than a few huge, dramatic moments. Someone told me years ago, that there is no shortcut to spiritual maturity. I have found that to be true, as I continue to learn and grow in my Christian walk. It is a life lived in daily dependence on God. A daily life of prayer, along with reading and studying God's Word, to know the ways and mind of God, as we live from moment to moment. The biggest dramatic moment we all will experience will be one second after we die and enter into an eternal state. At that point, we will meet our creator, God, face to face.

Until then, I will continue to live for God in the "ten thousand little moments" that form and shape me. What's your plan?

"For this is how God loved the world: He gave his one and only Son, so that everyone who believes in him will not perish but have eternal life." (John 3:16, NLT)

Roger's Thoughts for the Day

- A cabbie is a fare-minded person.
- A will is a dead giveaway.
- A fine is a tax for doing wrong. A tax is a fine for doing well.



Head Office

We've had some new people join the New Hamburg family. We have Zubia Ladhani in Credit, Shweta Sood in IT, Sehaj Bains in Truckmate Project, Katelyn Stephenson in Human Resources, Doreen Fournier in Accounts Receivable, Greg McKeown in Recruiting, and myself in Communications and Marketing. It's been a wonderful six months. I've met so many kind-hearted, hardworking and dedicated individuals here at Erb. I've been fortunate enough to join in on many Erb traditions, which of course includes participating in the Erban Report.

I had the pleasure of meeting Wayne Baechler and his family, as they toured around Canada, and helped with our annual Employee Appreciation BBQs. This year was extra special! The community was also invited to celebrate the 60th Anniversary of Erb. Here in New Hamburg we made the oh, so long, 7-minute commute during lunch, breakfast and dinner to enjoy a nice meal at the Baden terminal. It's nice to have a friendly neighbour close by.

Human Resources had an exciting year! Katerina Simonovska and Ivan Simonovski got married in Macedonia in July 2019. Kristen O'Neil and Daryl Hall enjoyed their wedding – twice, just outside of Owen Sound in July 2019 and then on the beach in Mexico, January 2020! Kathy and Jay Cochran had a little girl, Kacey, on September 28, 2019. HR wasn't the only department to celebrate major milestones! Kacey Hirlehey in Document Control and Jeff Hirlehey welcomed their little girl, Liliana Christine Patricia, into the world on January 22, 2020. Congratulations everyone!

Sue Martin said goodbye to IT and Head Office on December 13, 2019. We celebrated Sue's retirement with delicious treats the IT team provided and with a slice of delicious cake! Sue's lovely family came in to celebrate her accomplishment, she was surrounded by many friends, colleagues and her sweet grandchildren. We wish her the best in her future endeavours.



Our team at the Trucking HR Top Fleet Employer Gala

Carol and Tammy grabbing a treat during National Trucking Week

New Hamburg

During National Trucking Week, we enjoyed a variety of pies and sweets from Anna Mae's. The cherry cheesecake was a crowd-pleaser and was one of the first to run out! As the days got a bit chillier and leaves began to fall, we enjoyed many holidays and treats. We wore our borrowed (and some owned) jerseys to work with our peers in celebration of the start to another great hockey season. On Thanksgiving we had fresh cinnamon rolls and Wellesley's apple cider. One of the best parts of working in New Hamburg, is all the small local shops with fresh and homemade specialties!

At Christmas time, we had our annual saran wrap ball game and famous Christmas Potluck! This year was the biggest one to date, stretching from the boardroom, down to our main foyer. Vernon and Viola Erb stopped in for lunch and joined Kim Hurley in Vernon's old office. We look forward to more celebrations and milestones in 2020, bye for now!

- *Alexandra Salmeron*



Left: a snapshot from our Not Myself Today event on Bell Let's Talk Day



Right: Sue Martin and her family enjoying her retirement celebration



Christmas time in Driver Settlements



Showing off our favourite festive sweaters

Baden Terminal



Congratulations to U.S. Dispatch CSR Natasha DeGroot on the birth of her daughter, Brielle, in August 2019.

On November 28th, the Baden terminal held its annual U.S. Thanksgiving potluck. Thanks again to everyone who participated and made it another successful feast!

