



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**  
Summer 2019 - Volume 33, Issue 2



**We bring food to your family's table.**

- IN THIS ISSUE...
- New Erb Gear Online Store!
  - SupErb Award Winners
  - Terminal Updates











EXECUTIVE UPDATES	4
PERSONAL FINANCE UPDATE	13
AWARDS	14
ERB TRANSPORT CHARITY GOLF TOURNAMENT	17
A VIEW FROM THE DRIVER'S SEAT	19
ANNUAL TRADESHOW	20
ERB GEAR ONLINE STORE	21
EMPLOYEE APPRECIATION BBQ SCHEDULE	22
NEW MISSION STATEMENT	24
TERMINAL UPDATES	25
ERBAN PROFILES	40
SHUTTERBUGS	42

# IN THIS ISSUE



# FOUNDER'S



**Vernon Erb**  
Founder

This certainly has been a different spring in southwestern Ontario and through the Midwest. Weather-wise, I am just sort of a “play” farmer but have been quite frustrated in trying to get my corn and beans planted between rain showers every few days during May and June; but as of June 12, I finally planted the last of my soybeans and crops are growing well. During the wet spells, I did take a few truck trips to Mississippi, and Bedford, Quebec. I sympathized with the “real” farmers as they had the same weather conditions in those areas as well.

Viola and I have also been busy attending funerals this spring; one of which was our long-term employee for 46 years, Randy Pautler. For the past eight or nine years, Randy did a weekly run to Mississippi, leaving on Monday morning and returning Thursday P.M. Almost every Monday when I would drive through our yard, Randy would be preparing to leave, and without fail, he would get out of his truck, come over to my vehicle, shake my hand and have a wonderful short visit; usually asking when I would be making a trip to Mississippi. When I did, I would usually meet him somewhere along the way and have a little chat on the C.B.

After his last trip, he fueled and checked his Mack tractor with over 3 million kilometres getting ready for the next trip. Not feeling well, he checked in with his doctor and discovered his body was full of cancer. Knowing he had only a few weeks to live, his wife Donna brought him to our office in Baden to see some of the people and drivers he had worked with over many years.

All of us who visited with him and Donna were amazed at how upbeat and cheerful they were in talking to fellow drivers about experiences they shared together over the many years.

Randy thanked everyone for their part in making his job enjoyable over his time here and how he appreciated everyone at Erb Transport.

I asked Donna, how serious, and does Randy really know he is not going to be with us much longer? Her reply was, “Randy is ready to go, he has his funeral all planned as to who speaks and all the songs picked out, etc., but I am not ready to let him go!”

A week or so later, he passed away. When Wendell called me, I was in my truck returning from Bedford, Quebec and listening to a beautiful CD with the song entitled something like this.

“Soon we’ll come to the end of our journey, and perhaps we’ll never meet again. If we never meet again this side of Heaven as we struggle through this world and its strife. There is another meeting place in Heaven by the side of the river of life. Where the charming roses bloom forever and where separation comes no more. I will meet you on that beautiful shore...”



# MESSAGE

What a wonderful promise and encouragement that song is to us.

That day will come for each one of us and I trust we will be ready to go with the same anticipation that Randy had. His cheerful smile and positive attitude will be missed by everyone who knew him. Our thoughts and prayers are with Donna and the family.

Last week, we attended the funeral of Ian Tilley. Many years ago, Mr. Tilley came to my office to discuss a possible amalgamation with us and one of his clients. This never did materialize, but as a result of that meeting, we hired the firm Martin-Tilley to become our auditors and advisors. We were in the growing stages of our little business and certainly needed some professional help, and the Martin-Tilley accounting firm had numerous trucking accounts, so it seemed a natural gift for us.

Ian Tilley was also responsible to bring Kevin Cooper to be our in-house accountant and later held various upper management positions.

Ian helped us through many trying and interesting times through the history and growth of our company.

On his retirement, Paul Coleman has been our contact person which is now the Grant Thornton LLP who purchased the Martin-Tilley group.

Ian was also a dedicated and active member of the Salvation Army group in Chatham. We always appreciated his honesty and thoughtfulness over the many years of an association with him and his firm.

Our thoughts and prayers are also with Ann and family.

As I mentioned earlier we have been busy going to funerals, relatives and acquaintances young and older. However, I felt I should comment on these two which were closely involved in our company for many years.

Until next time, Lord Bless.

*- Vernon Erb*





# PRESIDENT'S MESSAGE



**Wendell Erb**  
President & CEO

Everything we are seeing is pointing to a softening of the economy and along with that, less freight for us truckers to haul. Six months ago the headlines were “New trailer production sold out for 2019”. Truck dealers were put on allocation, meaning they could only take orders for as many trucks as they sold last year. Today, we have trailer production spots still opening up in 2019 and trailer orders are at a 3-year low. 2019 is a big year for Erb with new tractor and straight truck acquisitions of 130 units. This is not a case of Erb jumping on the equipment acquisition bandwagon, but timing of replacement tractors on our walk away lease program. Several years ago, we had leases expiring in 5 years. The following year, we reduced leases to 4 years resulting in a whole lot coming due for return in one year. It was great pleasure “walking away” from our Maxxforce engine powered trucks, and the N-13 engines were better but not good. We have since revised our lease program back to 5 years since reliability of the Navistar A-26, Cummins X-15. Our newly introduced Detroit DDC15 has given me confidence in their reliability.

What is troubling on the freight volume side is truckers and shippers are following the same script as usual in this downturn. Carriers are scrambling to cut freight rates to keep trucks moving despite hauling freight for less than their cost. Some shippers who begged us for trucks in 2018 have dropped Erb in favour of the new cheap rate on the spot market.

2019 has had a wet cool start across much of our operating area. Many of our shippers need hot weather to drive sales. Is this downturn weather related or a spin-off of all the tariff wars going on in the world? We really don't know and perhaps in 3 months we will be as busy as ever.

The bottom line we all need to remember is, don't let poor service or complacency be the reason we lose business. We have no intention to match the lowest rate on freight lanes just to retain the business. We do need to make sure we service the customer to perfection. This applies to every aspect of our operation, from drivers, dispatchers, customer service, dock workers, pricing, sales, technicians and all the support people.

It's not easy doing it right and being the best, but we have the people and capabilities to thrive when times get difficult.

Thank you and have a great summer.

*- Wendell Erb*



# SALES & SERVICE



**Dale Bauman**  
V.P. of Sales

Two thousand years ago, an individual commanded his followers to love each other. This past week with the Raptors win and parade, I heard the word love a lot. I love my teammates, I love this team, and Canada loves the Raptors. I also use the word love with my wife and children. You gotta ask: what does love mean? I read a book recently that defined love as being: patient, kind, unselfish, not irritable, not proud or conceited. It went on to say love never gives up and it is full of faith, hope and patience that never fails. I really like the definition, BUT I got to tell you; if this is love, I do not accomplish it too often. The next question you are asking is "Dale, what has this got to do with a trucking company?"

In most cases, nothing, BUT this is Erb Transport. I am stepping down as VP of Sales at the end of July and I have been reflecting on my experience here at Erb. I must say there are times I have experienced love in this place and have given love. I can honestly say I love the people I work with and if you look at the definition above that is not always easy and I am not always the easy one to love

either. In order for a department to work well together there needs to be love. You cannot be easily irritated and you certainly cannot be conceited. We all know you have to be patient and to have a successful team you need to be full of hope and faith that they can pull it off. I would like to take it one step further and say those aspects of love mentioned above also need to be used and are used in our relationship with our customers. One can define as being polite, being positive or not being irritable. We all are involved in relationships where it is very difficult to love the other person. Some people just rub us the wrong way; some people can be nasty at the best of times; and as we all know, each one of us is not "loveable" all the time.

My reflections would lead me to conclude Erb transport is a place where love is a motivator for our people and, in turn, to our customer base. Love is what keeps us on track ethically, Love is what helps us stay the course in our relationship with each other, Love is the energy that keeps us looking to the future with hope and faith, Love is the power that enables us to encounter the negatives in life and work through it.

I want to leave you with these last words. I love you! Pass this onto people you relate to. Keep in mind the definition above. It has been a great experience to work for a company that shows love to their employees. It has been fantastic to work with all of you in Erbland, to receive your love and give love in return. I am going to miss the day-to-day responsibilities and the interaction with my team, who has made this journey a lot of fun.

