



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

Fall/Winter 2017 - Volume 31, Issue 2



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- Check out photos from the BBQs and Erb Excellence Day!
- Read about what's going on at all of our terminals!
- Learn about our new Health and Wellness Initiatives!



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FOUNDER'S

Vernon Erb



Founder

If you are busy and enjoy life, time goes by quite quickly. This was the case this past summer. I had the time and privilege to do a fair amount of highway trips to various areas in the U.S. and Canada in between my bit of farming.

Some years ago our company donated a used, insulated trailer to the catholic sisters which they converted into a mobile classroom. They outfitted it with bible sculptures and scenes of the life of Christ, taking this unit to their various separate schools in southwestern Ontario teaching bible stories to the children. This summer we were asked if we would be interested in relocating this trailer to Edmonton, Alberta. When I was informed of their request I immediately felt this was a good project for me. Fluke Transport in Hamilton did a safety inspection and any repairs it needed and delivered it to our yard in Baden. Along the way to Edmonton, I was able to stop at Thunder Bay and have lunch and a visit with our son Darryl and his family. In Edmonton, I had a good visit with our grandson Tyler and in Lloydminster had breakfast with our niece and nephew Geraldine and Les. I dropped the trailer at a trucking company in Edmonton and received instructions to bobtail to Wayne, N.E. Travelling through the Canadian West and American Mid-west; I was amazed again at the vast amount of grain fields on the prairies and also the many acres

of barren land where there is very little vegetation. By the time I got to Vermillion, SD., the lady on my e-log informed me that I had to take a 36 hour break which I spent at a nice clean truck stop for one day and two nights while only about one and a half hours from Wayne, NE.

At Wayne, I picked up a new Great Dane reefer trailer. The people there were happy to see me and recalled many years ago when I was there with Joe Weber, Wendell, Wayne Richardson, Floyd Gerber and others. They took me for a tour of their plant and gave me a few hats and other Great Dane material and thanked me for the many years of our loyalty in buying their product. From there my bosses in Baden sent me a few hours north to Sioux Centre for a load of bacon.

Arriving before my appointment time they immediately put me in a loading dock. The shipper apparently was told that the founder and owner of Erb was coming for this load. He kept me in his office the entire time they were on the dock loading my trailer, complimenting all of our drivers that come in for loads almost daily and also how accommodating our operations people are on the phone and in other ways. Repeatedly he said "your company is totally different and so professionally superior to other companies. How do you do it?" I was certainly pleased to hear those compliments from a good customer and I was again assured that my goal in this business is to have the utmost respect for our customers, our employees and anyone we deal with, and I certainly was assured that our people are doing an exceptionally good job fulfilling my motto of "do unto others as you would have them do to you".

I also did numerous trips to Greenville, MO. I enjoyed travelling through Missouri. It was very interesting to watch the beans, corn, and cotton crop develop and grow during the summer, and the huge harvesting equipment they have in the southern flat fields which extend for miles. I enjoyed seeing the large combines, grain buggies and trucks harvesting beans and corn. I was a little disappointed when I saw mostly "green" combines and only occasionally "red" ones, but after thinking about it for a while I did come to the conclusion that the red ones were in the shed already done for the season.

MESSAGE

Travelling down route 61 in Mississippi I happened to see a large green combine close to the highway almost laying on its side. Upon closer observation I saw the large front wheel was lying beside the combine with a broken housing, and parked right in front of this mess was a red tractor with tears in his eyes, feeling sorry for the large, green machine!

During hurricane Irma, I was sent from Greenville to Arkansas and on that route I saw a large soy bean field probably four or five hundred acres completely covered with water, three combines, three grain buggies and three grain trucks also partly underwater. I am sure it took a few weeks until they would be able to resume harvest again.

Meanwhile, my little farming went quite well this summer, with an excellent crop of wheat and straw on Wendell's farm (may have to increase my rent?). The soybeans also yielded well and were harvested before this long period of wet weather came. As of today, early November, my corn is still high in moisture, and I will wait a few weeks before I harvest it.

On a personal note, in early August, Viola and I flew to Calgary to attend the 100th year celebration of the church she grew up at, in Duchess, Alberta. It was great for her to see and meet many of the folks she grew up with and also be with her sisters and family. We also visited our grandson Justin in Calgary and Tyler in Edmonton

Viola is having a few health issues. After our thanksgiving she ended up in the hospital and had a pacemaker installed to get her heartbeat increased. She still is experiencing dizziness and a lack of energy, but is slowly progressing. We are quite busy with doctors' appointments as she will also have cataract treatment for her eyes during November. However, we are thankful for the good health God has allowed us to enjoy into our senior years.

Until next time,
God Bless



PRESIDENT'S

Wendell Erb



President

2017 has been another disappointing year in the Canadian trucking industry. South of the border the trucking economy has really taken off since about mid-year and carriers are getting the rate increases they need that have been long overdue. North of the border is a mixed bag on truck capacity and, in turn, pricing. The bottom line is, we have practiced trucking long enough and have it down pat. We now need to start making some margin. Here is the letter we have recently begun sending out to our shippers:

"While it is a cliché to say that change is inevitable, in reality it has never been truer than it is today. I would like to take a moment to highlight some of the challenges the trucking industry, and therefore the Erb Group, is facing today.

Over the years, the Erb Group has provided great service with the most competitive freight rates possible for our shippers. As we have strive to control costs, it has sometimes come at the expense of our key employee groups. In 2017, Truckers, Mechanics, Dispatchers and Warehouse Workers are all in tight supply across North America. In order to attract and retain top notch employees we have and will need to continue to bump their remuneration levels above general inflationary levels.

Virtually every new regulation that comes from government reduces efficiency and increases our cost of doing business. We welcome some regulations, such as Electronic Driver Logs (ELD's) being implemented in the United States this December and likely in Canada since it will level the playing field between carriers who respect Hours of Service rules and those who do not. Early adopters of ELD's have experienced reduced efficiency in certain lanes and situations. One of the biggest issues relating to ELD's and driver's hours of service going forward will be inefficient shipping and delivery locations and truck parking on shippers and receivers sites before and after scheduled appointments. First, excessive loading/unloading times cannot be accepted. Our driver's time and our equipment costs are much too valuable to be wasted at an inefficient shipping or receiving facility. Second, over the road Drivers cannot be held up for 4-6 hours making a delivery and then told to get off the property in the midst of an off-duty period. Decisions will have to be made on whether or not carriers can continue servicing these locations and if so, at what cost.

Transportation recently has evolved from not only delivering the freight, but also communicating every status change of the transaction often through a 3PL site who will compile wonderful reports for which the carriers has generated all the information. Back office costs of updating these sites continue to climb for carriers that have a history of operating lean. This reporting is not voluntary; it is integral to the freight payment process which inevitably extends payment to the carrier well beyond the agreed credit terms.

Virtually every warehouse we pick up or deliver to requires an appointment. The appointment is quite often dictated regardless of the efficiency of shipment size, consolidation opportunity, logistics or environmental impact of many trucks where one might suffice. Miss or change an appointment and our vendors are fined by their customers. Given that compliance fines are often 5 or 10 times greater than the freight bill, we do not and can never pay compliance fines. We strive to do the best job possible meeting our appointments and minimizing failures.

MESSAGE

What are we doing to streamline, simplify and standardize our services to cut costs? We are in the process of moving to a new transportation management system (TMS)- TMW TruckMate. It is our goal to improve and enhance the seamless transparency of the status of your shipments from booking, through delivery and beyond. You will be hearing from our account representatives regarding changes in the information we will require before we can pick up your freight. While this may be a change for our customers, be assured this advanced shipping knowledge will allow us to better plan the movement of your goods and improve the service we have always provided and you expect.

We are also in the midst of retrofitting our entire trailer fleet with the latest trailer tracking technology from Orbcomm. This technology provides a portal into the refrigeration unit remotely. Temperature logs, fuel levels, downloads, diagnostic codes and more will all be integrated to our TMS system.

We meet and exceed U.S. FSMA standards from the Sanitary Transportation Act. We are prepared to meet all requirements of the soon to be finalized Safe Food for Canadians Act. We are HACCP certified by Iron Apple ensuring your goods are transported safely with trained drivers and temperature controlled facilities and equipment. We have an annual HACCP compliance review audited by SAI Global.

For all of these reasons, amongst others, we are implementing a freight rate increase. Your Account Representative will be contacting you with the details of your company's increase. Various items such as shipping requirements and payment history will influence the amount of the increase. We are also instituting a delivery appointment fee of \$25 per delivery appointment. Lastly, our fuel surcharge program will be adjusted to charge Truckload FSC rates for shipment in excess of 10,000 pounds or seven pallets which is in accordance with industry standards.

Thank you for understanding the challenges and changes we are working through as your refrigerated supply chain partner."

Keep my letter in mind as you go about your day whether delivering freight, dispatching or loading trucks. If we are not making money on the loads we haul, I need them to be on our competitor's truck or we need to get the rate increase to make a profit.

Thanks for all you do. Have a great holiday season and let's look forward to an exciting 2018.



Heading out to Winnipeg in September

CANADIAN OPERATIONS

Kevin Cooper



CHIEF OPERATING
OFFICER

Trending now... That has become a familiar phrase in all areas of digital media. It can represent the latest update on events or issues which take a long time to develop or it can mean the latest fad or fashion or 'news' on any of the social media platforms. So let's dive in and see what's trending now as it affects transportation.

Starting with the big picture, Canada's economy overall is strong with growth of over 3% in 2017. This helps us because overall business activity is up. Interest rates remain low but are trending upwards in the finish of 2017 and into 2018. This can certainly make a difference in what and how much the consumer is going to buy. The Canadian dollar, although much weaker than several years ago, has only changed within a narrow range over the last few months and will not likely be subject to wild swings anytime soon. This brings some stability in the costs of goods or services Erb purchases in US dollars or receives from customers for shipping paid in US funds. Fuel prices have also stabilized but at slightly higher price levels. This will likely continue into 2018. All in all, the trend is positive.

Moving onto the trucking business, let's ask ourselves – what could be more stable, dull and predictable than trucking? Well, let's start with truck technology. There are a number of developing trends that will change the face of trucking. Like? Like driverless trucks, electric reefers, the entrance of Amazon and Uber into trucking, real time logistics where carrier and shipper are linked through ecommerce to eliminate distributors. These aren't here yet, but the industry is steadily moving in roughly these directions as pressure mounts for a cleaner environment, buying digitally instead of through stores and the move toward the 'internet of things' grows. Interesting times ahead.