December 20th was Festive Sweater Day across the Erb terminal network. Thank you to the ladies in U.S. Dispatch for showing their festive spirit!



International Dispatch wearing their favourite Christmas sweaters!



Skating Party at the Wilnot Recreation Complex



Wanda, Kelly and Shuana at Meadow Acres





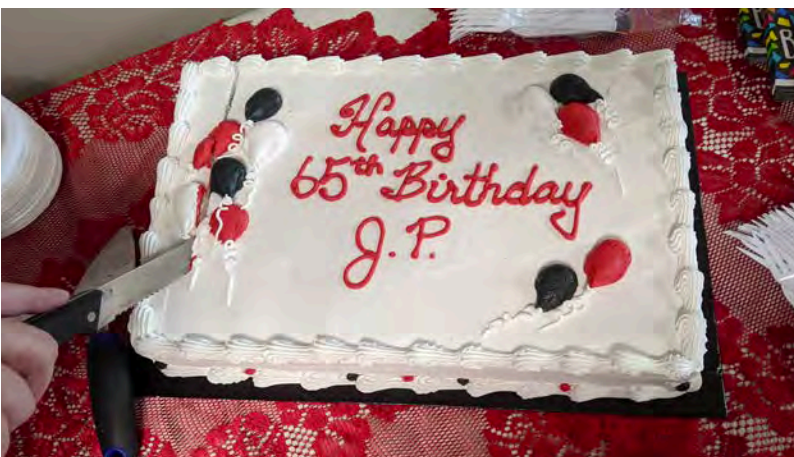
Jon Jutzi's Retirement Party



Nathan Roth turns 50



Jim Pinder turns 65



Toronto Terminal



Mark Mountain celebrates 30 years with Erb



Favourite Festive Sweater day!

Reporting live from the Mississauga Terminal,

Here at the Mississauga Terminal we had some events and accomplishments that we are truly proud of! Our Erb Excellence Day was a fun occasion and a great success. We sold 50/50 tickets to raise money for the Mississauga Food Bank and with Steve Arthur's generosity of donating his half, the grand total of \$1020 was donated. Thanks to everyone who showed support and bought tickets.

The month of December, we focused on team building and strengthening our team. Mississauga Terminal had participated in our first annual bake exchange. Thank you to all our bakers, along with our judges, and 'looky- loos.' The winners were: in first place, Paula Caines in Regional Dispatch; in second place, Alisia Chitram Regional Customer Service and third place, Tracy Quinn from Driver Services. We also had some fun with our Deck the Halls door decorating challenge, with the appearance of The Grinch! Our winners were: in first place, Don't Feed the Reindeer by Nelly and Marian Voordenhout; in second place, The Grinch by Customer Service; and in third place, A Charlie Brown Christmas by Regional Department. Great job to the following staff members that contributed to each masterpiece: Francesca Zumpano, Donna Karl, Melanie Simmons, Tricia Lukassen and Jeremy A. Carter; Wardah Salik, Wendy Lafferty, Brenda Everitt and Alisia Chitram! Many thanks to Jeremy, for being a good sport and helping the Customer Service team out.

We would also like to welcome Erb Expedite to their new home in Mississauga, wishing them all the best in 2020.

- Steve Arthur



North Bay Terminal



Greetings from North Bay

Well, Mother Nature apparently changed her mind from earlier predictions of what winter was to bring us. As we were preparing for a repeat of last winter that saw cold, snow, cold, snow and an overall long winter, we have found ourselves lucky (knock on wood), with mostly mild temperatures. Here is hoping it stays that way!

Our annual Erb Excellence Night that saw Erb Transport celebrating its 60th year, brought an evening that included a great meal, bowling and overall good fellowship. Special thanks to Dave and Bernice Dietrich for being able to join us for this special evening of celebration.

The company is going through many changes, with the major one being the long-awaited implementation of the TMS system. This has been a huge undertaking for Erb Transport, and many of us are busy preparing for its April launch. These preparations include the watching of many instructive videos. However, with so many people on the system, there have been some challenging and frustrating times with the system being overloaded... but we will overcome and succeed! Good luck everyone!