Thank you to the Erb Family and all of you for the memories that I will treasure now and into the future. I love you!

*- Dale Bauman*



# HUMAN RESOURCES



**Dave Dietrich**  
V.P. of H.R.

Thank you to everyone who completed our Employee Engagement Survey during April and May. This survey was administered through a third party, Talent Map. We had almost 500 team members who participated! The purpose of the survey was to receive employee feedback and suggestions on how the company can improve the workplace.

Employee engagement surveys are part of an ongoing continuous improvement process. The steps involved are: measure (i.e. have surveys completed); analyze the information from the surveys; create an action plan for dealing with any issues identified in the survey results; implement the action plan; sustain the improvements implemented; and then repeat the process. We are currently at the second step of analyzing the information and this will be done with Talent Map's assistance.

Talent Map has used 14 different measures to analyze the results; The overall results from highest to lowest ranking

were: safety, work environment, diversity & inclusion, professional growth, customer focus, innovation, immediate management, senior leadership, work / life balance, organizational vision, compensation, performance feedback, teamwork and information & communication. According to Talent Map's analysis of our results, the three most significant drivers of engagement for Erb are: diversity & inclusion, professional growth and organizational vision.

Once the analysis phase is completed, our executive team is committed to working alongside our employee workforce to increase our overall employee engagement levels and to create a joint action plan that will address our employees' main concerns.

Employees are to keep an eye out for further internal communications with specific results and calls to action. Once again, we want to thank everyone for their participation in this important survey. If you have any questions regarding the survey and the results, please feel free to contact me in New Hamburg at [ddietrich@erbgroup.com](mailto:ddietrich@erbgroup.com) or X2216.

Regards,

*- Dave Dietrich*



# INFORMATION TECHNOLOGY



**Vic Thiessen**  
V.P. of I.T.

The past months have seen numerous changes within the IT staff team. Long term employees, Brenda Penner (Application Developer - 24 years) and Val Sanderson (Manager of Application Development - 26 years) retired on April and May 2019 respectively. Both women contributed significantly to the Erb IT program. They will be missed, but we are happy for their entrance into the next chapter of their respective life journeys. Sia Askari, after spending less than 1 year as Network and Systems Administrator, has been promoted to IT Business Applications Manager, replacing Val Sanderson. Sia's experience and skills qualify him to quickly adapt to his new responsibilities, which include management of the IT Development staff. Sia's promotion created a Systems Administrator vacancy which was filled by Lynn Robertson, who was promoted from the IT Help Desk. Laiq Ahmed has recently joined Erb to fill the Help Desk vacancy resulting from Lynn's promotion. Both Lynn and Laiq report to Darryn Nafziger, Network and Systems Manager.

Former Application Developer, Toni Mladineo, has returned to Erb IT as EDI Developer and will report to Sia Askari. Lots of staff changes!

Along with the day-to-day IT activities, ongoing IT projects include the TruckMate project (which includes EDI development and testing), researching potential 'cloud' opportunities, and VDI (virtual desktop infrastructure). There is never a shortage of things to work on.

Have a safe and happy summer!

*-Vic Thiessen*



# FLEET & SHOP



**Jim Pinder**  
Corporate Fleet Director

## Who is going to work on the truck .....

I can clearly imagine sixty years ago, Viola or Vernon Erb or possibly both after they purchased THE truck. The truck was the beginning of our fleet, of our sixty-year history; the truck was vital for success. Then the question arose: "Who is going to work on the truck?"

For sure Vernon would be the driver. As a farm-raised inquisitive individual with equipment exposure, he would perform preventative maintenance and buy the right equipment for the job. Using the three-legged stool analogy, these elements are what makes one fleet more successful than others; any weakness in these elements will affect the success level.

So that is: to buy the right equipment and specification for the type of work you are going to perform, to exceed your customers' demand, to exceed your life cycle need. These factors give you the support level you need from the dealer and manufacturer.

Our job is to perform preventative maintenance on our equipment in order to exceed legislated requirements. Furthermore, we are always proactive with service levels to ensure equipment utilisation is maximized and equipment gets the driver home safely. The third element is to have the driver involved in the preventative maintenance program. Drivers are the eyes and ears of the PM program and critical support to the maintenance department's success. With these elements working together, we have a very solid three-legged stool which has brought us to our sixtieth anniversary.

Our purchasing program is to stay updated with new technology but be cautious and knowledgeable when embracing the technology. In addition, we have strong dealer and manufacture support behind the purchase built through many years of loyalty and mutual successes. Throughout our equipment purchases such as tractors, trucks, trailers and reefers, we have this strength.

Across the Erb Group of Companies, we have ten shop locations where we service and maintain equipment. This has been an area of development over the years to control costs with our in-shop maintenance / repairs and encouraging of technical staff to expand their knowledge base. Our greatest measure of success is when we have a young person join as an apprentice and they successfully complete the apprenticeship, becoming a certified technician. We are pleased to announce we have four new apprentices joining us so far in 2019.

Driver actions and feedback make us all successful and assist the maintenance department in addressing component issues and performing preventative maintenance in a timely fashion. It is important for our drivers to check annual inspection stickers on tractors, trucks and trailers and contact their local Erb shop prior to a sticker expiring (inspection is valid until the last day of the month indicated on the sticker in the following year). This simple task supports our drive to be compliant on the roadways. All drivers of air brake equipped vehicles performing an "Erb Six Pack"



before starting their day is a great measure to keep brakes in adjustment. With the air pressure at the maximum setting and parking brakes released, the driver completes six service brake applications. These applications are slow but complete to the floor, activating the automatic slack adjusters. The slack adjusters are actually not automatic. They require this manual intervention to complete the task of keeping the brake adjustments within specification. In recent roadside blitzes, 86% of vehicles pulled out of service were for brake defects; and poor adjustment was the major cause. Driver's feedback on fluid consumption on the equipment they operate can have a direct impact on the severity of failures. This decides whether the equipment gets repaired in the shop as compared to being broken down on the roadside. A loss of coolant through external leaks is visible and needs to be repaired as soon as identified. Coolant loss without a visual leak indicates a failure within the engine and must be diagnosed immediately.

After sixty years we continue to have the elements of a solid three-legged stool. Moving forward, we all continue to work on the trucks ..... All of us ..... That is .... "Who will work on the tractors, trucks, trailers and reefers!"

Come out to your local Erb Appreciation Bar-B-Que and enjoy a safe summer!

*- Jim Pinder*





# TRUCKMATE UPDATE



**Kevin Cooper**  
Truckmate Project  
Manager  
(Former COO)

We continue to make progress toward our goal of implementing our Truckmate operational software which will replace our current green screen operational software known as Solomon.

For those reading this who may be new to the company, we have been preparing ourselves to transition to this new software for several years. The software has a tightly integrated design which will flow information from our customers all the way through to collection of payments for the freight. It will affect every aspect of our companies. As you can imagine, it is a huge undertaking and we are taking great pains to be sure we plan for and anticipate everything we can think of to make the launch a success from day one. Sometimes it seems our progress is slower than we would like, but we are gradually removing the obstacles to move forward.

In my last report, I mentioned the following three major areas which have been impeding our progress:

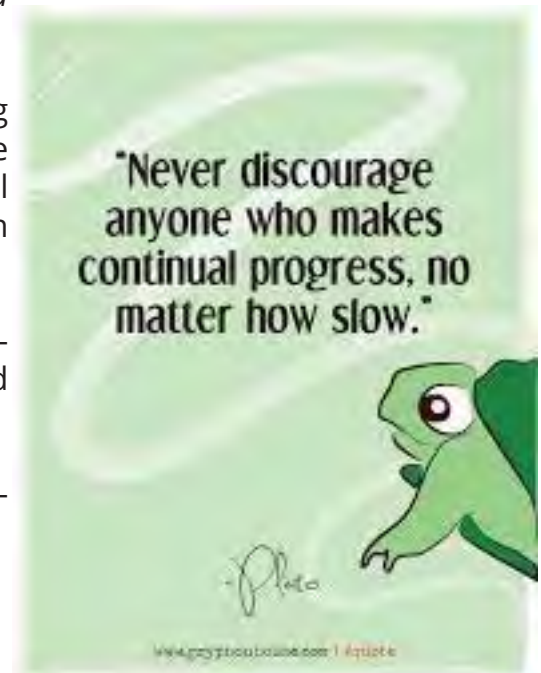
- EDI – Our software needed tweaking so it can accurately receive the EDI data from customers. *This is largely complete and is being tested. We don't anticipate major problems.*
- Mobile communication – Our drivers and dispatchers need to have effective messaging and status updates. *Programming by our software company is in progress and should be completed this month.*

- Information flow – Truckmate (the new software) processes the freight bills quite differently from Solomon. We need to redesign our flow of paper and information and get more from the customers to process thousands of shipments daily. *We launched a trial several months ago where we are delivering the freight on Erb Delivery Receipts in the Ottawa area. As our customers and consignees have been used to Erb providing most of the paperwork, a change in the paper and information flow is requiring discussion amongst all parties.*

Our Core team recently started testing the system by running freight through the whole software process. While there were a couple of corrections to be made, the testing was successful and the results were what we anticipated. There will be much more of this type of testing in the coming weeks.

