

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

Winter 2025
Vol 39
Issue 1



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WENDELL'S MESSAGE



WENDELL ERB
Chief Executive Officer

On the road again

When freight volumes are lower, I don't seek out trips, so I haven't been on the road as much—and I've definitely missed it. Luckily for me, Elaine Crane from Dispatch needed some help in December, so I got a few trips in. My first run was to Hazelton, PA, and I thought, "Great! I know exactly where I'm going for this one."

At my last rest stop, I reviewed my route before arriving. From I-80, there's a Route 93 shortcut that saves about five miles and a few bucks by cutting over to I-81. I figured it was a good idea—until halfway through, I hit a "Road Closed" sign. No detour markings, just "Road Closed."

A truck ahead of me turned left, so I thought, "He probably knows where he's going; I'll follow him." The truck disappeared after navigating a couple of tight intersections, and I found myself in the middle of nowhere. Long story short, I drove about 20 miles through

backroads to get back on track; what I'd intended to be a shortcut ended up costing me an additional 45 minutes.

My backhaul was in Freeland, PA, only nine miles away. The silver lining? My unexpected detour had taken me near Freeland, so I actually recognized some of the roads on my way there.

Highway happenings

My next trip took me to Thunder Bay just before Christmas. With some Grandad duties on the horizon for December 23rd, I needed everything to go smoothly. I stayed at the Cardiff yard on Thursday night, and by 5:00 A.M., my load was ready to go. A few inches of snow had fallen overnight, but by the time I hit Parry Sound, the roads were dry and stayed that way for the rest of the trip.

Twelve and a half hours later, I made it to the ski hill in Marathon for my break. The temperature had dropped to -22 C, and for the first time, I didn't shut off my truck. As I lay in my bunk, my mind ran through the usual checks: reefer on continuous, fuel conditioner in both truck and reefer, trailer maxis not applied, and so on. Trucking in December can be a gloomy affair—it's dark when you start, dark when you stop, and dark when you resume driving.

In Thunder Bay, I got caught up visiting with our Terminal Manager, Steve Pethick, and returned to Sault Ste Marie with just 10 minutes of driver time left. With temperatures still in the -20s, I made sure not to touch the brakes when approaching Petro Pass. I turned off the truck for the night, and Sunday morning it started up without a hitch. However, as I was preparing to leave, I noticed one of my tridem wheels was frozen solid. The icy parking lot didn't help, so I tried a trick—leaving the truck maxi on, the trailer maxi off, and dropping the trailer's air ride. Thankfully, it worked, and I was on my way home.

Dropped trailer heights

The rest of the trip was mostly uneventful, except for one ongoing issue. Every trailer I've hooked up to recently has been dropped way too low. When I drop a trailer, I crank in high gear until the landing gear touches, then I do about 10 more cranks in low until I hear the air suspension vent. Finally, I dump my tractor's air suspension and idle out.

Are you doing the same? If not, you should, especially with loaded trailers.

Reflecting on our achievements

As the winter months bring a slower pace, it's a perfect time for us to reflect on the incredible accomplishments of the past year. Despite a year of change, transition, and challenges, we've been fortunate to achieve so much together as a team.

Being named a Top Company for Women to Work For in 2024 underscores our commitment to fostering an exceptional workplace. Additionally, earning the TCA Fleet Safety Award for Division IV reflects the unwavering efforts of our team to prioritize safety for both our roads and our people.

Furthermore, we are deeply honoured to receive the Lactalis Carrier of the Year Award, a testament to the exceptional service and quality delivered by everyone at The Erb Group. We are truly grateful for what we've achieved and the collective spirit that drives us forward into another year.

Navigating freight volumes

The last few months have felt like we're treading water, but one of our strengths is finding opportunities in

the ebb and flow of freight volumes. While we've seen glimmers of volume increases, they're often followed by a retreat to a steady plateau. The demand is not necessarily bad, but it has been inconsistent. Spot rates can be disappointing, especially in areas without clients, leading to more empty miles as we chase the next load. However, our team continues to search for new business opportunities, looking for ways to nurture existing partnerships and seeking methods to enhance innovation and efficiency. In the upcoming updates, you will hear more about this from our President and COO, Greg Tuckwell, and the Operations Team.