Since our last report, we have added a number of drivers. Local drivers, Brad Restoule and Kevin Robitaille. International drivers, Patrick Sampson, Jerrad Hodges, Wayne Hodgins, and team Pierre Breton and Aline Labelle. To our dock crew we have added Andre Raymond and Charles Harling. Welcome everyone to the Erb North Bay family! We would also like to welcome back Claude Mantha after a long absence. Welcome everyone to the North Bay family.

Long time driver, David Rose, officially hung up his keys, this past November. We wish David well in his future ventures.

Here's hoping for an early spring and a beautiful summer.

From the North Bay gang!

- John Walsh



Marc LeFleur in his fancy festive sweater

Winnipeg Terminal

This is a quiet time in Winnipeg, other than the weather, but we won't go there. There is a reason we are called Winterpeg, and we are certainly living up to that reputation.

We would like to offer congratulations to Randy Smith on his promotion to Operation Manager here at the Winnipeg Terminal. Randy has several years' experience with ERB and previously with GFS, and we are confident he will do a wonderful job in his new position.

The Erb Excellence Night was also a huge success. We had Greg Tuckwell in attendance, and we managed to raise over \$700 for the Winnipeg Humane Society.

We also created a spreadsheet to help celebrate the 60th Anniversary of Erb, "What Else Happened in 1959". It was a fun to look at some highlights of what happened each month of the year we were founded in. Until next time, take care!

- the Winnipeg Team



Tim Anderson accepting his 10 Year Safe Driver Award and Owner Operator of the Year Award



Winnipeg Employee Appreciation BBQ





Ottawa Terminal

Hello from Ottawa,

There are many changes happening in the Capital. First off, we are about to embark on some new business. We are taking on 62 Shoppers Drug Mart stores. This will add to our already busy lineup and should make for some interesting times. I believe that our team of dedicated drivers and office staff are up for the challenge.

Next change came at the beginning of the new year, Barry Jordan & Paul Townsend both retired at the end of December. Their combine years of experience added up to a whopping 75 years. Needless to say, we needed to rearrange some of the furniture. Shawn Coville went into a newly created position of Operations Supervisor. Shawn will oversee all dispatch and dock functions. Brian Booth was selected to fill the big chair that was vacated by Barry's retirement. Brian was a long time driver with us here in Ottawa. Jason Poon accepted Paul's old position in our OS&D department. Jason was replacing Denise Crawley while she was on the IR. Denise's return allowed Jason to take over in his new position. Both Barry and Paul will be missed, but the arguments over the Leafs and Canadiens won't be! It has become very quiet in the office these days.

Another retirement at the end of December, Grant (Willy) Ferguson decided to hang up the old wrenches after 31 years. Willy was a fixture in the shop for as long as I can remember.

Erb Excellence Day went off without a hitch this year. Thank you to Irene Holdbrook for coming down and being a great sport when called upon by our Murder Mystery troupe. Thank you to Tom and Audra, Andrew and Linda, Marc Lecavalier, Shawn, and Rene for volunteering your time and effort to make this event work.

Congratulations to Anjo Norg who was the Grand Prize winner in the 60 Days of Giveaways, celebrating our 60th Anniversary. Enjoy your extra weeks' vacation this year!

I'm sure there is so much more that I haven't covered but, like usual, I'm down to the wire in getting this issue in. I do have an excuse this time: part of Jason's new duties was to become our new Erban Reporter. He says he doesn't remember that conversation, but I'm pretty sure it happened!

Well until next time, Cheers. - *Marc Lamarche*



Barry Jordan & Paul Townsend's retirement party



Trenton Terminal



Happy Winter Erbland!

Hope everyone had a great Christmas and New Year! What a mild winter we have had so far. Only 57 days until spring, and I am counting down the days!

We said good-bye to one of our longtime employee, Bob Bronson, this fall. Bob has been with Erb for 30 years! The last few years, Bob has worked on the dock so we in the office got lots of time with him, and he was always full of smiles for everyone. Larry Butler has taken Bob's place, and I think he is happy to be off of midnights!

Since the last Erban Report, we have welcomed the following people:

Joe Schoneveld started in the Washbay in the summer.