Training materials, standard operating procedures and information are in process and will take several forms – detailed manuals and quick reference guides for everyday use.

Watch for more updates in coming weeks. We are moving forward.



*-Kevin Cooper*

# Personal Finance Update

To everyone at Erb Transport,

*Congratulations on your 60th corporate year!*

*- from everyone here at Wagner, Livock & Associates, we are truly honored to serve Erb Transport and it's members.*

## MARKET UPDATE

Markets have recovered from a negative and volatile 2018. The chart "Equity Markets" is a snap shot of how markets have performed January 1, 2019 to July 5, 2019.

The Erb Group of Companies, Wagner, Livock & Associates and Sun Life regularly review the investment options offered in your workplace retirement savings plan to ensure the plan continues to help you save for a bright financial future. As such, we're making some changes to your fund lineup. We recently sent a communication to your home notifying you of the investment changes:

Equity Markets				
Canada	Level	Wkly Chg (%)	YTD	YTD C\$
S&P/TSX Composite	16542	1.0%	15.5%	15.5%
S&P/TSX 60	990	1.0%	15.2%	15.2%
S&P/TSX Small Cap	579	0.8%	9.8%	9.8%
U.S.A.	Level	Wkly Chg (%)	YTD	YTD C\$
Dow Jones	26922	1.2%	15.4%	10.7%
S&P 500	2990	1.7%	19.3%	14.4%
Nasdaq	8162	1.9%	23.0%	18.0%
Russell 2000	1576	0.6%	16.9%	12.1%



## WHAT YOU NEED TO KNOW

On July 11, 2019, we're replacing some funds in your workplace plan with a new investment option.

Fund type	Fund we're removing	FMF	New investment option	FMF
<b>Let me do it – you handle all the investing and decisions using our tools.</b>				
Guaranteed	Sun Life Financial Money Market Segregated Fund	0.29%	Sun Life Guaranteed Daily Interest Account	N/A
	Sun Life Assurance Deposit Fund	N/A		

## WHY WE'RE REPLACING THE SUN LIFE FINANCIAL MONEY MARKET FUND WITH THE SUN LIFE GUARANTEED DAILY INTEREST ACCOUNT (GDIA)

Investors typically use the money market fund for short term goals while deciding how to invest them for the long term. It's also a conservative option for those nearing retirement. The GDIA is similar to the Money Market Fund, however, the GDIA provides a higher rate of return and does not charge a management fee. With the GDIA:

- You'll always have a small but guaranteed positive return.
- A good fund to guarantee your short-term savings.
- Earns interest on a daily basis.
- There are no investment management fees.
- There's no market value adjustment if you withdraw or move money out of the account.

## TO MOVE YOUR MONEY TO THE GDIA:

- Go mobile: Check your balances and see how your funds are doing. Download the my Sun Life mobile app on Google Play or the Apple App Store.
- Visit mySunLife.ca for tools, articles and webinars.

Speak to your plan broker:

Email: [erbsavings@wagnerlivock.com](mailto:erbsavings@wagnerlivock.com)

Toll Free: 1-800-567-0822



Speak to Sun Life Group Retirement Services:

Toll Free: 1-866-733-8613



# AWARDS



**Top Fleet  
Employer**  
of Distinction 2019

Erb Transport has been recognized, for the sixth consecutive year, as a Top Fleet Employer by Trucking HR Canada.

## Owner Operator of the Year Award

One of Erb's very own Owner Operators from our Baden, Ontario terminal, **Robert Roth**, was named a finalist for the Owner Operator of the Year award. He placed second overall, and we could not be more proud! This award is presented to a driver who consistently prioritizes road safety, makes contributions to their community, and aims to enhance the image of the transportation industry. It is no surprise that Robert was nominated for this award, as his commitment and passion for this industry is unwavering and unmatched. We sincerely thank Robert, along with all nominees, for their dedication to this industry.



Erb Transport has been recognized by the TCA as a 2019 Best Fleet to Drive for!



## The Central Ontario Regional Truck Driving Championships



We are happy to announce that Erb drivers have won the following awards at the Central Ontario Regional Truck Driving Championships held in Kitchener on June 8:

- **First place Straight Truck Class – Stew Jutzi.** Stew had the highest point of all competitors at 440 out of 500.
- **First place Single Axle Tractor/Tandem Trailer Class – Jeff Lambkin.**

We are very proud of Jeff and Stew's accomplishments and appreciate the time they took to represent themselves and Erb Transport at the competition.

They will go on to compete at the Ontario Truck Driving Championships on September 7 in the Greater Toronto Area.





### **MARK BRIGGS – SUPERB AWARD WINNER**

On Wednesday, March 29, at about 5:30 PM, Mark Briggs was westbound on highway 17, approximately 50 kilometres east of Terrace Bay, Ontario. The severe weather that night made Mark's job even more challenging. It was sleeting so heavily he could barely see. To Mark, it was just another day in his regular job. Little did he know, he was about to save a life.

Mark was traveling in a group of six trucks going uphill at roughly 70 kilometres per hour. As the first truck reached the top of the hill, Mark noticed its brake lights and hazards were on. The fleet slowed down and the second truck – a cement truck – pulled over to the shoulder while the first and third truck kept going. Mark sensed that something was not right and could not help but stop and investigate.

As he slowed down to see what was going on, he saw a hand waving through a windshield. As Mark approached a pickup truck, he saw a woman trapped inside. She was yelling to him that there was smoke coming into the truck cab; and she was terrified. Instantly, Mark climbed up the truck and as soon as he managed to open the door, thick smoke started pouring out. The lady was not alone; there was an 8-year-old girl with her. Without missing a beat, Mark managed to rescue both of them out of the vehicle.

The woman was so grateful that she gave Mark a big hug. She thanked him for being there every step of the way and helping her stay calm so that they could get out of the wreckage. The firefighter, the cement truck driver and Mark shook hands and thanked each other as well. They all returned to their vehicles and proceeded down the highway.

"This pretty much sums up my day," Mark told the police, "My adrenaline was running pretty high for quite a while after the rescue."

### **PATRICIA RUSSELL – SUPERB AWARD WINNER**

On March 30, 2019, Patricia Russell – driver 547 – was on her way home from Mississauga to North Bay. At around 1:00 AM going through Novar on highway 11, she noticed a pickup truck on the side of the highway with its box content on fire. She quickly pulled over and called 911 to report a truck fire. Then she grabbed her fire extinguisher and tried to contain the fire until the fire department arrived.

When the fire department arrived, she offered her truck to the occupant of the pickup for warmth until everything was under control. The O.P.P. thanked her for her quick thinking and her help on scene. Due to Patricia's heroic acts, an accident was mitigated and a driver's safety was ensured.



# ERB TRANSPORT DRIVER HELPS 86-YEAR-OLD WOMAN LIVE HER DREAM

For Shirley Barkell, riding in a transport truck had been an unattainable dream for many years; even climbing its way to the top of her bucket list. When Erb Transport driver, Lyoness Woodstock, caught wind of her dream, he was determined to help.

Shirley's daughter, seasoned musician Leslie Rohonczy, met Lyoness at a recording studio in Ottawa. When the two began discussing Lyoness' career with Erb, Leslie knew this was her chance. "My mom is 86 years old and she has a bucket list," she explained. "For years she has wanted to go for a drive in a transport truck. Is there any way you can make this happen?" Lyoness quickly received approval from Erb Transport to invite Shirley and her family out for a ride along. Before she knew it, Shirley was sitting in the passenger seat of an Erb truck, ready for her longstanding dream to become a reality.