With the senior management promotions this past fall, we've never had a stronger team at the helm of the company. I'm confident we're in great hands, which allows me to focus more on road audits and checking dropped trailer heights!

Until next time, travel and work safely!



Wendell's grandson, Kelly - reading the Erban Report.

PRESIDENT'S MESSAGE



GREG TUCKWELL
President & Chief Operating Officer

“The art of never wasting a recession”

As the first non-family member to serve as President of The Erb Group in its six decades of history, I am honoured and excited to share my first article of 2025 and provide an update as we chart our course for the years ahead. The promise of our current achievements and the exciting opportunities before us make each day a new adventure that I look forward to, especially with the great team assembled going into this new year.

Reflecting on business in the last year and the challenges brought on by the recession, I am reminded of a piece of wisdom shared by a fellow business owner during their own experience of a downturn: "Always take the opportunity to never waste a recession."

In other words, structural changes that might have been

challenging to implement during more profitable times become much easier and quicker when the numbers aren't so great. This phrase also speaks to the fact that new opportunities, both big and small, often emerge during these times of reflection—and it's important to listen for them, as they don't come along very often. I would suggest that throughout 2024, The Erb Group has embraced the industry's freight recession to highlight its strengths, refine its processes, and position itself for significant growth ahead.

In September, I had the opportunity to introduce myself and the new members of the Executive Team. We restructured the organization to increase operational representation within the already strong leadership group I have worked with. This change has simplified our organizational structure, giving the Executive Team a more comprehensive view of our business and how we collaborate daily with each other and our stakeholders. Together, the twelve of us have embarked on continuous improvement initiatives tailored to each of the respective areas.

Our goals are to enhance communication, ensure data-driven decision-making, maximize value for our spending, and reinforce a company culture that has been ingrained in us since 1959—one that recognizes our people as our greatest assets and competitive advantage. "Delivered cold by warm-hearted people" is not just a slogan; it reflects our deep-rooted belief in the importance of our team and the value you bring to everything we do.

Deep diving into our different divisions

By aligning these initiatives with the newly mapped financial statements tailored to each operational model, a virtuous cycle of change has begun to take form. For both Erb's Regional Short Haul and Cross-Border Long Haul Truckload divisions, 2024 has proven to be one of the most challenging environments they have ever encountered, although under different circumstances.

Cross Border Truckload

The Cross Border Truckload Team remains in the spotlight as the freight recession moves into its 19th month. The below-cost rates, driven by a significant imbalance of too many trucks chasing too little freight, continue challenging the industry.

Pressure continues to build as more fleets park their trucks long-term, removing capacity from the market and raising load rejection rates, while carriers are slowly gaining the ability to raise rates in response to less competition. The team in this model has been actively working to reduce costs, and I am impressed by their creativity in developing non-rate solutions for some of their most challenging routes. Meanwhile, while reports of financially struggling carriers persist, I remain cautiously optimistic that we will see a return to some level of balance in the market by 2025.

Regional Truckload

The Regional Truckload Team went on a successful cost-cutting mission in 2024 that saw such things as their Pick-up and Delivery (P&D) fleets being integrated into existing Local LTL P&D. As well as using underutilized trailers due to freight patterns from other divisions.

Unlike the Cross-Border Division, the Regional Team did not face significant deflationary pressures from the spot market. However, it encountered profitability challenges due to a misalignment between the revenue being generated and the operational requirements of its clients. After an in-depth analysis, it was determined that rate increases would be necessary in some situations. Throughout this process, we were reminded of Erb's impressive competitive advantages in scale and strategic location. With this, our commitment to quality and client loyalty remains paramount, ensuring we can look after even the most complex and demanding logistical challenges to provide our clients with the service they need. I remain highly enthusiastic about our Short Haul Truckload Division and the promising opportunities it holds for the future, particularly in offering a strong value proposition to our clients.

PRESIDENT'S MESSAGE *cont.*

Cold Solutions

Our Cold Solutions Division, defined primarily by the Cold Storage and Expedite teams, have excelled and provided significant hedging during our downturn throughout the freight recession. We have maintained a strong presence in the large cold storage market in Southern Ontario by providing capacity and services to vendors with smaller and unique business models. Furthermore, by challenging conventional wisdom, the Expedite Team is quietly establishing a niche by accepting some difficult and specialized work that few others are willing to undertake. We are excited to build new relationships with our clients and support them in scaling their businesses as we enter 2025.