On a more immediate note, the trend this year for Erb has been toward slightly higher volumes of freight starting in late spring in all areas of the company. This coincides with higher freight volumes in trucking in general in North America. Given the good old supply and demand rule, this has driven up prices, first in the US and now moving to Canada as increased volumes and the same numbers of drivers has resulted in a scarce supply of trucks at times. Customers, who have enjoyed the price benefits of overcapacity the last few years, are now finding quality carriers with good drivers and employees like Erb harder to come by. While no one knows how long this particular situation will continue the trend toward not enough people entering the trucking industry as drivers will continue for the foreseeable future. In fact, the trend toward labour shortages in a number of areas critical to Erb such as heavy diesel mechanics will also continue into the future.

This trend has resulted in Erb reassessing our freight network and costs and planning to make the adjustments necessary to recover our increased costs in equipment, labour and freight efficiency going forward into 2018. Requirements such as appointments, customer freight management systems, paper work requirements and extended driver delays at pickups and deliveries have necessitated changes in how and how much we charge for our quality services.

Less as a trend and more as information I would like to welcome Jeremy Carter to Erb Transport. Jeremy has joined us as Senior Director of Canadian Terminals. His role is to manage and monitor the performance of our terminal operations. Jeremy's most recent position was as a Director with Sysco managing their Toronto operation.

In other news:

- After enjoying a number of years successfully delivering flowers across Ontario for Westbrook Floral, that business came to end in September 2017 due to restructuring in the Westbrook family of companies. I would like to thank all the dedicated Erb employees who serviced our customer so well over the years!
- Our inbound freight shipments to Walmart in Cornwall continue to increase so to improve our efficiencies all inbound business to Walmart Cornwall will be based from Montreal starting November 24, 2017. I know this opportunity will be well looked after out of our Montreal location.

As we enter 2018 we are continuing our trend toward enhanced use of technology as we prepare for the implementation of our Truckmate Transportation Management System (TMS) and our new Orbcomm trailer tracking system with multiple capabilities such as remote reefer temperature adjustment, temperature tracking and fuel level tracking.

All of these trends, both internal and external, will make for some really interesting and exciting times. I'm proud to share these times with each of you, our valued employees. Thank you for your hard work and dedication. Merry Christmas and Happy 2018!

INTERNATIONAL OPERATIONS

Kevin Erb



Director of U.S.
Operations

As I write this it is hard to believe how quickly the year is going by and how summer is over—I guess that's what happens when it is busy! I hope everyone had a fun and safe summer and are looking forward to the holiday season.

This summer I had a great opportunity to participate in the BBQ tour and visit a lot of our Erb terminals. It was great to see all the terminals, meet new faces and see old ones, and see how each terminal operates in their own unique way. I also gained a huge appreciation for the amount of time, work and dedication that goes in to running each BBQ! The highlight of the tour for me was Quebec City, a unique and fun Canadian city! Oh, and all of Wayne Baechler's stories—he sure knows a lot of people!

Each terminal has something different to offer but the main thread between all of them is the hard-working employees that do whatever they have to in order to get the job done, and done well. That and the continuous stream of trucks coming and going!

Not only was I fortunate to travel to most of the terminals this summer, but in September I had the opportunity to travel with a few others to Duluth, MN where the Carrier Benchmarking Group was hosted by Halvor Trucklines. We also had the chance to tour Halvor Trucklines. They have a great group of professional and enthusiastic employees, much like all of you who do so much day in and day out in very stressful environments. It reminds me that sometimes we do not get enough recognition for all that work, so thank you!

One thing from our meetings in Duluth that stuck with me was the topic of driver retention. At the meetings it was mentioned that it is a collective job of the company to retain drivers, not just recruiting and Driver Services, but all departments. Erb Transport definitely shares this goal. It is our vision to hire drivers and for them not to leave—we want them to stay for the next 20 years...or more! I truly think that we have the best drivers in the industry and we are always looking for more to join our team. There is always more and more work to do, and more opportunities to pursue as we gain more drivers.

Apart from travels, things have been busy in the office, too. Our operations team continues to meet. Our strategy is always to haul the most profitable loads, but more importantly keep in mind the relationships we have with customers and continue to build new partnerships. We want to ensure that we are always doing that while valuing our staff and drivers. I feel that drivers have a lot to offer to the daily operation and we need to listen to what they have to say when they bring suggestions and ideas forward. With our infrastructure including Erb Limited, Erb International, Erb Inc., KDAC, Erb Logistics, and Erb Cold Storage to name a few, our opportunities to expand and grow as a company should be unlimited.

This is a time for many opportunities and makes me think back to the 90's. I remember one of Byron Swartzentruber's many sayings while dispatching drivers was "opportunities for fun and profit in their camion". So as we embark on new opportunities, we should remember to have fun while working together to accomplish our goals.

I would like to take this time to wish John Jutzi all the best as he semi-retires. I have enjoyed working with him and spending time with him during sales calls. I have definitely learned a lot from him and he is certainly well liked and respected by everyone in the industry.

A huge thank you to the committee that put together Erb Excellence. It was a great night with many laughs and only good things to be said about it! Some of the milestones celebrated were truly incredible; congratulations to everyone on your special awards and milestones. Everyone should be proud of the hard work and dedication they have put into this company to make it what it is today.

Wishing everyone a happy and safe holiday season .

K-DAC OPERATIONS

Adam Jantzi



Operations Manager

As I started writing this report, I was thinking about everything that has been going on at K-DAC through this past summer.

We have just had two drivers involved in major accidents in Northern Ontario. I look out my window and see clear sunny skies, bare dry roads and ideal driving conditions. Sometimes we forget what our drivers have to go through out on the roads, especially in Northern Ontario and Western Canada. Snow, hail, wind, rain, whatever elements can get thrown at them, sometimes all in the same day. Beyond these natural elements, our drivers are also faced with other challenges, which I think is the worst, other drivers on the road.

Driver Services put together a great presentation about distracted driving, which I think has done a great job making us all aware of what we are doing. When you are aware of your own driving you also notice how distracted other drivers can be. Inexperienced and aggressive drivers are another challenge our drivers face daily. We are lucky to have a great group of confident and experienced drivers. We can see with Drive Cam footage that there can be accidents that are unavoidable. Driving while focused can help minimize the damage to truck, trailer and load. I think it's also important to take note that when our customers were told about the accident; their first response was to ask about how our drivers were. They weren't concerned about their loads, if it was damaged or late, they were concerned about the most

important thing, the driver. At the end of the day, our own safety is the most important thing. Stay safe, stay focused, and avoid distractions.

Speaking about bad weather in Northern Ontario, is it a shock that Karen Kane would want to leave Thunder Bay and move to the sunny south...ern Ontario that is. I would like to welcome Karen to the K-DAC Dispatch team; I think she will be a great fit with her positive bubbly attitude. She will be missed by her co-workers in Thunder Bay for sure.

As far as the outlook goes for the end of this year and going into 2018, it appears that business looks to be quite strong, and capacity in the industry would appear that there is no shortage of work which should keep us quite busy through the holidays.

I would like to commend our drivers for working through the changes this year with truck changes, mandatory e-logs, and Drive Cam installations. Change isn't easy, but with everyone's help things have gone fairly smooth. 2018 will be a year of change for our operations team with the implementation of our new system. With everyone putting in their best effort I am sure we will be successful at making this change and we will be a better company because of it.

Wishing everyone a safe and happy holiday season and all the best in 2018.

INFORMATION TECHNOLOGY

Vic Thiessen



V.P. of I.T.

HOPE is defined as 'a feeling of expectation and desire for a certain thing to happen'. We use the word 'hope' regularly in our verbal communications (i.e. "I hope the weather will be nice this weekend when I go camping", "I hope there are still tickets available for the show"). More often than not, the word 'hope' is used when we are not in direct control of the outcome we are wanting. Ironically, if we think about this further, a lot of life itself is all about 'hope' (i.e. "I hope my kids will find good jobs when they finish school", "I hope I will have good health in my retirement years").

ENCOURAGE is defined as 'to give support, confidence, or hope to (someone)'. We need the word 'encourage' when we are feeling the opposite, 'discouraged'. Though it is not impossible to encourage ourselves, most of us need someone other than ourselves to truly encourage us. The encouraging words of a close family member or friend, or encouraging words we read in a book or sing in a song can do wonders inside each of us when we are discouraged. We all need encouragement at some time or another.

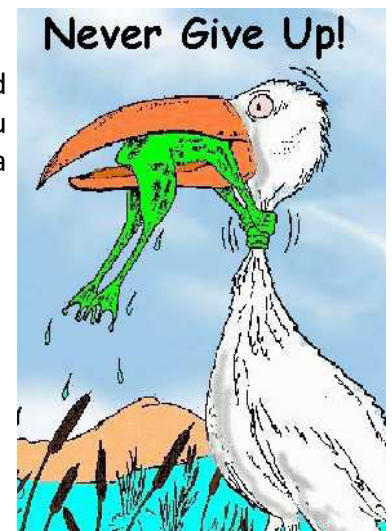
Erb Group continues to work through the ongoing challenges of switching over to a new TMS (Transportation Management System).

We have been on this journey for over two years, making the necessary software configurations and training exercises to prepare all of us to work effectively and efficiently in the new software called TruckMate. We are doing well even though our journey is not an easy one, nor is it always a clear one.

Let's continue to work hard in our preparations, to make TruckMate a success for Erb Group. I am very fortunate to receive encouragement from Wendell and the Executive Team. In turn, I encourage the Core Team (Alex, Carol, Chris, Sheila). And the Core Team encourages the terminal Super Users. Encouragement is being handed down from one person to the next.

To those of you who find yourself discouraged about the big change that lies before you, be encouraged that we are all together in this journey. We remain confident in our hope of a successful transition from Solomon to TruckMate. We will accomplish this together.

And to those of you who are eager and excited, who can't wait to get switched over to TruckMate (I've met some of you, and you also encourage me), I invite you to encourage those around you who are finding the changeover unsettling. Be a 'hope' giver!



SALES &

Dale Bauman

Change, Change, Change!



V.P. of Sales

The sales department at Erb has, and is going through, change. Here are a few:

1. Phil McQuillan came over from our regional division to take over a sales territory in Toronto. He brings the gift of having worked in operations and can win over his customer base quickly as he helps them understand the problems they encounter and how Erb can provide a solution. Customers at Erb appreciate when our sales staff understand the challenges of logistics.