Ian Vink is Trenton's new Mobile Mechanic, and he has been a huge asset to the shop! We also welcomed back Jayden Adams as midnight Dispatch Assistant. In the driver pool, we have welcomed John Todd, Brian Clarke, Kyle Burnett, Sam Boothroyd, Rob Slater, Kevin Hickling, Ben Desjardins, and we welcomed back Steve Clark. Welcome to everyone!

While it has been a quiet winter, everyone is gearing up for TMS to go live. Lots of modules to complete, and everyone is talking about it!

Trenton's annual Christmas skating party was, as always, a success! Thanks to Terry Bowness for all her hard work!

Erb Excellence Day was also a great time had by all! Marty Otten and his wife Marilyn joined us. James Dean even made an appearance! The food was excellent, and the Yuk Yuks entertainment was enjoyed by everyone.

Well I think that's it for this round, talk to you all in the summer!!

- Amanda Joly



Happy Retirement
Bob Bronson





Elverson Terminal

Hello All!

Winter in Southeast PA has been non-existent! As I write this, it is 55 degrees Fahrenheit. We've had flurries but no significant snowfall. Trust me, we are NOT complaining.

Big news around here, one of our drivers won the Safe Worker Award Grand Prize! Congrats to Mike Power. Coincidentally, his son Dan won it when he worked for us several years ago. Good luck must run in the Power family!

Driver George Podotas celebrated one year with Erb this past October. He has been a hardworking welcome addition to the Elverson driver pool.

Thanks to all the Elverson employees for their hard work and dedication over the years. We still struggle to hire new drivers, but once they get here, they seem to stick. Our average length of employment right now is 11 years. Bob Wade is our most senior employee, having worked here for almost 27 years!

- Bonnie Beam O'Hare



Bonnie Beam O'Hare congratulating Mike Power

**DO YOU WANT TO BE FEATURED IN THE NEXT
ERBAN REPORT?**

Share your photos and stories with us at
marketing@erbgroup.com



Montreal Terminal

Hello from Montreal!

There have been many shifts and new faces since we last looked at the Montreal Terminal.

In the OS&D Team we welcome Nicole Laurin and Isabelle Vinet; at the Garage we welcome Veronique B. Goyette, Stephan Berthiaume, Dmitri Kharitonov, Matthieu Millet, Jason Luce, and William Blanchet; on the Dock/Freezer we welcome Mathieu Villain, and to the dock Jazmyne Gauthier (our first female Dockworker) ; and on the Sales Team we welcome Joe Di Sarro and Catherine Brousseau.

We also welcome the following drivers to the team: Carlos Martinez, Laminu Bebeji, Patrick Bohemier, Jamshaid Ubaid, Jean Martel, Shabham Aggarwal, Remi Roy, Katie Barrette and Bruce Francoeur.

We welcome back to the office Alexandra Veilleux. She's back from her maternity leave with her new husband and her new baby Juliano! Congratulations! Another new addition would be Rylie Antille, Daniel's new baby daughter. Congrats on your second little one! And we were fortunate to have the grand prize winner for the Safe Worker Award Sundeep Singh, congrats!

This past year we celebrated two major milestones: Erb's 60 years of Service, and this past November marks 15 years that the Montreal Terminal in Vaudreuil has been in operation!

We celebrated these milestones in style as we had our Erb Excellence Day at the famous Chateau Vaudreuil. The venue looked fabulous. Thank you to our out of town Guests of Honour, Mr & Mrs. Jim Pinder, who helped us with the setup for this amazing event.

-Owen Jones



36 60th anniversary straight truck



Steve Ouelett celebrating his 25 year milestone

#2020 - Business as usual. Enter LA Logistics: We have started to do their pickups in the GMA area; added volumes are always welcome. We will also be taking on several Pharmaprix deliveries (LA Logistics) which will keep our driver force busy. We still have positions to fill in Operations, but we are glad to see the light at the end of the tunnel. It looks like it will be a busy year ahead of us. Thanks to the team at the Montreal Terminal for their hard work and dedication, it is much appreciated!

Freezer Facility – Vaudreuil: Since the last article volumes at the freezer have been very strong (finally). Thanks to Joe Di Sarro and his contacts, he was able to bring us over 100% capacity. Good work Joe!