Less-Than-Truckload

The Erb Group has three Less-than-Truckload (LTL) revenue streams, which are expected to stabilize and drive significant profit for our company in 2025.

The largest is our Central Canadian Team, which has had to make significant adjustments to maintain stability. The push to increase minimum charges in the Direct-to-Store program has led to a drop in shipment count as clients reassess their supply chains. Additionally, rising inflation over the past 18 months has resulted in smaller shipment sizes as consumers adjust their budgets. Over the season, terminal-by-terminal reviews have led to significant cost reductions. Although this has not always been an easy task, our terminal managers have risen to the challenge, demonstrating remarkable resilience and dedication as they navigate the complexities of doing more with less, all while upholding our service commitments. We continue to see significant opportunities in both cost and revenues for 2025 and are truly grateful for the support of our team throughout these changes.

Our US LTL Team maintains stability despite a significant decline in the Truckload Spot Market. Vendors who ship larger LTL shipments continue to receive third-party brokerage quotes on a weekly basis. In contrast, Erb, the largest transportation provider in this model, is focusing on allocating more resources to develop a strategic and less transactional relationship with our major clients.

The Erb Group's third LTL model, and the most challenging for growth and profit, is our Western Canadian Over-the-Road Team. Erb faces increased competition from competitors with a significant cost advantage, additional temperature-controlled facilities, and a renewed focus on sales. As a result, we are seeing a decline in volume in the model. Unfortunately, Erb's historical value proposition of reliability and personal touch is being overlooked in the current economic climate. To ensure relevancy moving forward, Erb launched its first Western Canadian Intermodal service in September. Furthermore, we actively engage with like-minded carriers facing similar challenges and share best practices and strategies.

The year 2024 at The Erb Group saw significant changes, both big and small, designed to strengthen the solid foundation built over the company's illustrious 66-year history. Looking to 2025, I'd describe it as a transitional year—one where we expect a return of pricing power for the long-haul groups and encouraging outcomes from the continuous improvement initiatives underway across multiple areas across our organization.

One final thought I'd like to share comes from Lactalis at their inaugural awards dinner in December, where Erb was honoured with their Carrier of the Year award. A representative from Lactalis remarked, "Erb is full of smart, candid, and easy-to-talk-to people who strive to say yes to requests, no matter how challenging they may be."

This high praise from a valued client highlights an important point: While Erb is recognized as a premium transportation brand, it also embodies the principle that when we invest time and effort into ensuring our staff are satisfied, challenged, and motivated, they will reciprocate by delivering excellent service to the clients they engage.

I want to thank everyone who is part of The Erb Group for your unwavering commitment and positive outlook, and I wish you all a safe and prosperous 2025.

EXECUTIVE ORGANIZATIONAL CHART



Wendell Erb
Chief Executive Officer



Greg Tuckwell
President & Chief Operating Officer

Corporate



Marty Otten
Vice President of Sales



Jim Pinder
Senior Corporate Fleet Director



Alyssa Couvillon
Vice President of Human Resources



Randy Steckly
Vice President of Driver Services



Irene Holdbrook
Vice President of Finance & Administration



Darryn Nafziger
Vice President of Information Technology



David Beaver
Vice President of Revenue

Operations



Frank Heon
Vice President of Terminal Operations



Kevin Erb
Vice President of Truckload



Jeremy A. Carter
Vice President of Solutions



Kelly Kittmer
Senior Director of International LTL

DRIVER SERVICES



RANDY STECKLY
Vice President of Driver Services

Happy 2025 to all!

I want to start by saying that I am very pleased to be back in the Driver Services Department and working with a great team. I came back to the Driver Services Department at the end of September and have been spending most of my time catching up with all the changes in the department.

My office is in the Baden Terminal, in the Driver Services Department. One of my first decisions was having Scott Misener move to Baden from the Sandhills location. It's great to have Scott next to my office, as we have been working very closely with the entire Driver Services Team.