2. Lucky Bajwa came on board in Toronto to fill a vacancy on the inside sales staff. Lucky brings with him a life of sales experience in the food industry. Lucky is great at quoting and putting out fires. We in the sales department need to be good at listening to angry customers, helping them get calmed down, and acknowledging that Erb may have made a mistake but we are making it right. The product is delivered and the customer keeps coming back, because Erb communicates the good the bad and the ugly of the situation, keeping our customer in the loop.

3. Melissa Wilson came on board inside sales in Montreal. She had been doing an excellent job at multi-tasking at the receptionist desk.

Her friendly, outgoing manner is needed in the role of inside sales. You rarely get to see your customers in person and the picture they get of Erb is all in the way we interact with them on the phone and through e-mail. She is the back up for Bill and Lisette as they call on customers and take care of the top accounts at Erb in Quebec.

4. John Jutzi has decided to move toward retirement and we needed to bring on a sales person for the USA. Most of these companies use Erb International. Kyle Erb moved from an integral role in sales and many other activities at K-DAC to an Account Manager at Erb. He has a great understanding of rating, customer service, and has a quiet confidence about him that keeps the customer base at ease and coming back to Erb.

5. David Beaver has chosen to leave Sales and take on the responsibility of shaping our new billing department that is being created as we move away from the Solomon model to our new TMS. Kellen Spence will take on Dave's sales territory and he comes to us from Willson International, a customs brokerage and logistics service provider (3PL). Kellen at one time worked in dispatch for Erb International and so it is great to have him back. He is an extrovert with knowledge of cross border shipping around the world. He brings a great respect for Erb Transport and his customers will sense that respect and want to work with him.

Our sales team keeps changing and getting stronger. The new people on board raise the bar and want to bring new successes to their life and to Erb Transport. Change may be scary and change can be invigorating and change is necessary. We in sales have embraced change and so let us all go and jump on the wagon of change that carries us toward implementing our new TMS. Change, Change, Change it is a beautiful thing!

SERVICE

John Jutzi



V.P. of Int'l Sales

I am writing this last sales report with very mixed emotions. It is hard to believe that this next chapter in my life has arrived. This chapter involves semi-retirement, which is occurring after over forty-four years of being with The Erb Group. What a privilege to serve in different capacities over the years – from driving straight truck when I first started at Erb Transport in 1973, to Pricing Manager, Audit Manager, Credit Manager, Director of International Sales to Vice President of Erb Group Sales. We are completing the last three years as Vice President of US Sales.

Change has been tremendous in the many years of being involved in the transportation industry. Some practices, over the years have remained constant. The one constant, was being associated with a great team of people in the different capacities I served. One of our goals was to foster teamwork; this was especially true in sales and pricing, where I spent the past twenty-seven years. The professional sales/pricing team we have had over the years made my role very easy to fulfill. It was also a privilege to serve on the Executive Team and on the Board of Directors for many years.

The support of the Operational team also made my function in sales very easy to fulfill. Customers throughout the years have always appreciated the positive customer service Erb provided and continues to provide.

An expression that many of you have heard me share over the years is that we serve internal and external customers. Our fellow team members are our internal customers, while the external customers are those for whom we handle the product. As mentioned, the internal customers are the best there is. The many external customers have all added to an overall positive experience while being associated at the Erb Group. A flood of memories washes over me as I

think about all the personnel who were part of the companies that I have worked with.

The next step will involve some part time sales work for Erb International in eastern Pennsylvania and the surrounding area. This will allow me to stay connected with both Erb International, and our Elverson Terminal, continuing to work with Bonnie Beam O'Hare, Terminal Manager. It was a pleasure to work with Doug and Bonnie whom I first met in 1985.

There will also be other opportunities to explore, along with yard maintenance and other projects at home. My more relaxed schedule will allow me to do more reading, which is one hobby I enjoy.

It has been a pleasure to work for Mr. Vernon Erb the first seventeen years and then for Wendell the past twenty-seven years. We know changes will continue to occur in our culture, in business, and at The Erb Group. The 2018 TMS initiative will enhance Erb's ability to stay abreast of and even ahead of our peers in the trucking industry. I am sure The Erb Group will continue to provide the best service with integrity, which has been our hallmark since 1959. My desire is to see the Lord's continued blessing upon the Erb family as they continue into the future.

There is so much more that could be shared. There are so many blessings for which to thank the Lord. Allowing me to be part of the Erb Team for 44 years is one of them. All the best to each of you and your families in 2018 and beyond. Shalom, and Farewell . Let me close with a poem by Alfred Lord Tennyson:

Crossing the Bar

Sunset and evening star,
And one clear call for me!
And may there be no moaning of the bar
When I put out to sea,

But such a tide as moving seems asleep,
Too full for sound and foam,
When that which drew from out the boundless deep
Turns again home.

Twilight and evening bell,
And after that the dark!
And may there be no sadness of farewell,
When I embark;

For though from out our bourne of Time and Place
The flood may bear me far,
I hope to see my Pilot face-to-face
When I have cross'd the bar.

HUMAN

Dave Dietrich



V.P. of Human Resources

I thought I would dedicate my submission to this Erban Report talking about career opportunities here at the Erb Group of Companies. We are very proud of the fact that we emphasize promoting from within. What this means is that, wherever possible, we attempt to promote existing employees into open positions. After all, current employees have the proven skills, drive and commitment and also know the Erb processes, customers and culture.

The trucking industry provides many excellent career opportunities. We have had many employees join our organization as part-time shunters or dock workers, advance into full-time work and then apply for and receive promotions into various other departments, positions or levels. For example, let's consider the career path that our very own Bruce Jantzi has experienced. He first started at the New Hamburg terminal on the dock and eventually progressed to doing yard / shunting work. From there, Bruce moved into the night dispatcher role, learning the required skills on-the-job. Next stop were some driving jobs, first as a Toronto owner-operator and then as a long-haul Erb International broker. Using his dispatch and international driving experience, the next logical step was as an Erb International dispatcher. Bruce proved himself and was rewarded by being promoted into

the International Operations Manager position, Vice-President of International Operations and finally Senior Vice-President of International Operations & K-DAC, where he was instrumental in assisting with the K-DAC acquisition and transition. As most of you are aware, Bruce recently announced his semi-retirement and now he works part-time as Erb's RFQ Specialist, using all of his acquired knowledge of Erb, our customers, our business processes, our trucking lanes, our cost structure and the industry to prepare quotes and proposals for our customers. So you can see, Bruce applied himself, learned whatever he could and continued to advance in his positions and responsibilities here at Erb.

There are many examples of employees who have advanced and been promoted into other opportunities throughout their Erb careers. There are several career paths to advance into a driver position, especially with Erb having our entry level driver program. Also, we have had many drivers move to other positions, such as dispatch, routing, driver trainer, etc.

I am so proud when I look at all of the long term employees we are fortunate to have. We truly believe we have the best team of professionals in the trucking industry working at the Erb Group of Companies!

If you are interested in a new challenge, I encourage you to chat with your supervisor / manager about your desire to advance and keep checking the job postings. Best of luck with your career and I hope you are a member of the Erb team for many years to come!

RESOURCES

Leadership Corner

In this installment of leadership corner, I want to share a couple of the new reports that are now available as part of the Predictive Index software.

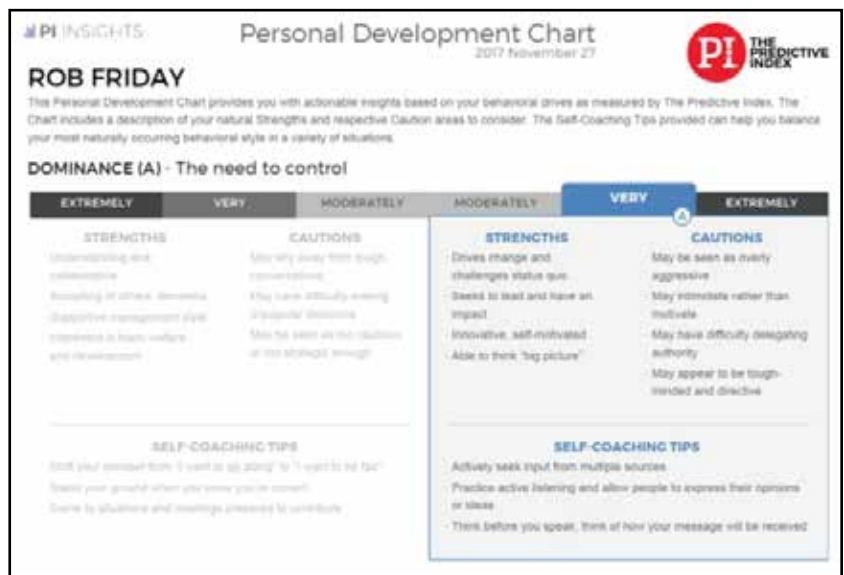
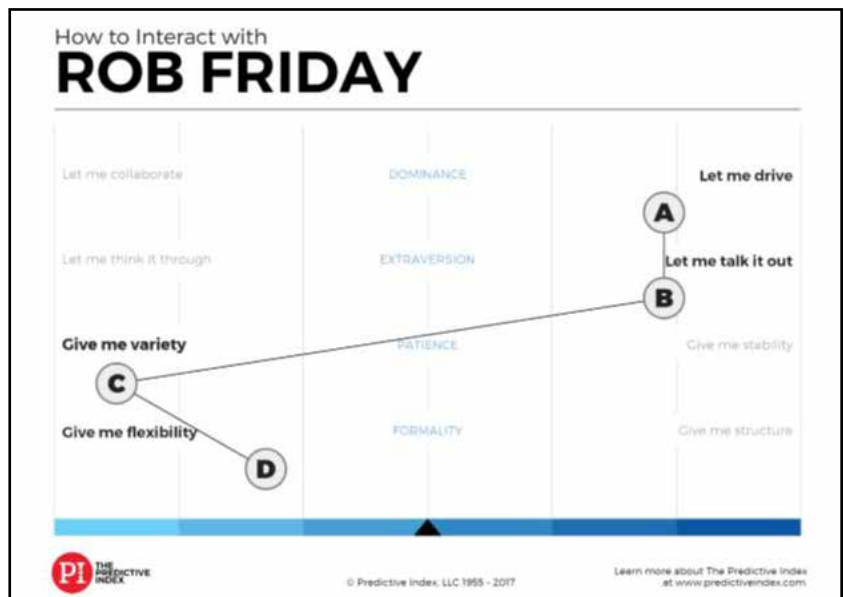
The first is the Predictive Index PLACARD. The PLACARD is a high-level summary of a Predictive Index pattern, with strategies for effective interaction. You might have noticed that Dave Dietrich, Kathy Cochran, Tom Boehler and others in the Human Resources Department have their PI PLACARDS posted by their offices.