Garage/Shop: This team continues to grow, with no shortage of equipment to work on. Good work on keeping our fleet on the move!

Quebec City Terminal and Staff: Very busy location with Allard/Sysco and UNFI as a tenant, volumes have also increased in this area. Good work to Mr. Fortin and his team!

Ottawa Terminal: Business continues to grow – addition of deliveries to Shopper Drug Mart – phase 1 – with phase 2 to start in February – Terminal also said good-bye to Paul Townsend + Barry Jordon + Grant Ferguson who retired at the end of December – big boots to fill with over 106 years of experience . Looking forward to a busy start to 2020. Keep up the good work!

- Scott Jones

A message from the Quebec City:

Good news for the Quebec terminal. We have signed a new contract with Sysco. They will be occupying a good portion of our warehouse for the better part of two years! We continue to store freight for our current clients in Quebec but with less space. We have started delivering for UNFI in and around the surrounding region of Quebec City. In November, we hired a new driver to work in the city and in January, we will be looking to hire another driver. Our volume for shipping and receiving is continually increasing, and we look forward to the future and are working towards new business opportunities.

- Denis Fortin



Natalie celebrating her 25 year milestone



Grand Prize Safe Worker Award winner Sundeeep

Terminal de Montréal



Bonjour de Montréal!

Il y a eu beaucoup de changements et de nouveaux visages depuis notre dernier examen du terminal de Montréal.

Au sein de l'équipe OS&D, nous accueillons Nicole Laurin et Isabelle Vinet; au Garage, nous accueillons Véronique B. Goyette, Stephan Berthiaume, Dmitri Kharitonov, Matthieu Millet, Jason Luce et William Blanchet; au Dock / Congélateur nous accueillons Mathieu Villain et au quai Gauthier Jazmynne (notre premier docker femelle); et au sein de l'équipe commerciale, nous accueillons Joe Di Sarro et Catherine Brousseau.

Nous accueillons également les chauffeurs de camions suivants dans l'équipe: Carlos Martinez, Laminu Bebeji, Patrick Bohemier, Jamshaid Ubaid, Jean Martel, Shabham Aggarwal, Remi Roy, Katie Barrette et Bruce Francoeur.

Bienvenue au bureau Alexandra Veilleux de retour de congé de maternité avec son nouveau mari et son nouveau bébé Juliano! Toutes nos félicitations! Un autre nouvel ajout serait Rylie Antille, la nouvelle petite fille de Daniel. Félicitations pour votre deuxième petit! Et nous avons eu la chance d'avoir le grand gagnant du prix du travailleur en sécurité Sundeep Singh. Félicitations!

Au cours de la dernière année, nous avons célébré deux jalons majeurs: les 60 ans de service d'Erb, et en novembre dernier, 15 ans d'existence du terminal de Montréal à Vaudreuil!

Nous avons célébré ces jalons avec style lors de notre journée d'excellence Erb au célèbre Château Vaudreuil. Le lieu avait l'air fabuleux. Merci à nos invités d'honneur M. et Mme Jim Pinder pour leur aide à la mise en place de cet événement extraordinaire.

-Owen Jones



2020 - Comme d'habitude. Entrez LA Logistics: Nous avons commencé à faire leurs ramassages dans la Région métropolitaine de Montréal; les volumes ajoutés sont toujours les bienvenus. Nous prendrons également en charge plusieurs livraisons Pharmaprix (LA Logistics) qui occuperont nos chauffeurs. Nous avons encore des postes à combler dans les opérations, mais nous sommes heureux de voir la lumière au bout du tunnel. Il semble que ce sera une année bien remplie devant nous. Merci à l'équipe du Terminal de Montréal pour leur travail acharné et leur dévouement, c'est très apprécié !!

Entreposage au froid - Vaudreuil: Depuis le dernier article, les volumes au congélateur ont été (enfin) très forts. Grâce à Joe Di Sarro et à ses contacts, il a pu nous apporter plus de 100% de capacité. Bon travail Joe !!

Garage / Atelier de mécanique: Cette équipe continue de grandir, sans pénurie d'équipement pour travailler. Bon travail pour garder notre flotte en mouvement !!!