Since I returned, I have had the opportunity to travel to all our terminals and meet the rest of the Driver Services Team. It was great to see familiar faces as well as new ones I had not met before.

For those of you who may not know the group, drop in and say hello to:

Terminal

Team Members

Baden _____	<i>Shannon Mclean, Robert Couture & Reg Claxton</i>
Mississauga _____	<i>Tracy Quinn & Al Howard</i>
Trenton _____	<i>Darryl Sarginson & Tim Dustin</i>
Montreal _____	<i>Dave Lalonde & Isabel</i>
North Bay _____	<i>Migel Giroux</i>
Thunder Bay _____	<i>Doug Salatino</i>



Each week on Tuesday mornings at 9:30 A.M., our entire Driver Services Team is on video call to discuss any new issues, concerns, etc. This is a great opportunity for us to address the group with any concerns affecting our drivers. One of the focus points I address with the group is driver satisfaction. I am a firm believer that our drivers are the backbone of the company. I understand it takes an entire team to run an organization like The Erb Group, but without drivers picking up and delivering freight, there would be no Erb.

I would like to close by thanking all the drivers for what they do. Drop by to say hello, as my door is always open. If you have any concerns or questions, please don't hesitate to contact me at rsteckly@erbgroupe.com or call my cell at **519-503-3928**.

Drive safe and have a great spring and summer!

HUMAN RESOURCES



ALYSSA COUVILLON
Vice President of Human Resources

Get to know our HCM system, Dayforce!

As we step into a new year, I want to commend our employees for their adaptability and resilience throughout 2024 and towards the launch of the Dayforce Human Capital Management (HCM) system. Your willingness to embrace change and work through this transition has been very instrumental to its success.

Dayforce overview

Over the past year, we've dedicated significant effort to successfully transitioning to Dayforce. As you may know, Dayforce is a comprehensive platform that manages core Human Resource (HR) processes such as payroll, benefits, recruitment, performance management, training and development, and workforce analytics. These systems help The Erb Group make data-driven

decisions while streamlining administrative tasks for our HR team and employees alike.

The successful implementation of Dayforce is a step toward a more efficient and transparent workplace. By embracing the change and actively participating in the process, employees can benefit from enhanced tools and resources that support their professional growth and satisfaction. Together, we are creating a better work experience for everyone.

Launch day

Like any major project, the implementation of Dayforce came with its share of challenges, but the results are starting to be worth the effort. Our new HCM system, Dayforce, was launched in late October. I volunteered to cover the implementation day on Sunday, October 27, 2024, expecting it to be a quiet day. However, we quickly identified an issue with employee badges, and the HR team worked diligently to reprogram hundreds of them, ensuring a smooth transition in the following weeks. As each day passes, our HR team, employees, supervisors, and managers are becoming increasingly skilled in using the system and its various functionalities.

Enhancing employee experience

Through the Dayforce platform, employees can now easily submit their Time Away from Work requests and track their time off entitlement balances. We have also introduced vacation entitlements measured in days and accruals in dollars for greater clarity on how vacation time is earned and tracked. Alongside these updates, we launched a new Vacation Policy that grants employees their full allotment of vacation time at the start of each year, eliminating the need for accruals over time.

Additionally, to provide greater convenience, employees can now access their earning statements with ease, which offer a detailed breakdown of pay periods. We've also rolled out a new feature that allows employees to view their schedules and timesheet details, offering greater transparency and flexibility.

This project has provided valuable lessons, resulted in long days, and led to rewarding outcomes. We are excited to introduce more flexible tools and features this spring, designed to offer employees a streamlined, transparent, and user-friendly work experience with The Erb Group. Stay tuned for more details in the coming weeks!

What are the next modules?

The next modules we'll be launching in Dayforce in the coming months are as follows:

February - Employee Forms.

March - Recruitment and Onboarding Resources.

March - Integration of a Learning Management System (LMS) to facilitate our in-house training and development.

April - Enrollment updates for the employee benefits package, as well as our RRSP/NREG and TFSA programs.

I'd like to take a moment to thank the teams whose dedication and hard work were and continue to be, essential to the successful launch. Your efforts have truly shone through, and we wouldn't have been able to achieve this success without your dedication and support!