The PLACARD is a terrific way to help new employees get to know the existing team, and it also works great to help with team building and communication. Below is my PI PLACARD:

The second report is the Personal Development Chart. This chart is designed to help identify some of the natural strengths and cautions associated with each person's natural behavioral style and provide some self-coaching tips. You will notice at the top of the Personal Development Chart there is a range going from Moderately to Extremely. For my profile my level of Dominance falls in the "Very" category. Below are some tips to help me with self awareness, especially when working with someone whose profile is on the opposite side of the chart.

These reports are available for free for anyone who has completed a Predictive Index, just ask your manager, the HR department or reach out to me directly, I am always happy to assist.

Rob Friday
rfriday@predictivesuccess.com
416-910-7904



CORPORATE

Jim Pinder



Corporate Fleet Director

The end of September was the end of a three year work relationship with Pete Snyder as our fleet needs in Grimsby changed once again, this was a very sad time for the Erb Group of Companies Maintenance Department but we are pleased that, as expected, Pete landed on his feet. Having dealt with Pete as a customer, the Metro Freightliner Group know they have a SupERB employee. Thank You and Best Wishes Always Pete!

July 24th, 2017 as indicated in the last Erban Report, was “GO LIVE” for the introduction of the new and exciting repairs and maintenance software TMT bringing the Erb Group Maintenance Department to an entirely new level of professionalism. The results so far are beyond expectations, though an off the shelf program as we learn and develop with the continual guidance of the TMT Core Team it is becoming more and more Erb. Individuals that originally were concerned about mastering the new system are now fluid and functioning extremely well, improving daily.

I apologize as during the “GO LIVE” with TMT we were very internally focused and although we developed communications it was not received by all of our internal business partners so I have included some of the key points and made some updates in this article as I hope they will read it here or be told by others of the guidelines outlined in the paragraph below.

Addressing increased expenses associated with staffing, operating, equipping and maintaining service and repair shops in a variety of regions the hourly charge in Erb Group shops will be Eighty Five dollars (\$85.00) per hour for our internal partners. This rate is impacted by cost levels and will receive future modifications as required. Erb shops are restricted areas and only authorized individuals are allowed into shop and parts areas; this is for your safety. Shop Supervisors and Foreman are responsible for a safe, productive and secure environment within their designated areas of responsibility and operation therefore please always follow their direction. To address the demands of the broadened annual safety inspections criteria introduced by the Ministry of Transport of Ontario Erb Group shops will supply three hours (3) at no charge when performing Owner Operator / Lease Operator vehicle inspections, time accumulated beyond that for inspections and repairs will be charged at the shop internal partner hourly rate. Thank you all for your continued support, I hope this clears up misunderstandings generated with changes associated with the successful roll out of TMT.

We are investigating a two way communication function between power units and TMT, where a driver will submit a repair request through the in-cab communication equipment directly to the home terminal repair shop TMT software, then a repair order will be generated and once the repair order is completed a notice will be sent back to the power units in cab communication equipment. This is an active project and we anticipate having this option in place before Truck Mate goes live. The Truck Mate Core Team / Truck Mate Super Users are doing an amazing job preparing the operations groups to have a smooth, complete and successful roll out of Truck Mate, please be sure to do your part. It was the combined effort of every maintenance staff member that allowed us to be successful with TMT, every detail counts. What seemed like insurmountable challenges in July are now routine functions for administrative, support and technical staff utilizing TMT everyday. With your commitment we will have a successful integration of TMT and Truck Mate.

Since installation training for ORBCOMM, our two way reefer telematics system, happened in July we have dedicated a reefer shop bay in Baden for installations, Chris and Rod have done an awesome job with professional installations, operational follow ups and taken ownership of the roll out of ORBCOMM to the Erb Group reefer pool. This industry

FLEET & SHOP

leading product has already been seen as a great tool by operations staff and customers alike giving us visibility, quick responses and operational details like never before in our history.

Major advancements in technology have been the standard for equipment, diagnostics and telematics for several years, but 2017 showed the most aggressive roll out in years including new models by major original equipment manufacturers; collision mitigation technology; predictive cruise control; vehicle ergonomics; improved oil performance; and aerodynamic devices. This technology is now available on equipment orders being placed with manufactures, and proven to improve performance and safety the transportation industry is at a wonderful point in its development. I do not, however, see completely electric vehicles or autonomous vehicles or an alternative fuel taking over the commercial transportation industry in the next several years. It will be great to see some of these technologies on display in April at Truck World in Toronto to see the progress and development, as manufactures prepare these technologies for industry consumption. Besides the people this is what makes the transportation industry so SupERB.

A special thank you to Gerry Erb and the Thunder Bay Gang for great hospitality and a wonderful time at the Erb Excellence Day event that Barb and I attended. The day started out watching Gerry make the most important delivery of the year as he drove the Erb tractor that delivered Santa to the children waiting along the parade route kicking off the festive season. It was overwhelming to see the out pouring of support for Karen Kane as she finished off her final successful event in Thunder Bay. Karen and Mike have now moved to Stratford and I know Karen will be a strong contributor to the successes at K DAC, well done Karen.

With the closing of a transportation company in New Hamburg, our Baden shop staff grew by three. I am pleased to welcome Ben, Steve and Eric to the Erb Group Maintenance Department, as well joining us this fall is Roger who has taken on the new afternoon foreman position in the Baden shop. Welcome guys and thank you for your commitment and support.

On a personal note: with birthday number one in the books on September 17 2017, Olivia Anne hit her stride with a bunch of moving, shaking, walking, chasing and running this is just the adults in her world trying to catch up, Grandpa Jim gets tired, sometimes doing and sometimes just hearing about the activities of this blessed angel now the center of our lives. Olivia is in the listening, repeating and building a vocabulary phase which is good for all of us as well.

I would like to extend best wishes to staff and vendors that faced health, welfare and family challenges in 2017 and extend our support to be there for them in 2018.

Thank you to those who contacted me at jpinder@erbgroup.com or 519-501-9198 with feedback and questions on our equipment specifications and fleet maintenance operations. Please Drive Defensively, Travel Safe and see you on the "Sled" trails.

Best Wishes of the Festive Season and a Happy Prosperous New Year!!



Teens Learn to Drive, Sweet Life Road Show

This past September I had the pleasure of touring with the Teens Learn to Drive, Sweet Life Road Show, in Northern Ontario. We began our weeklong tour in Rainy River, Ontario, traveling east along Highway 11, attending High Schools in Fort Francis, Atikokan and two schools in Thunder Bay. Last year was Erb's first year of travelling with the Sweet Life Road show, in which Floyd Gerber was kind enough to do the tour from Wawa, Ontario, back to Thunder Bay.

WHAT IS IT?

The Sweet Life Road Show is a hands-on interactive experience that raises teens' awareness about the deadliest road risks, and shows them simple strategies to stay safe. This two to two and a half hour event is offered free of charge to high schools across Ontario. It uses methods such as computer gaming and peer theatre to go beyond driver education classes and teach beginner drivers to make safe and strategic decisions.

Students are divided into small groups and circulate around 10 stations addressing:

- Dealing with distractions while driving
- What to say when a friend is driving recklessly
- How to share the road with trucks
- Dealing with roadside emergencies
- How to deal with becoming drowsy while driving
- Why marijuana and driving don't mix
- And much more!



Erb's participation in the tour was to set up a demonstration outside with a tractor trailer. Vehicles were positioned in blind spots to the front right corner of the tractor, and behind the trailer. Students were able to sit in the truck and have a chance to see what a driver can see as they are travelling down the road. We discussed and strategized on issues like the stopping distance of a truck, the danger of cutting in front of a truck and hitting the brakes. We also talked about traveling alongside and behind trucks, wide turns, and finally, crossing too close to the front of a truck at a cross walk, particularly with small children.

I was amazed at the response and participation of the students. This was also a good opportunity to introduce students to our industry and the many opportunities it has to offer.

Many thanks to Gerry Erb for making the arrangements for the sparkling clean truck and trailer. Special thanks to Anne-Marie Hayes, President of Teens Learn to Drive, and the person responsible for putting the program together. She was also the person who nominated Erb Transport for the Ministry of Transport's, Road Safety Achievement Award in Corporate Leadership, which was presented to us back in June.

If your kids or school have not heard of the program please visit the Teens Learn to Drive website. There's lots of good coaching material for teaching your kids to be safe on the road. Schools can also book events through the website:

<http://teenslearntodrive.com>

Be safe this winter and have a happy holiday season!
Tom Boehler,
Director of Safety and Compliance



ERB NEWS



Waterloo Region's 2017 Healthy Workplace Award Platinum Level

The Erb Group of Companies has won Waterloo Region's 2017 Healthy Workplace Award- Platinum Level. This level is achieved when a workplaces win three Gold Awards consecutively.

Workplaces which receive an award demonstrate a comprehensive workplace health promotion programming approach through awareness raising, skill building, support environment and policy development to enhance the health of their employees and work environment.



Infrastructure Health & Safety Award –Erb Transport Limited & Erb International

Once again, Erb International has won the IHSA Achievement Award for Injury Reduction! IHSA Achievement Awards are presented to companies that have consistently operated with a lost-time injury frequency and cost-rate factor below the rate group average for three consecutive years. Thank you for working safely!

HIGHWAY TO HEALTH

One of the initiatives for the 2016/2017 Erb's Highway to Health program was cancer screening and prevention. Through our communication blast (emails, posters, display racks, terminal T.V.s, driver mailbox) we promoted awareness of breast, colorectal and cervical cancer screening and prevention.



Throughout the year, transportation industry health challenges incorporated healthy eating and physical activity promotion and tracking via a mobile app. Erb entered teams for these challenges and we had great employee response and participation. Challenge health coaches would post nutrition information and physical activity workouts that would be convenient for those on the road or in their own home.

We are excited to be partnering with the University of Guelph Applied Nutrition students. University of Guelph students will be organizing health events or health fairs at each of our locations in 2018.