Terminal de Québec et personnel: Emplacement très achalandé avec Allard / Sysco et UNFI comme locataire, les volumes ont également augmenté dans ce secteur. Bon travail à M. Fortin et à son équipe !!

Terminal d'Ottawa: les affaires continuent de croître - ajout de livraisons à Shopper Drug Mart - phase 1 - dont la phase 2 débutera en février - Terminal a également dit au revoir à Paul Townsend, Barry Jordon, et Grant Ferguson qui a pris sa retraite à la fin de décembre - grosses bottes à remplir avec plus de 106 ans d'expérience. Dans l'attente d'un début chargé pour # 2020. Continuez votre bon travail!

-Scott Jones

Un message du Terminal de Québec:

Bonne nouvelle pour le terminal de la Ville de Québec. Nous avons signé une nouvelle entente avec Sysco. Ils occupent en bonne partie notre entrepôt pour une durée de 2 ans. Nous continuons à faire de l'entreposage pour nos clients de Québec mais avec un peu moins d'espace. Nous avons également commencé à livrer pour la compagnie UNFI dans les régions de la Beauce, de Rive-Du-Loup et également dans la ville de Québec. En Novembre nous avons engagé un nouveau chauffeur pour travailler en ville. En Janvier un autre poste à ouvert comme chauffeur local classe 3. Le volume entrant et sortant est toujours en augmentation. Nous sommes très optimistes pour l'avenir et travaillons sur de

-Denis Fortin



4 year Safe Driver recipients at Erb Excellence Night



Thunder Bay Terminal

So far, this season has been a fairly typical winter for Erb Thunder Bay. Our freight volumes and workload has stayed consistent for the most part. The cold weather always presents a bit of a challenge! Last weekend alone, we got another 22cm of snow piled on us. Lots of cold and snow has already caused more highway road closures than we had all last winter. Closures always create a challenge, but we have done well coming together as a team to keep the freight moving and keeping our customers happy. Surprisingly, we have not had much for equipment issues with the cold this year.

This past Erb Excellence night was another hit! We had actors dressing up as Johnny Cash and Elvis to go along with our theme for the year. Thanks to our special guests, Frank Heon and his lovely wife Rachel.

We are vigorously trying to expand our business with our current customers. Sysco and Pratts as well as GFS are all trying to gain new customers which would mean more business for us! Our relationship with Metro has been going very well, and we would like to thank all our drivers for being punctual and helping keep this vital contract. We would also like to congratulate Darryl Ward and Brian Robertson for making it into the 100% Drivers Club. We are looking forward to an early spring, and the arrival of TMS.

- Ann Marie Williamson



Thunder Bay Christmas display



Enjoying the Employee Appreciation Barbecue



Snow removal in the yard



Snow removal in the yard

60 DAYS OF GIVEAWAYS

In honour of our 60th anniversary, we ended the year with 60 Days of Giveaways! Every day, one lucky person received a \$50 gift card, and on Friday's winners received an extra special gift! Google Homes, Fit Bits, Crock Pots, and many more cool prizes were won! We ended the giveaways on Erb Excellence night with a prize everyone was hoping to win – an extra week of paid vacation in 2020! Anjo Norg, from our Ottawa terminal, was the lucky recipient of the grand prize! He plans on using his extra week of vacation to visit family in Alberta and an old friend in British Columbia. He told us, that in his almost 30 years of being at Erb, he's never used his full vacation time. This year he will be busy and use his time off to do some of the things he most loves: hunting, curling, golfing and at Christmas time he will take some time to celebrate with his family. Anjo would like to thank the Erb family for the great prize and for his career. Congratulations to Anjo and the 59 other winners!