A big thank you to:

- The Human Resources Team
- The IT Team
- The Payroll Team
- The Driver Settlements Team
- The Driver Services Team and
- The Communications and Marketing Team

Again, I want to thank our entire workforce for their adaptability as we navigate the shift to a more innovative workplace.

If you need support, we're here to help!

As always, the HR team is here to assist with any questions you may have, whether it's logging in, resetting passwords, or updating information in Dayforce. Don't hesitate to reach out!

Contact Details

Email dayforce@erbgroup.com or call **Ext. 2272**.



dayforce

T4 Slips for the Tax Season

The 2024 T4 slips will be available via Dayforce platform this year.

Stay tuned for detailed instructions on how to retrieve yours.

Benefit From Erb Savings Plan

Happy New Year Erb Land!

We at Wagner, Livock wish you and your families a healthy and prosperous 2025. Many of you will have a renewed focus on your financial goals.

We wish to remind you that Erb Transport Limited offers an industry-leading, company matched, savings plan for all benefit eligible employees to assist you in achieving your financial goals.



The average benefit eligible Erb employee will receive over **\$38,188** in company contributions to their RRSP & TFSA, over 15 years of service with Erb, simply by saving for your goals.

Are you on track to receive this benefit?

Participation is easy and we are here to assist and answer your questions.

Let's take a look at the many benefits of participating in the Erb Group Savings Plan:

Convenient Payroll Deduction

Your contributions are automatically deducted from your paycheck (RRSP - before taxes, TFSA - after tax), making saving effortless and consistent.

Employer Contribution

Erb matches your contributions, boosting your savings (please refer to your benefits booklet for details). Erb matches RRSP & TFSA contributions!

Tax Advantages

Contributions to RRSP and TFSA provide tax-sheltered growth. RRSP contributions are tax-deferred.

Professional Management

Investments offered are professionally governed, Portfolio Managers ensure your money is well-invested.

Competitive Investment Fees

Collective assets are leveraged to provide employees access to competitive investment pricing.

Diversification

A wide-range of professionally selected investment options helps spread risk and potentially increase returns.

The financial and economic landscape is always changing, and we would be happy to have a conversation with you about how these changes will affect your overall Financial and/or Retirement Plan and what, if anything, you should do. We are looking forward to sharing food and conversation with you during your Annual BBQ.

Thanks for all you do, Erb!

REMINDERS

RRSP Contribution Deadline: March 3, 2025

TFSA 2025 Contribution Limit: \$7,000

COMING SOON

We are continuing to introduce new innovation to the Erb Group Savings Plan investment offering. There will be formal communication in the coming months.

DRIVING SUCCESS

Make the most of your employee perks and programs!

At The Erb Group, we are committed to supporting your success and well-being. Make the most of your experience with us by taking advantage of the perks and programs available to you. For more details about the employee resources available to you, visit Erb Connect.



100 Days at The Erb Group

Have you recently received your Erb 100-Day card? Don't forget to tell us how we can make the next 100 days even better!

Once you receive your 100-day milestone recognition, scan the QR code attached to the congratulatory card to access the survey. We value your feedback!

Service to Community Scholarship

The Erb Group sponsors an annual scholarship honouring a student who exemplifies outstanding community spirit and charitable involvement. Applications are due in July.

*Must be a resident of Ontario and First year post secondary student to be eligible.

Learn more: <https://otaef.com/endowed-scholarships/the-erb-group/>.

Shine a spotlight on excellence!

Recognize the coworkers who make a difference and excel in everything they do! Nominate them for an Employee Choice Award (ECA) and let them know their impact matters.

**Awards are given out annually at Erb Excellence Night*

Award Categories:

- Team Player Award
- Above & Beyond Award
- Customer Service Award
- Living by Our Values Award
- Coaching Champion Award



Scan the QR code to
nominate a peer!



ISABEL CORREIA: A DRIVING FORCE IN THE TRUCKING INDUSTRY

Briana Lahti - Public Relations Specialist

When Isabel Correia first took a turn into the trucking industry, she never imagined how the journey would shape her life. Coming from a family of lawyers, judges, and doctors, her decision to pursue a career in transportation stood out. But Isabel knew her calling wasn't in offices or courtrooms—it was on the open road. Yet, every twist and turn prepared her for the role she now proudly holds at The Erb Group as a Driver Trainer and mentor to the next generation of trucking professionals.