- *Carolyn Vokes Reibeling*

It has been such an exciting adventure being the new health and wellness intern at Erb these past three months! I was assigned with the task of planning Health and wellness fairs/events at each of our terminals across Canada and jumped right in to things by distributing a health and wellness survey at the beginning of October to all of our Erb employees. Thank you to everyone who took the time to complete your survey and return it to me. We had almost 200 employees send in their feedback and I have been using the results to inform my planning for the eight health and wellness fairs/events that will be happening in 2018. Another exciting initiative that has started up has been the Erb Health and Wellness Topic of The Month. Beginning in November we started distributing electronic flyers and printed brochures to all of our employees with some tips to improve their health and wellness, as well as monthly health challenges. These flyers and brochures will be distributed each month as we move closer to our Health and wellness fairs at each of our terminals. Be sure to keep your eyes open and collect the prize tickets that come with each month's brochures and flyers. Save up your tickets and bring them to your health and wellness fair/event near you for an extra chance to win some awesome raffle prizes!



As my internship placement with Erb draws to a close I want to thank everyone who has helped me navigate my way through these past few months. From the never ending treats supplied by the New Hamburg Pricing department to the constant support of all of our terminal managers and my wonderful supervisors in the HR department. You have all made this both an exciting and educational adventure. I have no doubt that your 2018 intern, Tiffany Rusch, will be able take all my planning and bring it to fruition at each of the Health and wellness fairs/events in 2018.

Remember to stay happy, be healthy, and help others!

- *Emily Pritchard*



Communications & Marketing



Hello Erbland, I'm baaack! I've had a great year off on maternity leave with my daughter Clare. It is amazing how fast time flies! Before we get down to business, I think it's only suitable that I tell a few 'mom jokes':

1. Mom, how are computers so smart? Because they listen to their motherboards!
2. Want to hear a joke about a piece of paper? Never mind... it's tearable.
3. What's Forrest Gump's password? 1forrest1

HA! Okay mom, stop. You are too hilarious.

I'm happy to say a lot of amazing things have happened in the Marketing and Communications Department since I left last July. We are so lucky to have Jacqueline and Melissa! Not only did they hold down the fort, they made it better! Thanks to these amazing ladies for crossing things off the "wishlist" and bringing some new ideas to Erb.

The department has been very busy since the last report. There was a heavy focus on driver recruitment, planning job fairs, Facebook ad campaigns, industry magazine ads and driver referral posters. On the sales side, we exhibited at the Meat Expo in Niagara Falls where we supported the Ontario Independent Meat Processors for which we are the sole transportation service provider. We also started a Google Ad Campaign to attract and retain customers. Over the summer, we held a Social Media contest to win Blue Jays tickets and another contest to give employees a chance to receive a \$500 bonus! They received a lot of attention; thanks to everyone for your likes and shares! In November, we were filmed by Waterloo EDC as we are "a valuable asset to the Region!" They are producing a promotional video and new website showcasing the highlights of Waterloo Region to help attract international business owners looking to expand. It will be launched sometime this December. Check it out at: www.waterlooeDC.ca. Our department was also busy with the annual tasks of planning the Baden BBQ and Erb Excellence Day events. Thanks to everyone involved in these big events for your help and support, as they would not be possible without you!

We have some exciting plans for 2018! We will be working on revamping our corporate communication process to ensure everyone at Erb is getting consistent, timely information. We're also excited to create new video projects, including a promotional sales video to attract new customers and other short videos for our social media platforms. Also, pay close attention to our social media sites for contests this spring!

I think this is a great opportunity to list a few reminders:

THE ERB BLOG: Make sure you check out our weekly blog posts, under the NEWS section of our website, every Wednesday. They are pretty cool! If you have ideas for a blog please let us know!

ERBAN REPORT SUBMISSIONS: We need your photos and stories! Although this report is pretty great, it would be even better with more input from you! Showcase your trucks, your kids, your pets, or your favourite item of Erb gear; the sky is the limit! This is an employee magazine and we need your help to make it amazing. We also need Employee Profile surveys! It can be a struggle to get participation in these surveys for the Erban Report, so if you are interested in filling one out, please, PRETTY PLEASE, let us know. There may be a shiny gift card in it for you!

MONTHLY UPDATE:

Be sure to look for Wendell's/TMS Update each month. In the New Year, we are revamping this newsletter to also include other department's news! Stay tuned for more information on this upgrade.

From all of us here in the communications department, have a safe and happy holiday!

- Julie Mudry

Questions? Comments? Pics? Mom/Dad jokes? Email marketing@erbgroupp.com!



New Hamburg Office

Head Office Happenings:

It was 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. Well perhaps many changes recently.

We kicked off the summer with our traditional, and always abundant, Canada Day Pot Luck lunch, standing proud in our Canada flag attire, followed by a few Ice Cream treat days. On June 6th we dressed in our RED gear in support of women's heart health. #RedDayFriday aims to help elevate awareness of heart disease among women. We are always happy to support a good cause. Friday seems to be the day for supporting causes or maybe because it's easy to rhyme. Our next fundraising events were a lunchtime dessert fundrasier and a summer BBQ both in support of Diane Heyer and her Breast Cancer Survivor Dragon Boat team. We raised a total of \$804.20 at these 2 events!! Once again we displayed our spirit of giving. A BIG THANKS to everyone for your continued support!!

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. This year we introduced Pie Day Friday to celebrate Thanksgiving, because after all, what's Thanksgiving without Pumpkin Pie?



On October 20, Erb sponsored our local Junior C Hockey Team, the New Hamburg Firebirds, Friday night game at the Wilmot Rec complex. Pizza and pop was served during the second intermission to all Erb employees and their families who attended. What a great night at the game!!



This year on Halloween we dressed in costume, wore black and orange or wore a fun hat. Paul Reid had us all stumped with his costume... chicken cordon blue! We also had our movie knowledge tested by a Pumpkin Movie Quiz where we had to guess what movie was represented on the pumpkin. Many people came up with all the right answers so a draw was made and in the end Sue Gushue was the winner!! Congratulations to everyone who participated.



Friday, October 13 was a lucky day for Doris Falkenburger! It was her turn to say "so long" to her obligations at Erb. She was very pleased to begin her retirement after 15 years in the Document Control department. On Doris' lucky Friday her coworkers and family gathered for a retirement celebration in her honor. Make sure you work just as hard at relaxing, travelling, volunteering and spending time with family, especially your granddaughter, Doris, as you have in your career. Retirement is the working person's wish come true. Our best wishes travel with you.

When I googled the definition of change this is what came up: to give a different position, course, or direction to; to replace with another; to make a shift from one to another (switch); to undergo transformation, transition, or substitution". Sounds familiar doesn't it. I believe everyone in Erbland can identify with this.

Several changes have materialized, not only at Head Office but throughout the company over the years and more recently with the implementation of the new phone system, security systems and all aspects of the new TMS computer system. As challenging as they can be; changes are good, necessary, a sign-of-the-times, and as-good-as-a-rest, as they say (whoever "they" is). This doesn't make change any easier to process or something we have to like, however it is unavoidable.

I experienced the effects of the recent changes at Head Office first hand when my main responsibilities as switchboard operator came to an end. No longer am I responsible for answering all incoming calls at Head Office and transferring them on. No longer do I sit in my familiar area at my familiar desk connecting with familiar people who would call in or walk by. After 17 years (to the day) performing the same tasks I was so comfortable doing, and favored, was no longer required. The new ShoreTel phone system and security system at the front door altered the procedures at the front entrance. Although I no longer sit at reception I am accessible for inquiries. As well I continue to answer incoming calls when they press "0" for assistance. I am settling in at my new desk and my new responsibilities within the Document Control department. This has been a difficult transition for everyone at Head Office, however we are adjusting.

There have been changes and additions within the office that I would like to mention. The Pricing department welcomed Madeleine Jutzi as Pricing Assistant after Celina Ilich moved on. Congratulations to Amy Cooper on the birth of her second child, another boy, River! This left an opening for Kacey Beck to fill in the Document Control department. You may have seen the name Emily Pritchard appear on Health and Wellness emails and coming events. That's because she is the co-op student from the University of Guelph (Masters of Applied Nutrition) program, who is here to assist with Erb's health & wellness program by developing and organizing Health Fairs/events at each terminal in 2018. She will be joined by Tiffany Rusch in January 2018, to help out as well. Congratulations to Dave Beaver who was promoted to Billing Department Manager. He will continue to work out of the New Hamburg office but may have to change desks. His position as Account Manager will be filled by Kellen Spence. You may remember Kellen from US dispatch. When Kyle Erb accepted the International (US) Account Manager position that meant he will spend more time in the New Hamburg office as well as continue to spend some time at K-DAC. We also welcomed back Julie Mudry in our Marketing/Communications department from her mat leave. We welcome all the new employees to Erb head office and to everyone who moved to a new location. We hope you are settling into your new desks and routines.

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 2018. Be sure to say hello next time you visit head office and remember we always welcome treats !

Until the next issue,

— Patty Hobbs





Baden Terminal

It is a quieter day around the Baden Terminal today, as it is the U.S. Thanksgiving holiday weekend. The calmer days leading up to the U.S. holiday allow the International Dispatchers a brief window to have their annual Christmas potluck lunch. It was a great turnout as always and everyone brought in their favourite dish to share. A special thank you to

Connie Dynes (U.S. LTL dispatch) and everyone that helped Connie to put together a festive lunch, and to everyone that participated as well.



As we get closer and closer to the busy holiday season it is a great time to reflect on the events of the summer- sadly it seems so long ago already. As always the Baden terminal played host to a few BBQ lunches. We were lucky enough to have the Johnsonville Sausage BBQ crew roll into the Baden terminal in June. Johnsonville served a delicious lunch to the Baden, New Hamburg, KDAC and Highland road terminals. Then in July another fantastic BBQ lunch hosted by Altruck in the Baden Shop was enjoyed by our employees.



Of course in August the annual Erb Employee Appreciation BBQ was held under the tent for 2 days to accommodate all shifts at the Baden terminal. This year we had some special guests join us for breakfast bright and early Friday morning. We hosted Vernon Erb's friends and colleagues in the Antique Tractor Club. We also welcomed employees from the KDAC, Highland Road, New Hamburg terminals as well as friends, customers and neighbours to this 2 day event. A huge thank you to the very dedicated people on the BBQ committee who work so hard to make this event a success every single year.