With Mother's Day quickly approaching, Shirley had received a card from Leslie implying that she would soon be fulfilling her dream of riding in a transport truck. Shaken and stuttering for words, Shirley couldn't believe that at 86, she finally had this opportunity. "She was a very, very sweet little lady," said Lyoness as he thought about the look on Shirley's face. Not only did Lyoness let her drive the truck, but Shirley also got to complete a full circle check; a true trucking experience.

Shirley, Leslie and Lyoness went for a 70-km drive into the city and back again. He let her blow the air horn, and her smile said it all. She was over the moon. "I wish we could have done more for her" said Lyoness, who was delighted to help the "86-year-young lady" cross an item off her bucket list.

"I know I won't forget this for a long time," says Shirley as she reflects on an eventful day; content and blissfully aware that she has finally checked off her number one bucket list item.





# ERB CHARITY GOLF TOURNAMENT



The 26th Annual Erb Transport Charity Golf Tournament took place on June 11th this year and we raised \$29,500 bringing us to a total of \$434,000 raised over the years for local charities!



## GOOD CHEER CLUB

*a great adventure is about to begin!*

### BIRTHS

- Anton Sivarajah and Krista Bebe** – baby girl, Maya Rachel on December 10, 2018 (Toronto)
- Palvinder Aulakh and Amandeep Kaur** – baby boy, Agam on January 1, 2019 (Winnipeg)
- Rob Hough and Courtney** – baby girl, Olivia Mae on January 10, 2019 (Baden)
- Julie Mudry and Greg** – baby boy, Benjamin Myles on March 22, 2019 (New Hamburg)
- Derrick Young and Terri-Lynn Berard** – baby girl, Willow Amanda Berard Young on February 20, 2019 (Montreal)
- Christian Hamel and Yancong Li** – baby girl, Sofia on May 27, 2019 (Montreal)
- Nashroy Stewart and Trevlin** – baby boy, Jonathan on June 12, 2019 (Toronto)



*Wedding of Katie Erb & Ted Harris*



*Julie Mudry's baby boy Benjamin*



# GOOD CHEER CLUB

*As presented February 2019 to the Baden/New Hamburg Employee Rep Committee*

## **History:**

Many years ago, when a couple of our first drivers realized how difficult it was to support fellow drivers in need while on the road, they decided to put money into a pot each pay period to accumulate funds for this purpose. As the company grew, it became more difficult to keep up with the volume on their own. Therefore, around 1980, they connected with the payroll department for their assistance and formed what is now known as The Erb Good Cheer Club.

This club is an employee-based club, administered by employees for employees of The Erb Group of Companies. When an employee is hired they have the opportunity to take part in the club. If they decide to participate, \$.50 is deducted from their pay each pay period and deposited into the Good Cheer account. Over the past several years the club has grown to 761 participating members company-wide.

## **Administration:**

Good Cheer is distributed to all participating Erb employees for a death, illness/injury, birth and marriage event. At head office, there are 3 administrators. Carolyn Vokes Reibeling looks after the death and illness/injury submissions as well as birth and marriages; for the interim until we have a volunteer take over that piece. She approves and records all submissions from other terminals and submits all donations for death events company-wide. Patty Hobbs looks after balancing the bank statements, writing cheques, paying bills and overall administration. All Good Cheer cheques are co-signed by Patty Hobbs and Carolyn Vokes Reibeling. Each terminal has a representative who looks after administering gift cards and/or baskets or flowers, when requested, for a death or illness/injury at their terminal. They also act as the go-to person for employees at their terminals. They are also in close contact with Carolyn Vokes Reibeling and Patty Hobbs.

## **Balance Sheet:**

### **2017**

Injury/Illness/Death = 105

Birth/Marriage = 13

Year End 2017 = \$ 9,473.94

### **2018**

Injury/Illness/Death = 81

Birth/Marriage = 16

Payroll Deposits = \$10,003.00

Withdrawals (checks, greeting cards, all bank fees) = \$ 8,328.75

Year End 2018 = \$11,148.19

*The Good Cheer Club will provide an annual update at the February Employee Rep committee meeting as well as in the Summer issue of the Erban Report.*



# A VIEW FROM THE DRIVER'S SEAT



This cool, wet spring certainly has delayed the planting season for farmers and gardeners alike. Beth and I did get our vegetable garden planted, albeit 2-3 weeks later than usual. It makes us busy over the summer, but it is a project we can work at together and it provides a calming change from the stress of driving and working in New York City!

While I thought about the garden after we finished planting, it struck me that although each spring is different (some early, some late, some cool and wet, some hot and dry) one thing remains the same every year—we experience all four seasons! God has said so in His word, the Bible, and every promise given by God is unfailing, unchanging, and always true. Genesis 8:22 (NLT) tells us that, *“As long as the earth remains, there will be planting and harvest, cold and heat, summer and winter, day and night.”* This promise is what prompts us to plant with confidence every spring, regardless of the weather patterns. Planting and

harvesting is another one of God’s promises to mankind. You will always harvest what you planted, more than you planted, and later than you planted. If this were not true, where would our bread or vegetables or any of our food come from? Even if you had a cow, what would it eat (before you could make it into hamburger) if it were not for the promise that after planting comes the harvest?

Consider the hydrological cycle God created for the earth. The sun and the wind draw moisture up from the earth and store it in the clouds. The clouds move over the earth and then drop the moisture that is stored in them as rain to water the earth. This causes plants to grow and produce food for mankind just as God promises in Isaiah 55:10 (NLT). *“The rain and snow come down from the heavens and stay on the ground to water the earth. They cause the grain to grow, producing seed for the farmer and bread for the hungry.”*

Yes, even things as ordinary as planting a garden, harvesting its produce, and sitting down to the dinner table to enjoy the wonderful flavours are dependent on God’s unfailing promises to mankind. Colossians 1:17 (NLT) states, *“He [God] existed before anything else, and He holds all creation together.”* A vegetable garden points to mankind’s reliance on his Creator and also points to the Creator’s goodness to mankind. As Acts 17:28 (NLT) says, *“For in Him we live and move and exist.”*

It is right that we acknowledge God’s love and care as we experience His unfailing promises to us as we journey through life on this earth. God showed His greatest act of love and mercy to us by sending His Son, Jesus Christ, as our substitute to be the propitiation of God’s wrath toward sin. Our proper response is to place our faith in Jesus as our Saviour, instead of trusting in ourselves. Only God in His infinite wisdom could devise such a merciful and loving plan for sinful mankind. Don’t take my word for it, read the Bible and find out for yourself that God really does love you and me!

## **Roger’s Thoughts for the Day**

*If you can still do at 60 what you did at 20, it means you weren’t doing much at 20.*

*At my age I’ve seen it all, done it all, heard it all. I just can’t remember it all.*

*There’s nothing more optimistic than a dog under the dinner table.*



# SIAL TRADE SHOW

With exhibitors from over 50 countries, food from every culture, and endless networking opportunities, the SIAL Show is one of the most anticipated industry events of the year. Taking key players within the food industry and placing them under one roof fosters an environment in which new ideas and relationships can form. It creates an opportunity to connect with potential customers and partners we may not have otherwise met. With 850 national and international exhibitors from 50 countries, the show offers a vast range of services and experiences for everyone.

With such a wide range of exhibitors, it's important to have service providers with an equally wide range of services. As a one-stop-shop, Erb Transport offers food exhibitors not only transportation services, but also cold storage, temperature-controlled shipping, less than truckload (LTL), truckload, expedited services, store door distribution, and more. Our sales team attends the show each year, offering insight into our company and what we can do for you.

Walking around the show floor, you'll see exhibitors hosting drop-in conferences, handing out samples, testing new product flavours, and more. Not only do attendees learn about the product and services, but also about the history of the companies. Erb Transport, having been founded in 1959 and family owned and operated ever since, can appreciate a strong background to a company.

An international show, SIAL celebrates diversity throughout this industry and provides an inside look at different practices and perspectives from around the world. A strong international theme throughout the show is what gives it a leg up from competitors; it unifies this industry while celebrating our differences. Endless benefits result from this show, not only networking opportunities, but the ability to return to our work environments with a sense of urgency and a new perspective.