Journey and inspiration

Isabel's journey began in 1988 when she earned her AZ license and began driving with her friend as a team. Over time, Isabel transitioned for solo driving, eventually running her own trucking business. "Owning my own business was one of the hardest things I've ever done," Isabel recalls. "But it made me the strong person I am today."

After selling her trucks in 2007, Isabel joined The Erb Group as a straight truck driver, focusing on local deliveries. Missing the longer hauls, she later left to pursue her passion for highway driving once more. By 2018, Isabel's journey took another turn as she returned to The Erb Group, stepping into the role of a Night Switch Driver (night rounder). Then, in 2021, she discovered her true calling as a Driver Trainer. However, this transition wasn't just a career change but a way to balance her dedication to the industry while being able to stay connected to her family.

"I've faced a lot of challenges over the years, but every experience taught me something valuable," Isabel says. "Now, I can use those lessons to do what I love while helping others to succeed, all from one place."

Skills and strategies

As a Driver Trainer, Isabel brings a wealth of experience and a passion for connecting with others to her role. Her mentorship philosophy is rooted in the power of listening and fostering a sense of community and understanding. Whether sharing a story from her travels or offering practical advice, Isabel strives to create a warm and welcoming environment.

"I always say thank you to the drivers I meet for their hard work and diligence. A simple acknowledgment can make a big difference," she notes.

For Isabel, the most rewarding moments come from seeing her trainees succeed. Whether it's their first safe highway run or their growing confidence behind the wheel, each milestone reinforces her commitment to mentorship. Her office is often described as a reflection of her journey—decorated with photos of her travels and magnets from places she's visited. Each one tells a story, sparking conversations that build trust and camaraderie with her trainees.

Isabel also uses her own experience to inspire confidence in others, especially women entering the field. She proudly champions the vast opportunities within the trucking industry, encouraging women to embrace their potential. "Looking back on my journey and my position today, I'm proud to say that I'm happy to be called a truck driver," she says.

One of her proudest moments came when she was honoured at Erb Excellence Night with our "Living by Our Values Award," a recognition that admires her unwavering commitment to excellence and her presence as a steady anchor for the team. For Isabel, it wasn't just about the recognition—it was about the relationships she had built along the way.

Insights and future outlook

Isabel knows firsthand the challenges women face in a traditionally male-dominated field. But she also knows the rewards. "This industry isn't easy, but it's worth it," she says.

As a female Driver Trainers at The Erb Group, Isabel is setting a powerful example for others to follow. She envisions a future where more women take the driver's seat—not just on the road but in leadership roles across the industry. "Women bring so much to the table—communication, adaptability, and a unique perspective.

We need to create spaces where they feel safe and supported," she noted.

At The Erb Group, we celebrate team members like Isabel, who embody the spirit of resilience and mentorship that has defined our company for 65 years. Her journey reminds us that investing in great people creates a ripple effect that extends far beyond our organization.

"I'm committed to making a positive impact," Isabel says. "Every driver has a story, and I'm here to help them write theirs."

Isabel's ability to collaborate, empathize, and empower others has been instrumental in her success as a mentor and leader. These qualities, combined with her technical expertise, make her an invaluable asset to Erb's training program and an inspiration to the next generation of trucking professionals.



Isabel Correia with her second truck at Peterbilt in London, ON.



CELEBRATING SUCCESS

A key to mental well-being for our team

In the fast-paced world of transportation, it's easy to focus on the next delivery, route, or deadline. However, one of the most important aspects of maintaining a thriving and productive team is often overlooked: reflecting on and celebrating our achievements.

Whether it's an individual accomplishment or a team milestone, these moments of reflection are essential for our well-being and success.

In our line of work, we constantly move from one task to the next, always striving to meet goals and maintain productivity. While these efforts are crucial for keeping our operations running smoothly, they can also contribute to burnout if we don't pause to appreciate what we've already accomplished. Celebrating milestones—whether a job well done, completing a challenging route, or reaching a company goal, creates a sense of purpose and satisfaction. It helps remind us that progress is happening, even on the busiest days.