Lots of shuffling around at the Baden terminal in terms of new faces joining us, and saying goodbye to some other employees moving onto new experiences. Our Customer Service Department in Baden is moving on up from the basement space in the main Baden terminal building that they have outgrown, and are now enjoying a bright and spacious area on the second floor of the new Baden shop building.



Employees enjoyed a wonderful night out at the Erb Excellence Day on November 18. This year it took place at a new location – but was just as amazing as each year before. The food and fellowship was fantastic and the entertainment was stellar. Such a great night to put faces to names of people we may deal with every single day by email but never actually get to meet in person. Thank you to all of the people who put so much time and effort into this event, it really is a night that employees look forward to all year long.



As I write this in November, only a month before Christmas, we have yet to see any snow that has stuck with us for more than a day or so and it is currently 8 degrees outside! This is the kind of winter I could enjoy! But in all reality the white stuff and cold temperatures will be here soon enough.

I hope for a safe winter for all of our Erb drivers and Erb families; may you all enjoy a wonderful holiday season with loved ones. See you in the spring I am going to hibernate!

– Jessica Wagler

It is with great sadness that we announce Leasa Gristey, Baden International Driver, passed away on October 23, 2017 after a battle with cancer. Leasa was the daughter of Merv Gristey, former Baden Owner Operator. Our thoughts and prayers are with Leasa's family.



Elverson Terminal

Hello from PA!

It seems like we've gone directly from summer to winter in this part of the country! Fall was pretty much non-existent, we had nice sunny, warm weather through October. As I'm writing this on November 17, it's cold and blustery, wind chills in the 20's F.

Hiring drivers continues to be a struggle here in the states, but we did welcome Jim Macchioni in July. He lives in Greenville RI, but we have plenty of freight heading that way to get him home.

Ernie Ferrese celebrated 5 years of employment with Erb. Congrats Ernie!

For me, it was a long quiet summer here in the office. Abbe Stoltzfus was in a serious car accident on July 10 and broke his leg and wrist. After being off work for 3 months, he's back, but not doing any heavy lifting yet. I'm really glad to have someone to talk to again, the days got very long here by myself. Oscar Reeser and Marshall Busby filled in when they could, and Wendell Erb, Kevin Erb, Randy Steckly and Nathan Roth each spent a week here to help out.

I got remarried on July 21 to a great man, Kevin O'Hare. He's a civil engineer, and doesn't know anything about trucks. And that's just fine with me! The first time I told him I needed to go check reefers, I thought our relationship was over, he was picturing something other than a refrigerated trailer! LOL I sold my house in Morgantown and we are planning to move to a place about a mile from the terminal in December. I could actually walk to work, if I wanted to!!!

— Bonnie Beam O'Hare





North Bay Terminal

Greetings from the Gateway to the North!

The sand shed is full and the loader is fueled. Now we await the challenges of winter and all its glory!

I will start with congratulating our driver Scott Moxam and his wife Amanda on the birth of yet another baby boy. We are all happy with Scott and his plans to solve the driver shortage in North Bay in the years to come! I would also like to welcome the following new drivers to the North Bay team: Justin Charles as local North Bay Trailer Driver and Richard Kirkey and Clayton Randall, both International Drivers. Welcome gentlemen.

The great times we had at our annual golf tournament and summer BBQ are all but distant memories. Both were big hits again this year with great turn outs, lots of food and good fellowship had by all.

A great turnout was also had at this year's Erb Excellence evening. We were very pleased to see that I.T. Guru Vic Thiessen and his wife Irene were able to join us for the evening's festivities. Always nice to see members of our southern family and share good food and words of praise. We had a number of people that celebrated milestones this year as well as a number of local and highway drivers who received safe driving pins. Paul Rose received his safe driving pin for 38 years accident free! We would also like to congratulate Carlos Rojas as this year's Pro Drive Rookie of the Year! Great job done by our entire team!

One last thing I must mention before handing this in late again Congratulations to Garry MacDonald on achieving 40 years of unmatched dedicated service!! At one time Garry ran a whole staff over there in Sault Ste Marie. However, now he does it all on his own. That in itself speaks volumes as to just how good he is and how much we depend on him. Once again, congratulations Garry and Thank You for all you do!!

Well to sum it all up, we had a good summer up here despite the fact it rained every second day. We can only hope that it doesn't turn into that much snow in the coming months.

Hug a truck driver today!

— *John Walsh*





Toronto Terminal

It's almost mid-December and I dare say, the weather has been favorable, almost shorts weather! This morning, however, here in the GTA we've seen the start of snow. It's very strange to be in sweaters and not winter coats, but sooner than later the cold will descend on our concrete jungle.

It has been a busy couple months here in TERM 2 with lots of new faces in the terminal in all departments, and with the buzz of the training starting for TMS.

As everyone knows, December is train the Terminal Manager month! Best of luck to Liz Davies to train this guy.... All joking aside, I know our TMS Super-Users have put a great effort in learning, and now they have to show off their skills and train the rest of us. I urge everyone to really put an effort in learning, asking question and taking the time to help your fellow employees. We are all in this together.



Erb Excellence Day this year was a big success! A fantastic time was had by all. Thanks to the Erb team for putting this event on, we certainly appreciate everyone's effort that helped make this year a success, Raquel Sasot, Rickie Sohail and our MC Lucky Bajwa.

We added G Class Drivers in the Mississauga terminal. This was to further support the strate truck pool and help to reduce the missed pickups and long hours experienced through the busy season. We have seen days where 50%+ of the pickups were done by this pool of drivers. Many thanks to Rebecca Spencer, Ben Greenwood and Richard Brathwaite, great job and keep up the stellar attitude.

On November 25, 2017, the Mississauga Terminal hosted the first TMS user forum to discuss challenges and get an update on the TMS project. Vic came down a few weeks before and asked if we could squeeze 28 people (Sardine Can Style) in the Mississauga training room. Through some rearranging we fit them all in. Thanks to everyone who took the time on their busy Saturday to travel and be part of this very important meeting.



I am very glad to report the meteor craters around the yard have been paved and the areas surrounding the dock doors were ground off and repaved to make shunting a little easier and safer (see pic). As the summer season has come to a close the winter months brings it own set of challenges. Thanks to all the staff who keep our trucks running, our yards clear, our heat going and freight flowing. Thank you everyone for another successful year.

— Steve Arthur



Winnipeg Terminal

Greetings from Winnipeg!

As we brace for another winter here in Winnipeg we look back at the summer as a very busy time for us.

On August 3rd the terminal had the Trucking Food Safety Audit done by Iron Apple. It is with great pride that we scored a 96.05% A+ Superior Rating. Everyone did a great job preparing for the audit with a special "Thank You" going to Gerry Martens and Jaspreet Grewal.

Our BBQ was held on the September 11th and as promised I have photographic evidence of the success. (See page 38-39)

On November 1st our terminal welcomed all of H&R's Winnipeg Fleet to our yard.

We just held our Erb Excellence Day and the early review show that it was another success!! It was held at the St. Joseph's Club this year and we had great food, 10 pin bowling, pool and a Caricaturist! We had some great prizes and with all donations going to the Winnipeg Humane Society we managed to raise \$570.00.

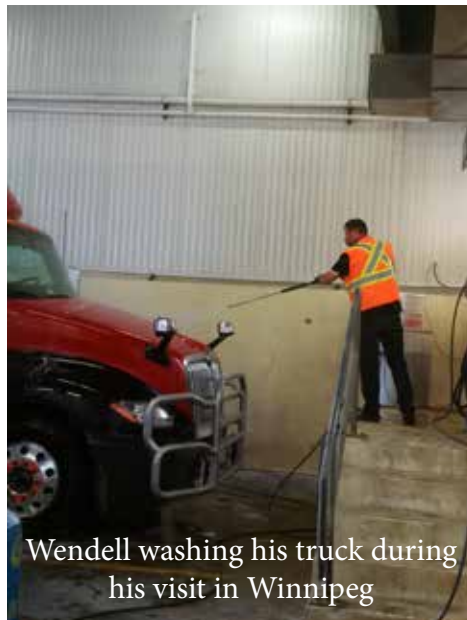
Erb Winnipeg would like to give a special shout out to the wildlife community that live around Sioux Narrows. As you can see from the picture a selfless bear decided that he would help our driver with his delivery. Although our driver had just finished we do appreciate the effort by the bear. Unfortunately we were not able to get the name of the bear.

Wishing Everyone Happy Holiday Season!!!

- The Winnipeg Crew



Jayson Normand after picking up a load at the turkey hatchery



Wendell washing his truck during his visit in Winnipeg





Ottawa Terminal

Hello from the Nation's Capital.

As we come to the end of Canada's 150, we reflect on just how busy the city was. From concerts and festivals to the Grey Cup and the outdoor hockey game, it brought many visitors to our city. Of course, with all the celebration brought many headaches with street closures, detours and lost tourist. Hats off to all of our guys who found themselves dealing with this on a daily basis. Downtown Ottawa is busy enough without adding all the extra activities.

Our summer was busy, more to the fact that we were down drivers and had a hard time finding replacements. The guys did an amazing job getting it done until I could get us some extra bodies. The office also found itself a little shorthanded. We found ourselves in different roles which we had never done before or hadn't done in a very long time while Barry Jordan recovered from surgery. We recruited Jason Poon from the dock and at times, Brian Varcoe from the driver pool in order to get everything done. Thank you to Paul Townsend for covering dispatch this summer. It had been years since Paul was in that role.

What's new at our terminal? Well we have said goodbye to two long time employees, it's sad to see Charles (Chuck) Delahunt and Peter Stanul hang up their work boots. Seems a little strange not seeing them here anymore. We have added Balal Eldali as a local driver and also Ronald Cadieux to the Regional Division. The Ottawa Terminal just went 16 years with no lost due to time injury. Well done to all employees who make safety their main priority.

Finally, I would like to take a couple minutes in congratulating Andy Cleroux on winning Pro Drive, Local Driver of the year. This is no small accomplishment, Andy works hard on doing what it takes to keep his score low. Another one in the books, another deadline missed. Hope everyone has safe and happy holidays.

- Marc Lamarche



Hi Marc,

I am taking great pleasure in letting you know of a very hardworking and consistent employee on your team.

Jason Poon has never disappointed us here at Arla.

We are very happy with his commitment to our needs, especially since he is one of the newest employee to your team.