SIAL 2019 was a success, and we are already looking forward to SIAL 2020.





# ERB GEAR ONLINE!

We are delighted to announce that we have a brand new platform for our company's Erb Gear collection, where you can shop all your favourite Erb items!

With [erbgear.com](http://erbgear.com), you will be able to view our products in full range, with all styles and sizes, from men's and women's wear to our pet accessories! This website will offer a seamless shopping experience, which you can access at the comfort of your own home, truck or office space. And there's more. Whenever you order an item to your terminal, SHIPPING IS FREE! Non-employees can also create an account and ship items to their homes!

### *How do I get a login and password?*

Click "Create an Account" located at the top right corner of the website to get started. Fill in your name, email and a password. Then click "Create" and you're ready to start shopping!

### *Does my order qualify for free shipping?*

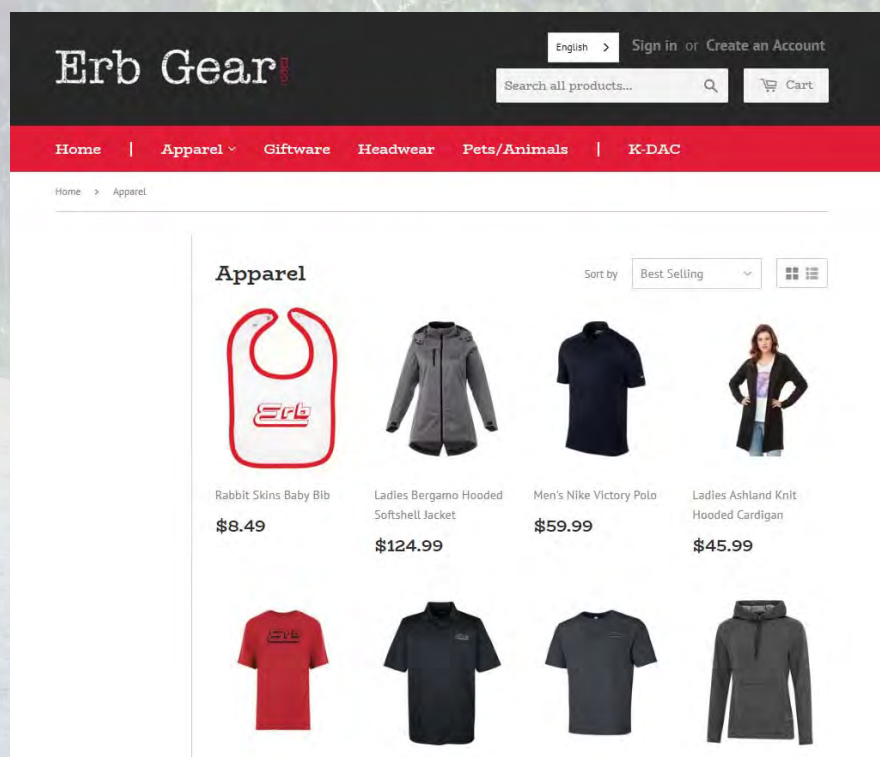
Free terminal pick-up is available for all employees. No minimum order required. Please note that this is only available for Erb & K-DAC employees. Guests are not permitted to pick up at terminals, if they select a terminal pick-up by mistake they will be contacted to switch their order to a paid direct shipment.

### *What forms of payment do you accept?*

All major credit cards and PayPal. We are no longer taking payment via payroll deduction.

### *Have more questions?*

Our new website has a live chat support and an FAQ page: [erbgear.com/pages/faqs](http://erbgear.com/pages/faqs)



# erbgear.com





# **Erb** 2019

## **EMPLOYEE APPRECIATION - BBQ SCHEDULE -**

<b>TRENTON</b> JUNE 18	<b>QUEBEC CITY</b> JULY 31	<b>BADEN</b> AUGUST 22/23
<b>NORTH BAY</b> JULY 11	<b>MONTREAL</b> AUGUST 2	<b>THUNDER BAY</b> SEPTEMBER 10
<b>OTTAWA</b> JULY 26	<b>TORONTO</b> AUGUST 14	<b>WINNIPEG</b> SEPTEMBER 11





**EXCELLENCE NIGHT**

SAVE THE DATE!  
EXCELLENCE NIGHT IS ON  
**SATURDAY NOVEMBER 16, 2019**  
Stay tuned for more details soon!

## **KIND WORDS**

We already know that our drivers are the best in the business, but we still love hearing it! This short note was provided by a customer who had a great interaction with one of our drivers. Thanks for representing Erb in the best way possible, Adam Musialowicz!

*I wanted to write a short note of thanks in appreciation for the service your driver, Adam, provided us with. We asked for a skid to be delivered on a day when weather conditions weren't great, and he went above and beyond to ensure that our delivery was brought in properly.*

Way to go, Adam!





**WE BRING**

**FOOD TO YOUR**

**FAMILY'S TABLE**

OUR MISSION

**Employee-focused**

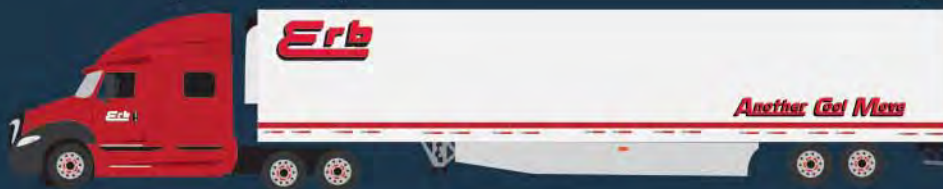
- Safely
- Rewardingly
- Professionally

**Business-focused**

- Profitably
- Efficiently
- Cost-Effectively

**Customer-focused**

- Accurately
- Timely
- Correct Temperature



**OUR VISION**

As a transportation industry leader we strive to improve the lives of our employees, customers and members of our community. We accomplish this through having *engaged employees* and providing *excellent, unparalleled customer service*; resulting in *profitable business results*.

**OUR VALUES**

- We conduct our business with uncompromising ethics and integrity
- We are focused on, and committed to, environmental sustainability
- We encourage diversity and recognize different perspectives as a strength
- We are committed to providing a safe work environment for all of our team members
- We have respect and trust for our team members
- We achieve common objectives through teamwork
- We demonstrate excellence in everything we do





# North Bay Terminal

Greetings from North Bay

Well, it seems summer may have finally decided to arrive. After a long winter with lots of snow, spring brought more problems. But so far this summer it seems the flood waters in our surrounding service areas are receding back to normal and hopes of some warmer weather are in all our minds.

Despite the slow start to our summer business, things have begun picking up. We have some new work with the Shoppers Drug Mart trial on top of our traditional increase in LTL volumes. Hopes of more work from this Shoppers Drug Mart trial would be welcomed as well.

The Parmalat plant in Laverlochère is reaching its completion of the installation of a new ten-million dollar dryer that is used in the making of their powdered milk. This replacement is due to the old one being damaged in a fire last year.

North Bay recently had a dinner celebrating 20 years of No Lost Time Injury. This evening brought a great meal and friendship for all in attendance. Special thanks for the kind words from our visitors from the south. Thank you to Dave and Bernice Dietrich and to Tom and Lois Broda for being able to join us for this special evening.

Since my last report, we also had a few anniversaries to celebrate. Joining the Thirty Year Club were: David Rose, Bob Ethier, myself, John Walsh and our terminal manager Randy Cameron. Congratulations to all! After all these many years you find that every now and again you have to laugh at some of the things we did around here when the company was young and before we reached these thirty years! Some of these things are probably the reason that some of us walk with a dragging heel or sore bones!

Taking some time off from trucking right now are a couple of our veterans: Ed Smith and David Rose. After these many years, these guys deserve to be slowing down. We wish them both well!



We have recently added a few drivers: Aaron Rudd - DZ local. Clayton Randal (WalMart) and Miguel Giroux (International); both transferred to our North Bay local contingent. Joining our dock team we have Nathan Amyotte. Welcome everyone to the North Bay family.

We are looking forward to a couple of upcoming events this summer. First will be the Erb BBQ which has always been a great success. Later in the summer we will have our annual golf tournament. Both these events are filled with great times and a chance to share some laughs.