Gift card winner Latricia Hayles



Kevin Brazier won a gift card



Grand Prize winner Anjo Norg



Dave Parsons from Ottawa wins a Keurig



Winner Susan Laferriere with Randy Cameron

EMPLOYEE PROFILES



Owen Jones
Lead-Hand at Erb Cold
Storage Vaudreuil
Montreal

How long have you worked at Erb
2 years in March

What is your favourite hobby or pastime?
Gaming – Board Games – Card Games and Video Games

Name the top two items on your bucket list.
To go to Disney World with my family and to go to the Grand Wailea in Maui to experience imagination and natural beauty in luxury

What did you want to be when you grew up?
A Helicopter Pilot

If you could have one superpower what would it be and why?
A Helicopter Pilot

What was your favorite childhood toy?
Teleportation

Invite four famous people to dinner, who would you choose and why?
Will Smith, Michael Jordan, Barack Obama, and Oprah Winfrey. These are personal heroes and visionaries of my culture and to have a conversation with these individuals and to gain an insight on how to live life would be priceless



Kellen Spence
Account Manager
Baden

How long have you worked at Erb
4 years

What is your best Erb memory?
Working with the crew in dispatch at Erb International, great group to work with in Baden.

What is your favourite hobby or pastime?
Golfing - Just being outdoors on a golf course feels great!

Name the top two items on your bucket list.
*1- Rhine River Cruise
2 - African Safari*

What did you want to be when you grew up?
Something in business - I wanted to wear a tie

If you could go on a long-haul drive with any person who would you take?
Nicola Tesla - To hear him speak about electricity and the ability to provide unlimited free energy to everyone.

What was your favorite childhood toy?
WWF Action Figures



SPOTLIGHT: JAMES & CHANTAL

Mid-February will mark our one-year celebration of partnership with Erb Transport. Last year, around this time, we were making a very large purchase. It was a new scary experience; we were becoming owner operators for the first time. Being in the industry for 14 years, we were ready for the next step of owning a truck. We were looking to work closer to home, as we had been employed out of Manitoba for the last six years. It's never easy to find a company that checks all the boxes, but the more we looked in to Erb, we found that they were offering exactly what we were looking for. We purchased our truck and began orientation four days later.

We knew right from the moment we met Radford in orientation, we would not regret our decision. We have created new friendships and have met many great people, during the short time we have been here. Some of these great people can be found in the Baden shop. As a new owner operator, I have received great support, and they make some of the harsh bumps of being a new owner operator a little easier to handle. The staff in every department are always friendly. Whether it be a shunter who shares his prized birthday donuts with us, or a quick-witted dispatcher that's always looking ahead and ensuring my trip goes smoothly along the way, we always feel welcome.

Having great support, and positive people surrounding us, makes coming back to the yard after a trip very pleasant. We normally like to stay out for three months at a time before taking time off, and we have never had any shortage of miles. We feel very blessed to be at Erb and look forward to many more years.

-James & Chantal

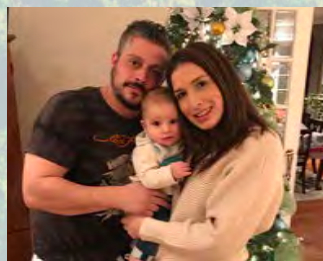
GOOD CHEER CLUB

MARRIAGES

Katerina Despotovska to Ivan Simonovski (July, 2019)
Kristen O'Neill to Daryl Hall (July 2019)
Alexandra Veilleux & Paul Carzoli (August, 2019)

BIRTHS

Kathy & Jay Cochran - girl: Kacey born Sept 28, 2019
Kacey & Jeff Hirlehey -
girl: Liliana Christine Patricia on Jan 22, 2020
Luke & Holly Ruby -
girl: Hope Morgan born Aug 13, 2019
Natasha De Groot - girl: Brielle born on Aug 26, 2019
Kris Paige & Jennifer Kosowskie -
boy: Myles Paige born on Aug 25, 2019
Tim & Sarah Grieves -
girl: Madelyne born on Oct 19, 2019
Colin Semple & Elizabeth Fowler -
boy: Remington born on Nov 11, 2019
Claudio & Pana Parra - girl: Isabela born on Nov 2, 2019
Alexandra Veilleux & Paul Carzoli -
boy: Juliano Veilleux Carzoli born July 7, 2019
Jamie Purdy & Felicity Brown -
boy: Brayden born Aug 12, 2019



SEPTEMBER WAS HUNGER ACTION MONTH

– a chance for Canadians to reflect on food insecurity and poverty problems in our country. Therefore, as a firm believer of collaboration and community support, Erb Transport was honoured to be a Row Sponsor for Waffles in the Warehouse – an annual fundraising event organized by the Food Bank of Waterloo Region.