I think he has learned very fast. I have never had to ask him twice for a Metro or Food Basics IAS store credit.

He responds speedily to any request that we may have. I was off on vacation and Dianna told me he was very polite and helpful to her in my absence.

We at Arla customer service will like to recommend Jason for employee of the month or even employee of the year.

It's only fair to acknowledge when someone has been giving their all day in and day out.

Please let Jason know that we appreciate all the help we get from him.

Med venlig hilsen / Best regards
Josaphine
Arla Foods



Thunder Bay Terminal

Hello Erb land and Happy Holidays

It has been an adventure in Thunder Bay since the last report. Just in case you were wondering, we did not have any baby seagulls this year, as the nest on the sign blew away in the wind storm. As for the flowers around the stairs- sweet peas, nasturtium and snap dragons work well. (Portulaca not so much).

We had a very busy summer and would like to thank Tim Brubacher and Tom Boehler for coming up and helping with city deliveries along with Heinz Warmbier and "Frank" Zhi Qiang Liu from Winnipeg. All of the Thunder Bay drivers put their best foot forward and went the extra mile, especially some of our highway drivers that sacrificed a week or two on the highway to help us out in the city. Everybody's efforts were appreciated to get us through the busy season.

We would also like to welcome Kris Palanica, the new dock foreman and Morris Mclean and Simon Ingleton , new city drivers to our family. They are a great help as we have gained more deliveries from GFS and Pratts for the city.

In September, John "Doc" Kuznak passed away from cancer. Johnny worked at Erb Thunder Bay for 28 years as a straight truck driver. His laughter and spirit are greatly missed.

We wish everyone a very Merry Christmas and a safe winter.

- Ann Marie Williamson



Trenton Terminal

Hello Erbland,

I don't know about all of you, but fall and winter have come way too quickly! It seems to go by a bit faster every year now.

We have been very busy here in Trenton these last few months with new hires, promotions and account movement....busier than a one armed paperhanger!!

I guess we will start with newbies...In the driver pool we welcomed; Glen Anderson, Kevin Travers, Steven Robinson, Brent White and Shane Ostrander. We are also pleased to welcome Jeff Cloudsdale back into the ERB family!!

On the dock our new people are; Gary Blazeiko, Daniel Wapshaw, and Ken Evans.

Steve Eckel was promoted from part time wash bay to full time dock which allowed us to make room for Bill Cox to replace Steve in the washbay.

Now is a great time to welcome back our very own Pat Walsh as Operations Float...congratulations Pat on your brand new position here at Trenton... good luck in your new endeavors.

Also in the office, Jayden Adams is our Dispatch Assistant on afternoons and Tim Grieves Dispatch Assistant on midnights. We also lost Rose McClanahan when she retired to care for family. This created an opening in afternoon check in which is where Paula Despres fits in. Phew...that is a lot of changes in a few months. On behalf of the terminal, I would like to extend a warm welcome and wish everyone success in the new roles your help will be welcome as well...LOL

We also assisted Parmalat Belleville with their float for the Belleville Santa Claus parade. While we could not offer any little elves, we were able to help out by pulling the float with a nice shiny new ERB truck driven by our very own Pamela Broughton. Thanks go out to Pamela for generously giving her time to a very worthy cause

Adding to all that chaos, Parmalat, TCS, and Little Caesars ramped up the shipping. The many transfers, inbounds and a very busy fundraiser program have ensured we are all busy little Erbanites.

Sadly, we said goodbye to the Walmart Cornwall account last week. While it is not always easy letting freight go, I am sure Montreal will do an excellent job at servicing this account! Having said that, we will be looking at an increase of Nestle freight over the next month, as they move their freight from TCS in Trenton to their new storage in Milton.

The Erb Excellence Day last weekend was a hit. As usual the food was delicious, and everyone was able to enjoy some laughs with Yuk Yuks as the entertainment. The turnout gets better every year.

We have our annual kids skating Christmas party coming up this weekend. Kids and parents are looking forward to it. This has been an annual family day for many years and is always a great time for everyone. A big Thank You goes to Terry Bowness for her hard work throughout the year to ensure this comes together each year. There were also donations from employees for raffles to fundraise to help pay for the event. Your generosity is very much appreciated and everyone loves a raffle.

Well, that's it for this round. Hope everyone has a very Merry Christmas, and Happy New Year!!

Talk to you all in the Spring!!

- Amanda Joly



my son Sebastian at his soccer tournament this summer beside the Erb strate truck that we donate every year to hold the beverages and food.



We supply trailers for events and pickup product for fundraisers. This is the Hastings Prince Edward Fire Training Centre. Fireman come from all over Ontario to do the training.





Montreal Terminal

Things have changed here at the Montreal terminal, from dock to office, but before I get to that let me introduce myself. My name is Ryan, I am new the new Montreal Erban Reporter, I was hired back in April of 2015 as a dock worker. I first started as a night dock worker, and as of April 2017 I was promoted to afternoon lead hand. That's enough about me, let's get back to the terminal.

Montreal is starting to see more and more freight volume. As this freight increased, we had to bring in agency workers to help keep up with the freight, and meet certain cut-off times. As the weeks progressed, we had to hired a few new employees on both the night shift and afternoon shift. Additionally, we had to bring in a fourth forklift to keep pace with the shipments, however, even with the fourth lift we still struggle. Things have also changed in the office. People have been moving around to meet their new positions, and a brand new position was added. Now that things in the office are settling down, the freight has been running smoothly and effectively.

From the new employees to the new forklift, we now have two new straight trucks added to our Montreal fleet, these new straight trucks are a great improvement. Even though these trucks are lower than the normal straight trucks and they only have a total capacity of 8 skids, nevertheless we still use them to their full potential.

We would also like to congratulate our night shift Foreman (Daniel) and his girlfriend on becoming new parents with their baby boy (Jackson Antille), born on November 19th, 2017 at 11:00am.

Les choses ont change ici au terminal de Montréal, du quai au bureau, mais avant que j'y arrive, permettez-moi de me présenter. Mon nom est Ryan, je suis le nouveau Reporter Erban, j'ai été embauché en avril

2015 comme travailleur de quai. J'ai d'abord débuté comme travailleur de quai de nuit, et depuis avril 2017, j'ai été promu Chef d'Équipe de soir. C'est assez parler de moi, retournons au terminal.

Montréal commence à voir de plus en plus de volume de fret. Au fur et à mesure que le fret augmentait, nous devions faire appel à des travailleurs intérimaires pour faire face au fret et respecter certaines heures limites. Au fil des semaines, nous avons dû embaucher quelques nouveaux employés pour le quart de nuit et de soir. En plus, nous avons dû avoir un quatrième chariot élévateur à fourche pour suivre le rythme des livraisons, cependant, même avec le quatrième chariot, nous nous débattons encore. Les choses ont également changé dans le bureau. Les gens se sont déplacés pour rencontrer leurs nouveaux postes, et un tout nouveau poste a été ajouté. Maintenant que les choses se stabilisent au bureau, le fret se déroule sans heurts et avec efficacité.

Des nouveaux employés au nouveau chariot élévateur, nous avons maintenant deux nouveaux camions porteurs qui se sont ajoutés à la flotte de Montréal, ces nouveaux fourgons sont une grande amélioration. Même si ces camions sont plus bas que les camions normaux et qu'ils n'ont qu'une capacité totale de 8 palettes, nous les utilisons néanmoins à leur plein potentiel.

Nous aimerions aussi féliciter notre Contremaître sur le quart de nuit (Daniel) et sa conjointe pour l'arrivée de leur bébé garçon (Jackson Antille), né le 19 novembre, 2017 à 11:00am.

- *Ryan Burkinshaw*



Terminal de Montréal



Eric Jones Memorial Golf Tournament/ Tournoi Commémoratif de Golf Eric Jones

The 17th Annual Golf Tournament was held at Club de Gold, Venice-en-Quebec on July 8, 2017. 126 golfers enjoyed a fabulous day on the Lynx which proceeds from the event are donated the Cultural Hockey Exchange in Bedford, Quebec, where Pee-Wee hockey players (boys and girls) make the trip to Kensington, PEI every year. 2018 marks the 50th Anniversary of the tournament. This, by the way, is the longest ongoing Cultural Hockey Exchange in Canada! Funds raised this year were \$13,150.00! Thanks to Erb Transport and Suppliers for their generosity

Le 17e Tournoi Annuel de Golf a eu lieu au Club de Golf, à Venise-en-Québec, le 8 juillet dernier. 125 golfeurs ont profité une journée fabuleuse sur le Lynx et le don des recettes a été remis à L'Échange Culturel de Hockey de Bedford, Québec, où les joueurs Pee-Wee (garçons et filles) font le voyage à Kensington, IPE, à chaque année. 2018 marquera le 50ième Anniversaire du tournoi. En passant, c'est la plus longue Échange Culturel de Hockey au Canada! Les fonds amassés cette année étaient de \$13,150.00! Merci à Erb Transport et au Fournisseurs pour leur générosité

- *Scott Jones*



It is with regret that we announce the sudden passing of Milton Epps. Milton started working at Erb as a Dock Worker at the Montreal Terminal in October 1994 and left in May 2015 due to illness. Our thoughts and prayers go out to Milton's family at this time.

EMPLOYEE PROFILES



Cory Mootrey

Afternoon Dock
Foreman
Montréal

How long have you been with Erb?

will be 7 years in June

What is your best Erb memory?

We were standing outside on break during the winter and we have this wooden structure that we normally kick our boots on to get the snow off. Without realizing it I kicked the structure and a mountain of snow fell right on a fellow coworker. Funniest thing ever.

Name the top two things on your bucket list:

Sky diving; Ride in a helicopter

If you could have a super power what would it be?

Super sonic speed. Have you seen the price of plane tickets recently?

Would you rather visit the earth in 2100 or travel back to 1900?

Travel back to 1900, so I could tell my ancestors the winning lottery numbers.

What is your favorite childhood toy?

Nintendo. Duh!!

What is your favorite pastime or hobby?

Spending time with my girlfriend on the weekends. We work opposite shift during the week so its the only time we have together.



Rick Roes

Strate Truck Driver
Baden

How long have you been with Erb?

33 Years

Favourite childhood toy?

Tonka Trucks

Visit Earth in 2100 or 1900?

Travel back to 1900

What is your best Erb memory?

Getting the green light home and having a 2 hour drive in a climate controlled cab through Ontario's great back road country.