That's about it for now.  
All the best to everyone and enjoy the summer.

*- John Walsh*





# New Hamburg Office

Summer is here again, and we couldn't be happier! After a very rainy spring, we are lucky to finally have the sun shining and the birds chirping. At head office, it's time to enjoy the days spent at work, and hold onto our weekends!

As you know, 2019 marks Erb's 60th corporate anniversary. We can feel the pride in the office; 60 years in business is a huge milestone! This is a great time to reflect on the past 60 years and celebrate our success and our bright future.

We are also eagerly counting down the days until our employee appreciation barbecues begin, and we all get to have a delicious lunch outside! The summer barbecues are always a great time to socialize and de-stress from work. I'm sure all of the other terminals enjoy these days as well, and I'm confident everyone is looking forward to it!

Since our last Erban Report, a lot has happened here at Head Office! We enjoyed our annual Thanksgiving potluck and food drive. Thanks again to everyone from the New Hamburg, Baden, K-DAC, and Kitchener terminals that brought in food donations to give to local residents in need. We definitely had a generous amount to donate! We also had pancake Tuesday, and everyone loved it! Strawberries, blueberries, chocolate chips or just plain pancakes were on the menu this year, and there was something for everyone. We supported The CURE's mission to fight breast cancer, and raised a significant amount of money to go towards breast cancer research. Way to go, everyone!



*Happy Retirement to Patty Hobbs, Jane Fewkes, Brenda Penner and Val Sanderson!*





*Denim Day fun!*



*Tony & Mike selfie*

Recently, there was a significant change here at Head Office. The billing/ pricing department, along with the corporate claims department, moved from Head Office over to the Baden facility. Also, the corporate driver services functions were moved to Head Office.

There has also been a lot of other events take place. Julie Mudry had her baby, a boy named Benjamin! The recruitment department has grown by two, Tessa Janssen and Jacquelyne Dounedara.

## *- The Head Office Team*







# Baden Terminal

Summer is finally here! Bring on the heat, barbecues and fun beach days! We had a long winter and wet spring, so we are all very happy to see the sun come out. Over the last six months, there have been many updates for Baden.

The fuel island is still a work in progress. We are currently at the point where the contractor is focused on building the fuel island structure and packing the hole where the original tanks have been removed. The progress has been good. A positive improvement is visual with the new tank installations. We want to thank all the staff for their cooperation and support during this difficult tear-down process and looking forward to viewing the progress over the next eight weeks.

There was a department switch between the Baden Terminal and the New Hamburg head office. Rating and Claims now in Baden and Corporate Driver Services was relocated to New Hamburg.

In addition, congratulations to Scott Misener for being chosen as the new Baden Driver Supervisor! Very well deserved!

Other interesting events that took place at Baden: Johnsonville hosted an appreciation barbecue on Thursday, June 20. Employees gathered in front of the Baden Shop from New Hamburg, Highland, KDAC, and of course, Baden. Everyone had a nice lunch and the weather was lovely.





This year, we are deeply saddened to lose two members of our Baden team: Randie Paulter and Mike Danieli. Randie was an Owner-Operator who had worked with Erb for 46 years. He had been a valued member of our team and will be missed. Mike Danieli was a Reefer Technician in our Baden Shop for 20 years. He was respected and loved by many. Please keep Randie and Mike's families in your thoughts and prayers as they go through this difficult time.



*Mike Danieli and his three daughters.*



**Erb**

45 YEARS OF SERVICE  
HONOURING RANDIE PAULTER



*From my entire family I sincerely want to thank everyone at Erb for the love and respect shown. Vernon and Wendell had touching speeches at the funeral and I was honored to been asked by Randie to do his eulogy. - Amanda Blum*

### Letter to a Trucker's Wife

"I'LL BE HOME SOON"

The trailer is hooked  
the engine is warm  
My pre trip is done  
and it's time to move on

As I sit and idle  
there's one thing more  
I need to do  
before I close the door

I pick up my phone  
and make the call  
ring....ring...  
Hello there doll

I just wanted to say  
I'm ready to go  
I miss you already  
and still two weeks to go

Until I see you again  
and hold you tight  
it's so hard to leave  
it takes all my might

To walk out the door  
and look back at you  
waving and smiling  
but what can I do?

I worry so much  
when I am away  
so much can happen  
I sit and I pray

Lord, Keep me safe  
as I drive down the road  
so I can get back  
and finally unload

Hop in the truck  
drive home to my gal  
to hug her and kiss her  
this separation is hell

I tell her it's late  
it's time to go  
I love you baby  
I'll call you tomorrow

I pull the door closed  
fight back a tear  
she's a such a strong woman  
to not have me near

as I pull out  
in the light of the moon  
I say to myself  
I'll be home soon.....

Love you, My Wife from Randie Paulter  
Xoxoxoxo

**Erb**





# Toronto Terminal

Welcome to summer 2019....not that it feels it. I think we can count on one hand the number of days we've seen the sun so far this summer.

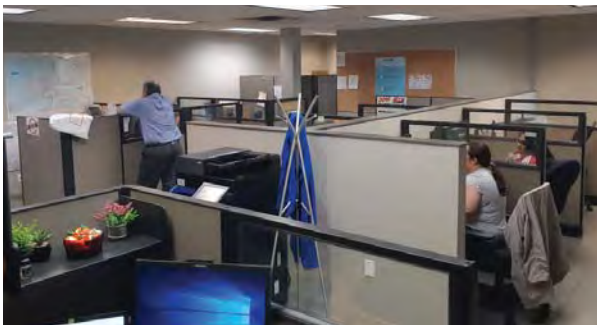
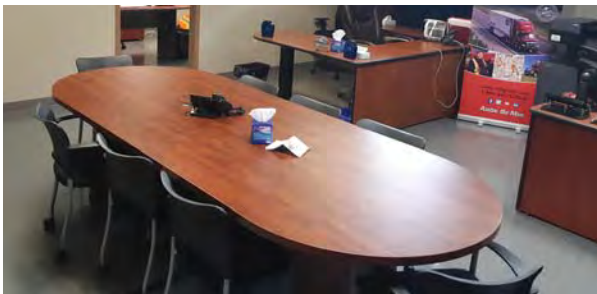
Mississauga terminal has had some major changes to the office.

- We have welcomed the customer service group from the basement (no windows) back up to the ground floor (windows to look out!!) as part our local group.
- The regional/Walmart/Truckload division has taken over our east side of the terminal office and is quickly growing in new staff & roles.
- Driver services has also joined us on the top floor after more than 30 years to provide better accessibility support to drivers and staff.
- Part of the basement of the terminal has been given over to our newest addition to the team, Harnoor Sidhu. Our new HR advisor & the old driver service department has been revamped to sales/client office where meetings with clients can have a more comfortable feel.
- A great thank-you goes out to Will Hatcher, our Resident Maintenance man who got pulled in a million directions and had many, many request as we completed this office revamp.



The impression and feel of the summer seems slow but the volumes have been steady. The addition and hard work of our Goreway facility as well as the winter to summer transition have gone very well. Good job, Goreway team and Mississauga team!

Dale Bauman is set to retire soon and as you can see he has a fancy chair to match his next move...Little known fact is many years ago when Dale started at Erb I trained him on how to sort freight....Congrats Dale wishing you all the best in your retirement and if you get bored and want to bring it full circle and return to sorting we can arrange it...







In June, the sales department held their meeting here. As part of their team building exercises, they had a challenge to take a picture "I can't believe we all fit here"... Ahh sales...



"WE THE NORTH", "WE THE NORTH"....Raptor winning the championship was fantastic....delivering freight in the city was not so fantastic....adding an extra 2 million people in the downtown core was a huge stressor on our staff. Thanks to all the staff who planned alternate routes, split runs and the drivers who had to make it happen. Thank you!

- Steve Arthur



# Winnipeg Terminal

## Winnipeg News

Well, one of the most interesting things to happen to Winnipeg was our terminal received the first Food Handling Permit ever given to a trucking terminal. We made Manitoba history!

The other interesting news is the addition of two new people to the Winnipeg Erb family, Charlies Lagelier has joined us as a mechanic and Tyler Bagnall has joined us as a mechanic.

We have been having some challenges in getting around the terminal here. The city has been putting in water and sewer lines, so the construction has been interesting. The roads are either made into one-way streets, or closed. You never know what you are going to be driving on your way to work.