WAFFLES IN THE WAREHOUSE

With the participation of business owners, community leaders and influencers, Waffles in the Warehouse was an informative and empowering event. Starting at 7:15 AM, the event opened its door to attendees and allowed them to socialize as well as tour around the warehouse. The organizers turned their venue into an interactive and educational space by featuring alarming facts and statistics on hunger and poverty at each food station.

“I was amazed by how large and organized the warehouse was,” says Alexandra Salmeron, Erb Transport’s Communications and Public Relations Coordinator who attended the breakfast. “I think it’s a brilliant idea to invite people into their facility. Seeing the scope of their operation allowed me to visualize how severe our hunger issue is, and what a big difference the Food Bank is making in our community.”

POWERFUL MESSAGES

The event featured a panel of industry experts who did an excellent job of portraying the food insecurity situation in our province and the great strides the Food Bank has made to combat it. Wendi Campbell, CEO of the Food Bank of Waterloo Region, stated that “hunger can impact anyone, anytime and anywhere in our community,” which profoundly resonated with us.

Finally, they introduced their keynote speaker, Chris Martin, a former Food Bank of Waterloo Region Recipient. Martin shared the hardships he faced as a child who did not have food on the table and would often go to school with an empty stomach. With the assistance he got from the Food Bank, Chris was able to overcome his struggles and he now dedicates his career to helping others. These messages were extremely powerful and thought-provoking; they highlighted the complexity of the issue and what we can do to help. By donating, we are doing much more than providing meals to people – we are also changing lives.

“This event is so important for us,” says Kim Wilhelm, Director of Development at the Food Bank of Waterloo Region. “Not only is this a fundraising opportunity, it is also a chance for us to raise awareness about the impossible choices that some people have to make every day. Whether to pay rent or to put food on the table – that is the question no one should have to ask.”

HOW ERB TRANSPORT HELPS

As a long-time partner of the Food Bank of Waterloo Region, Erb Transport has donated 1,360,556 pounds of food, raised more than \$13,000, and supplied more than 787,399 meals to local residents. Our pledge to foster our community and give back to our neighbours is stronger than ever. Like the Food Bank of Waterloo, we believe that every citizen deserves to meet their need of nutrition. And that is why we bring food to your family’s table.

TAKE OUR KIDS TO WORK DAY



We were happy to be a part of Take Our Kids to Work Day this year. We heard that all the participants had a great time... except for perhaps one, who shared his dislike for numbers with us!



KEEP MAKING SCHOOL MOVES! 45

SHUTTERBUGS



Elie Dery out for a cruise on his motorcycle with his wife sporting some Erb Gear!



Mike and Tony at New Hamburg



Ted Osbourne at the Convoy for Special Olympics



Jim Pinder's Granddaughter Olivia on her thrid birthday



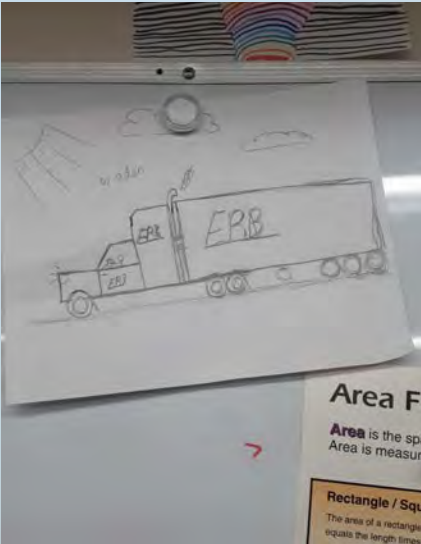
Driver 532 (John Walsh) doing satellite messages



Barb Lis' daughter looking great in her Erb Gear!



Team Erb at the Habitat for Humanity Home Build site in Kitchener this past friday! Thank you Trucks for Change for coordinating this wonderful opportunity!



Some fan art by Aden!



Great photo by Ritchie Thiessen



Our team at the TruckMate Conference



Gille & New Hamburg crew out for a cruise



EST. 1959



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