Invite four famous people to dinner who would they be?

Tim McGraw, Faith Hill, Mike Fisher and Carrie Underwood

What did you want to be when you grew up?

Farmer, Truck Driver

If you could have one super power what would it be?

To be able to fly

If you could go on a long-haul drive with any person who would it be?

My wife

Do you have a favourite past time or hobby?

Gardening, lawn care and property maintenance.

I also enjoy some running

Name something on your bucket list:

Travel to Europe



Andrew Marszalek

AZ Truck Driver
(Local)
Mississauga

How long have you been with Erb?

2 1/2 years

Do you have a favourite past time or hobby?

Baseball & Dancing

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

My wife, Marie

What was your favourite childhood toy?

Toy cars and trucks

If you could have one superpower what would it be?

Be able to slow things down

Name the top two things on your bucket list:

Travel all of North America to explore; Skydiving

What did you want to be when you grew up?

Truck Driver or Farmer

Go without television or fast food for the rest of your life?

Fast Food

Invite four famous people to dinner who would they be?

Clint Eastwood - Favourite Actor; Dave Keon - Favourite Leaf Player; Willie Mays - Favourite Baseball Player; Wyatt Erp - Favourite Lawman



Paula Powers 30 year milestone celebration



Marcel (Mars) Vincent - his boy Dezl doing a speedy tire rotation inspection at Ottawa Terminal



Cameron, Kyle and Wendell Erb



Izzy - Lindsay Higgins daughter at the Baden BBQ



Bruce Harnock and his Granddaughter Hailee



Peter Elkerbout in Saskatoon at -21



Kirk Wittig - A quiet refuge in a busy day



Ron Heinbuch



Cory Mootrey's Sunset photo



Vernon telling Wayne to be careful driving his baby to the plowing match



Dale Moesner



M Fleming Consulting's Marlene and Martin enjoy the Honda Indy



Gerry and volunteers ready to make the most important delivery of the year entrusted to Erb



Jerry Fitzgerald

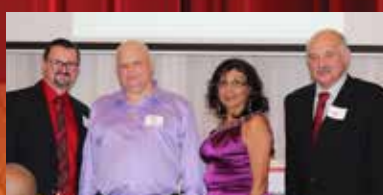
Shutterbugs!

Erb Excellence Day

November 18, 2017



Recognizing your milestones



and celebrating your success

ERB EMPLOYEE APPRECIATION BBQ'S







ERB TRANSPORT CHARITY GOLF TOURNAMENT



HABITAT FOR HUMANITY



GOOD CHEER CLUB

MARRIAGES

- Bob Leduc and Tami – August 12, 2016 (Trenton)
- Kathy Gerber and Jay Cochran – August 16, 2016 (New Hamburg)
- Anne Marie Jones and Jason Fong – August 27, 2016 (Trenton)
- Harjinder Singn and Navpreet Kaur – June 10, 2017 (Toronto)
- Krista Birkholz and Will Cleary – September 10, 2017 (Baden)
- Paul James Adams and Catharine – October 28, 2017 (Montreal)
- Josh Yarrow and Mackenzie – October 28, 2017 (Trenton)

BIRTHS

- Anne Marie Jones and Jason Fong welcomed a baby girl, Madison on May 13, 2016. (Montreal)
- Nelson Soulieres and Josie-Ann Leduc welcomed baby boy Alister on July 12, 2016. (Montreal)
- Julie Mudry and Greg welcomed a baby girl Clare on September 30, 2016. (New Hamburg)
- Mike Cluney and Stephanie adopted a girl Keyannah in November 2016. (Baden)
- Nolan Levesque and Rebecca Bursey had a baby boy, Caleb on January 21, 2017. (Trenton)
- Sikander Pooji and Gurleen had a baby girl Amreen on March 2, 2017 (Toronto)
- Robert Stickland and Veronica had a baby boy Jacob on May 15, 2017. (Toronto)
- Al Massicotte and Jenn Garber welcomed a baby girl, Olivia on June 6, 2017. (North Bay)
- Warren Young and Emily had a baby girl Cali on July 25, 2017 (Trenton)
- Padraic Moore and Tabitha welcomed twin baby boys Bjorn and Larken on September 30, 2017. (Trenton)



THANK YOU'S



Marjorie Norton Kelley Friend ▸ Erb Transport (Corporate) ...

November 23 at 12:10pm · 🌐

Pulling into Abilene by Russell Stover's and approaching a 4 way stop just as a semi with "Another Cool Move" on the side was. I stopped early so he could make a wide turn and then he came to a stop??? I was confused, but noticed a turtle making his way across the road. Truck driver jumped out before I could and helped the turtle to safety. Dude... That was a COOL MOVE!

👍 Erb Transport (Corporate) 🗨️

👍 Like 🗨️ Comment ➦ Share 💬 Message



Nancy Bowins Sharma ▸ Erb Transport (Corporate) ...

November 23 at 12:10pm · 🌐

Your driver was the only one that I saw today that took a few minutes of time and pulled over during our towns Remembrance Day service. Many other trucks kept driving trying to find a way around the cenotaph. Thank you to your company and your driver for their time. I know how valuable a drivers time is.

👍 Erb Transport (Corporate) 🗨️

👍 Like 🗨️ Comment ➦ Share 💬 Message

Hello,

I wanted to give you a heads up. I have owned my own company for over 30 years. Bar none, Rickie is the best driver I have ever had. He is polite, helpful beyond the call when needed, a clear communicator and clearly a heads up thinker, always having your customers needs in mind. Congrats to Erb for having such a great team player and to Rickie for his great attitude.

Regards,

Tim,
Halton Heart to Home Meals



A letter to the US Dispatch team...

"Just wanted to send an email to reiterate or conversation last week. As you know my brother has been diagnosed with stage 4 cancer. It was a real blow to me and to my family. I let my supervisor, Marc Lamarche know what was going on and asked to be kept on runs closer to home and took some time off to be with my brother while he was in hospital. I wanted to let you know that although Erb has a business to run and freight that has to move. Dispatch was exceptionally patient and kind to me. Keeping me close by in case something went wrong, and understanding that my head wasn't completely in the game.

It really got me thinking about the people in dispatch and the job that they do. Heather is always patient and professional. She kept me rolling closer to home than usual and was very understanding and considerate of my situation. That being said, it's definitely the full team that I deal with that makes my job enjoyable. From Amber and Kathy, who I regularly deal with on the western board. (BTW I consider Amber a bit of a magician with her ability to pull rabbits from hats when things go sideways on an LTL)... to Paige helping on the border to get me across with minimal problems. These are the people I deal with regularly, but anyone I deal with on the International team has always been truly professional and I wanted to take a minute to pass this on to you. I think we sometimes take their professionalism for granted and wanted to take a minute to let you know that you have an amazing team downstairs and that although we may not say it enough, they are appreciated. "

Sincerely,
Andrew Inglis

Note: Since receiving this letter, sadly Andrew's brother, Bill Inglis, lost his battle and passed away on November 1st. Andrew was by his side thanks to the understanding of his coworkers in Dispatch.

A VIEW FROM THE DRIVER SEAT

by *Roger Zehr*

October 31, 2017, marked the 500th anniversary of the day Martin Luther nailed his 95 theses to the church door in Wittenburg, Germany. This action, along with other events and happenings, marked the beginning of the Protestant Reformation that birthed the Protestant church which includes a number of denominations today. Despite the involvement of others along the way, a monk by the name of Martin Luther is the most well known person related to this movement.

Our pastor is doing a series on the Reformation using primarily Scripture along with historical accounts to piece together a biblical and historical account of this era in history. One thing that stands out most clearly to me is the impact that one man could make in the lives of so many people with those effects reaching so far into the future and shaping the course of history. I am also keenly aware of the fact that this action also brought very negative consequences and created a tumultuous time in history that involved people losing their lives (on both sides of the fence). Loss of life is always cause for grief.

Eventful turning points in history almost always involve one or more people who have something out of the ordinary. They exhibit more courage, zeal, drive, or whatever it is that inspires them than the average person who is content with the status quo or just too fearful to be used as an agent of change.

When we put this thought into a Biblical context, many examples arise out of Biblical history. Noah spent decades building an ark facing the ridicule of society in a time when no one had ever experienced or heard of rain, let alone a flood. Moses believed God would do just as He said when leading the children of Israel out of Egypt out into the barren desert. Abraham believed the promise of God for a son despite the fact that he was 99 years old (his wife, Sarah, was 90!). Joshua, who was successor to Moses, believed God's promises were relevant to him and that God would carry them out just as He promised in His covenant. Each of these individuals were ordinary people whom God used in extraordinary ways to shape the course of history because they believed God and acted on His Word.

Can we have such an impact in our world that could even affect future generations? Most certainly! For example, many of us have heard of the famous evangelist, Billy Graham. But Billy Graham might have remained unknown if it were not for the involvement of Dr. Mordecai Ham. History tells us that Dr. Ham led Billy Graham to Jesus Christ at a pivotal point in his life that began a ministry which endured for many years and resulted in many people placing their faith in Jesus Christ for their salvation. God doesn't call many people to places of great prominence and world recognition that might change the course of history, but He does call all of His created beings to take His promises at His word and believe Him. He invites each one to trust the redemptive work of His Son on the cross to atone for each of our personal sins and believe on Jesus Christ alone for our salvation. "If you openly declare that Jesus is Lord and believe in your heart that God raised him from the dead, you will be saved." (Romans 10:9)

What God does with your life after that will impact your own future and that of your descendants. Who knows what God might do with one of your children or grandchildren perhaps even after you pass from this life? Could there be another Martin Luther or another Billy Graham? Yes! I know that I, personally, would like to make a positive impact in people's lives, even if it's not evident until after I depart from this life and I never know about it. It only matters that God gets the glory as He alone is worthy of all glory and honour.

What impact do you desire to have in this world? This society? Your family? It's never too late to start doing what is right so as to make a positive impact in people's lives and possibly change or shape the course of history for good.

Beth and I would like to wish each of you a very Merry Christmas and safe winter driving!



COMING TO A TERMINAL
NEAR YOU:

HEALTH & WELLNESS FAIR 2018



REFERRALS

THAT REALLY PAY OFF

\$2,500

Any Erb/K-DAC Employee can earn \$2500 by referring someone to any full-time Erb or K-DAC company Driver Position or full-time Certified Mechanic Position.

Contact your Supervisor for a Referral Bonus Form!



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