*- Pat Fischer*

# Elverson Terminal

Hello from Elverson!

Please welcome our newest driver, Caleb DeRenzo! He comes to us with great experience and has been quick to pick up on all the paperwork that goes with crossing the border and working for Erb. I am happy to report that with Caleb's hire, all our PA plated trucks have drivers in them!

Spring has been wet here in Eastern PA, and that meant some repairs were needed in our yard to fix pot holes and a section that was being washed out.

I am very thankful for the good employees we have here at the PA terminal. It definitely makes the job easier when your people are conscientious and strive for excellence in everything they do.

Until next time,

*- Bonnie Beam O'Hare*

*Welcome  
Caleb DeRenzo*





# Ottawa Terminal

Hello from Ottawa,

Things in Ottawa have been pretty wet so far this season. We had an above-average level of snowfall last winter and the melt has caused flooding in the area once again. Plus, it seems that it's been raining since April, so that did not help any.

In case you have not seen the great article/video on social media about our very own Lyones Woodstock, he helped an 86-year-old grandmother tick an item off of her bucket list. Shirley Barkell's daughter, Leslie, met Lyones and struck up a conversation. Lyones was told about Shirley and her wish to drive in a transport truck. Arrangements were made by Leslie and Lyones, and on Mother's Day, one of Shirley's bucket list items was crossed off.



It was a very touching moment. Thank you, Lyones, for taking the time out of your schedule to make this happen. The feedback from this act of kindness was so overwhelming for both Lyones and Erb Transport. Hats off to you Lyones for making this company look good!

We had a couple of major milestones this year. Congratulations to both Kerry Stead, a local AZ driver, and to Barry Jordan, dispatcher, for achieving 35 years of service with us. They both started in 1984. To put that into perspective, that year is the same year the first twist-off beer cap was introduced. John Retty, an International AZ driver, celebrated 15 years with the company. Thank you to the three of you for your loyalty.



Well that's it for this time. Bring on the warm weather and sunshine, we are so overdue!

- *Marc Lamarche*

Ottawa Terminal – business continues to be steady – a few upgrades to the terminal have been completed – looking forward to a busy summer in the Ottawa area. Super job Ottawa team! Keep up the good work!

PS: Our Team in Ottawa ages like fine wine.

Have a good summer everyone!!

- *Scott Jones*







# Trenton Terminal

Happy summer fellow Erbanites! We have been off to a cooler and wetter start than last year... but, I believe Mother Nature is finally on the same page as the rest of us (kind of LOL).

I would like to welcome the following to the Trenton terminal:

In the Driver pool, we have Tim Walsh, Roger Ball, Brian Armstrong, Dustin Hunt and Jon Munroe. Also, a warm "welcome back" to Carlo Bencic who came out of retirement because he missed us that much!

Paula Despres (afternoon check-in) left us in April, and Kirsten Maracle decided to come back to Trenton to take over for Paula. Welcome back Kirsten!

On the dock, we welcomed David Dean and Brandon Nadeau.

We just had our appreciation BBQ here this week, and as always, it was a hit. We were joined by Kevin Erb, Randy Steckly, Dave Dietrich, Vic Thiessen and Wayne Baechler. We also got to see faces from Trenton Cold Storage, Parmalat, Penske and Saputo to name a few. Food was delicious, and everyone had a great time!

Big shout out to Tim Dustin, who recently celebrated 25 years with Erb. Way to go Tim!

Well that about wraps it up. Here's to a busy and profitable summer. Talk to you all in the winter!

*- Amanda Joly*

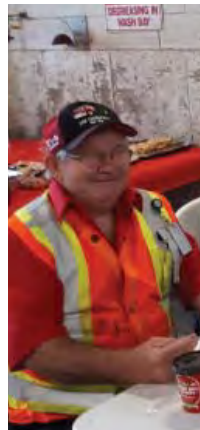


*Sheldon Wheeler giving Tim Dustin his 25 year milestone gift*





*Boston Cream war - when Boston beat out Toronto....and then the Leaf fans got revenge when St Louis won the cup!*





# Thunder Bay Terminal



Hello everyone,

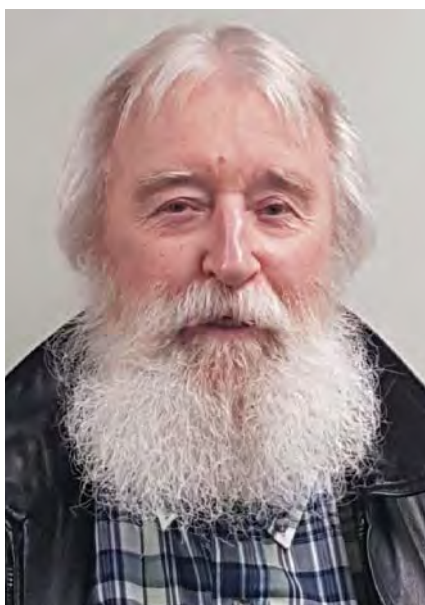
So spring went well. All the snow melted and there was no flooding, so that was good. Jamie Bortolon once again made up a cute display for spring – he made the bunnies and deer. He is already growing the flowers in his green house to put in the box once the frost warnings stop. It's been a cool spring here. Another sign of spring: we once again have baby seagulls running around the yard.



*Jamie Bortolon's spring display*



*Baby seagulls in the yard*



*Broker Randy Turk's annual chairty haircut*





We did have the sad event of attending driver James Ranta's funeral- James lost his short battle with cancer. James drove for us from March 2016 usually down around the lake to Baden and back. He was a very nice guy who loved working for Erb and wished he had started with us sooner. He will be missed.

Broker Randy Turk had his annual haircut for the year and raised \$510.00 for cops for cancer. Way to go Randy!

We have been doing new work for Metro which is bringing up more than 14 trailers a week to Thunder Bay. We would also like to welcome Rob Illson, our new local driver, and Robert Tocher, our new city driver. The next event on our calendar would be the September BBQ. If you're in the neighborhood, please stop by.

Congratulations to the Erb Thunder Bay employees for 25 years of workplace safety. Please keep up the good work!

HAPPY 60TH ANNIVERSARY, ERB!

*- Anne Marie Williamson*



*James Ranta and his grandson*



*Beautiful Thunder Bay sunset*





# Montreal Terminal



One of our biggest improvements has been in the yard this year. As you may know, we have a new snow scrapper that has allowed us to improve operations during the winter period. All drivers are satisfied with that product. In terms of the terminal, we have started completing performance evaluations with our employees to ensure continuity, team building and proper communication. The feedback has been positive. Also, the BIC Committee was launched in November 2018. There have been 4 meetings so far. The exchange has been positive. Topics may vary depending on the need, department and season. The BIC Committee includes Montreal employees from all departments. Last but not least, Montreal will celebrate 15 years here in Montreal (since the building was built) in November 2019, so it is a significant milestone for us!

*-Tomasz Karpink*

2019 In this part of the country, we experienced a longer than normal winter. Once spring arrived, flooding in the area became a big issue in the Vaudreuil and surrounding areas. Fortunately, our employees and families stayed dry. Summer is now around the corner. It has also been a challenging year to say the least for our Operations Department – many positions to fill, but glad to see the light at the end of the tunnel. We recently started to consolidate Western Canada loads directly from Montreal. This has given us a bit more volume. Good work dock team on ensuring we line up the loads accurately. Thanks to all the Team at the Montreal Terminal for their hard work and dedication – It is much appreciated!

Freezer facility – Vaudreuil: tail end of 2018. Volumes were strong. Since the start of 2019, volumes have slowed down somewhat. Our freezer team consist of Owen Jones and Jean Caouette. Good job on moving them accurately!! Our sales team (Lisette Ladurantaye , Bill Breese + Melissa Wilson) also works out of this facility. We also took on a tenant – Eassons Transport has rented an Office for a local. Dispatcher – Alyssa Blackey, welcome!

Garage/Shop – This team continues to grow. No shortage of equipment to work on. Good work on keeping our fleet on the move!!!

Quebec City Terminal and Staff – We temporarily took on a new tenant (Sysco Canada “Allard”) they receive and pick up orders for local establishments in the Quebec City area (fruits / vegetables and frozen items). Our freezer is now 95% to capacity! Our volumes out of this area continue to increase. To our team of employee’s in Quebec City – super job!

Have a good summer everyone!!

*- Scott Jones*



*Photo from the Sales Team in Old Montreal*



# Terminal de Montréal

L'une de nos plus grandes améliorations a eu lieu dans la cour de triage cette année. Comme vous le savez peut-être, nous avons de nouveaux grattoirs à neige qui nous ont permis d'améliorer nos opérations en hiver. Tous les chauffeurs se sont dits satisfaits de ce produit. En ce qui concerne le terminal, nous avons commencé à effectuer des évaluations de rendement avec nos employés afin d'améliorer la continuité du travail, la constitution d'équipes et la communication. Les commentaires ont été très positifs. D'autre part, le comité BIC a été lancé en novembre 2018. Quatre groupes ont été mis sur pied jusqu'à présent. Les échanges ont été positifs. Les sujets peuvent varier en fonction des besoins, du service et de la saison. Le comité BIC regroupe tous les employés montréalais de tous les services. Enfin, notre entreprise fêtera ses 15 ans d'opération à Montréal (depuis la construction de l'immeuble) en novembre 2019. Il s'agira pour nous d'une étape importante!

*-Tomasz Karpink*

Dans ce coin du pays, nous avons connu un hiver plus long qu'à la normale. Une fois le printemps arrivé, les inondations dans la région de Vaudreuil et ses environs ont constitué un problème majeur. Heureusement, nos employés et leurs familles n'ont pas été touchés. L'été est finalement arrivé. C'est une année difficile pour le service des opérations; il y a de nombreux postes à pourvoir, mais nous sommes heureux de voir la lumière au bout du tunnel. Nous avons récemment commencé à regrouper les chargements de l'Ouest canadien directement de Montréal. Cela nous a donné un peu plus de volume. Notre équipe de dockers fait un excellent travail pour nous assurer d'organiser les chargements avec précision. Merci à toute l'équipe du terminal de Montréal pour son travail acharné et son dévouement - C'est très apprécié!

Installation de congélation - Vaudreuil : fin 2018. Les volumes étaient élevés. Depuis le début de 2019, les volumes ont quelque peu ralenti. Notre équipe à la congélation est composée d'Owen Jones et de Jean Caouette. Ils font du bon travail lorsqu'il s'agit de transporter la marchandise avec précision! Notre équipe aux ventes (Lisette Ladurantaye, Bill Breese et Melissa Wilson) travaille également dans cette installation. Nous comptons aussi un nouveau locataire puisque Eassons Transport a loué un local dans nos bureaux. Bienvenue à la répartitrice Alyssa Blackey!



*Melissa Wilson and Phil McQuillan selfie!*

Garage/Atelier - Cette équipe continue de croître et il y aura toujours de l'équipement sur lequel travailler. Vous faites du bon travail pour garder notre flotte opérationnelle!!!

Terminal et personnel de la ville de Québec - Nous avons engagé temporairement un nouveau locataire (Sysco Canada « Allard ») qui reçoit et récupère les commandes des établissements locaux de la région de Québec (fruits/légumes et produits surgelés). Notre congélateur fonctionne maintenant à 95 % de sa capacité! Nos volumes hors de cette zone continuent d'augmenter. À notre équipe d'employés à Québec : vous faites un super travail!

Bon été à tous!! - *Scott Jones*



# EMPLOYEE



**Abbe Stoltzfus**  
Jack of all trades  
(operations)  
Elverson

**How long have you worked at Erb/K-DAC?**

*Erb for 7 years*

**What is your best Erb/K-DAC memory?**

*My trip to the Detroit engine factory with Freightliner*

**What is your favourite hobby or pastime?**

*Working on mine or my friend's vehicles; there's always something new or interesting to learn*

**Name the top two items on your bucket list.**

*Go drift racing as a driver and sky-diving.*

**What did you want to be when you grew up?**

*Mechanic – nailed it.*

**If you could have one superpower what would it be and why?**

*Strength – it would save on gym costs! And it would be very helpful when wrenching on cars/trucks.*

**What was your favorite childhood toy?**

*Tonka trucks/ matchbox cars – the car addiction started at 99 cents.*



**Adrienne Elliott**  
Corporate Recruiter  
New Hamburg

**How long have you worked at Erb/K-DAC?**

*6 Months*

**What is your best Erb/K-DAC memory?**

*Being here a short time, I have found a strong connection of "work-family" with fellow coworkers. Everyone has been warm and accepting of me into the organization.*

**What is your favourite hobby or pastime?**

*My favourite past time would be spending time making memories with family.*

**Name the top two items on your bucket list.**

*- Mediterranean Cruise  
- Learn how to drive a motorcycle*

**Where in the world do you want to travel to most? Or, where is the best place you've already visited?**

*I would love to travel to Bora Bora and Australia*

**Would you prefer to visit Earth in 2100 or travel back to 1900? Why?**

*Definitely 2100 – I would really like to see how technology is going to change our world and how we live.*

**Would you rather go without television or fast food for the rest of your life?**

*Fast food for sure*



# PROFILES



**Bonnie Beam O'Hare**  
Terminal Manager  
Elverson

**How long have you worked at Erb/K-DAC?**

*Erb for 34 years*

**What is your best Erb/K-DAC memory?**

*Way back in the early 80's I would ride with Doug in the truck. As the terminal here grew and got busier, that was not an option for us much.*

**What is your favourite hobby or pastime?**

*Building puzzles and reading. I probably read close to 50 books in 2018.*

**Would you rather go without television or fast food for the rest of your life?**

*I could give up either, might have withdrawal symptoms from no football though, especially watching the Steelers!*

**Name the top two items on your bucket list.**

*Seeing concerts by classic rock artists before they are no longer with us, and being independently wealthy enough so that I don't need to work anymore.*

**If you could have one superpower what would it be and why?**

*It would be pet mind-reading. I would love to know what our dog Lizzie and cat Georgie are thinking sometimes!*

**Where in the world do you want to travel to most? Or, where is the best place you've already visited?**

*Kevin and I are taking a cruise to the Greek Isles in May this year. I'm sure that will become my new favorite! Other places I want to visit are more of the US and Canada. I also love Captiva Island in Florida!*



**Marc Lecaliver**  
Driver trainer  
Ottawa

**How long have you worked at Erb/K-DAC?**

*1 year*

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

*My son Mathieu*

**Would you rather go without television or fast food for the rest of your life?**

*Fast food for sure*

**What is the craziest or most spontaneous thing you've ever done? Tell us about it.**

*When I bought my Harley Davidson*

**Invite four famous people to dinner, who would you choose and why?**

*Mario Lemieux, Wayne Gretzky, P.K. Subban, and Shania Twain for their life stories.*

**What did you want to be when you grew up?**

*Hockey player*

**What was your favorite childhood toy?**

*My truck and hockey stick*



# SHUTTER BUGS

*Being on the road is hard work!*

*Jacquelyne, Emmy and Tessa catching some sleep on their way home from a busy day of recruiting and trade shows!*



*C'est bon bon Phil!!*

*Phil McQuillan did training with Melissa Wilson and Lisette Lauderantaye in Montreal and to thank him they took him to see Old Montreal!*

*Next time you see Phil be sure to test him on his French!*







*Martin McLaren delivering ice cream at the beach*



*Top picture is Pierre Zili & his son Eric.  
Bottom picture is Eric with his son & Pierre's Grandson, Zackson*



*Amazing photo in the fog by Steve McWilliams*



*Keith Plater's pup Fred making sure the 60th Anniversary Straight is ready to get on the road!*



*K-DAC Driver Kelly Green sent these awesome photos of I-84 UT*





# EST. 1959



FOLLOW US ONLINE:

Vimeo: Erb Transport    Twitter: @ErbTransport  
Facebook: Erb Transport    Blog: [erbgrou.com/news](http://erbgrou.com/news)  
Instagram: @ErbTransport    LinkedIn: The Erb Group of Companies

[WWW.ERBGROUP.COM](http://WWW.ERBGROUP.COM)



The Erban Report is a publication  
of The Erb Group of Companies  
290 Hamilton Road  
New Hamburg, ON  
N3A 1A2  
Toll Free: 1-800-665-COLD(2653)  
[marketing@erbgrou.com](mailto:marketing@erbgrou.com)