Recognizing achievements isn't just about checking off boxes; it's about fostering a culture of connection and support. When we take the time to celebrate our successes, we build stronger bonds with our colleagues. It boosts morale, enhances teamwork, and strengthens the trust that is vital to a safe and efficient workplace. Sharing in each other's victories, big and small, reinforces the camaraderie that makes us a team.

On a personal level, taking time to reflect can be a powerful tool for mental clarity. For those long hours on the road or managing tight schedules, it's important to step back and recognize your strengths. Celebrating your progress prevents feelings of overwhelm and helps you stay motivated for future challenges. It's a reminder that it's not only about the destination but also the journey and the road we've travelled together.

As we continue to move forward, let's remember to celebrate the wins, appreciate the hard work we put in, and most importantly, take care of our mental health. Slowing down to reflect isn't just a luxury; it's essential to sustaining our well-being and setting the stage for even greater success on the road ahead.

If you need additional support, check out our resources on Erb Connect or contact humannresources@erbgroupp.com to learn more about our mental health support services and what you can do to feel your best.

Drive safe, stay connected, and let's keep moving forward—together.

Brooke Lowater

Human Resources & Recruitment Assistant

COMPANY AWARDS

All of our accomplishments over the past year have resulted from our teamwork, passion and willingness to go above and beyond. We are grateful for each member of our team and their hard work in making cool moves and championing The Erb Group.

Thank you for your commitment and dedication, which helped move us toward achieving each award. The cool moves we've made together this past year have propelled us into another year of excellence.



Top Fleet Employer – 10+ Years

We are honoured to be recognized by Trucking HR as a Top Fleet Employer for the eleventh consecutive year, earning distinction for our long-standing commitment to excellence in the industry! Our people are our greatest asset, and we are proud to provide our employees with the best possible work experience.

Head Office members - Top Fleet Employer Gala, 2024.



TCA Fleet Safety Award

What does safety mean to you? For us, it means protecting our people, the roads we travel, and the communities we serve every mile of the way.

This year, our commitment to safety earned us first place in the TCA Fleet Safety Awards among Division IV winners (25–49.99 million miles). With the lowest accident frequency ratios per million miles across six-mileage-based divisions, we are proud to be recognized for our dedication to safety and to continue raising the standards in our industry!



Top Company for Women to Work in Transportation

We are honoured to be named a Top Company for Women to Work in Transportation, recognizing our commitment to fostering an inclusive and supportive workplace. At The Erb Group, we believe in empowering women at every level, from behind the wheel to leadership roles, by providing opportunities for growth, work-life balance, and a culture built on respect.

We take pride in our team, where respect and recognition of each other's strengths drive our success. Thank you to our team for making this possible! We look forward to continuing to champion diversity in the trucking industry.



Wendell Erb with Lactalis Carrier of the Year Award.

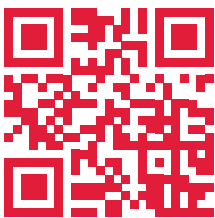


CARRIER OF THE YEAR AWARD

Read our full story online

"Being recognized by one of the world's largest dairy producers is a significant achievement, and it reflects the strength of our partnership with Lactalis Canada. The Erb Group is proud to be part of this success and remains committed to delivering excellence."

— Marty Otten
Vice President of Sales



Scan the QR code to discover
more about our recognition and
commitment to quality service.



WAYNE RICHARDSON:

A life of trucking and the art of new beginnings

Briona Lahti - Public Relations Specialist

They say that in trucking, either you're born into it, or you come to love the journey and community it brings. For many in the industry, it's more than a job—it's a passion.

Wayne's journey in the trucking industry began at a young age. Inspired by his father, a professional driver, and driven by his own passion for the road, Wayne took a high school training course that offered a unique advantage: the chance to drive commercial vehicles by earning a chauffeur's license. By the age of 16, he was already driving a range of vehicles, from trucks to tractors. This dedication ultimately paved the way for Wayne's rewarding career with The Erb Group.

Joining The Erb Group

Wayne's journey with The Erb Group began in 1990 when he worked as a salesman for Great Dane. During that time, Wayne was tasked with presenting a new Great Dane trailer to Vernon and Wendell Erb at the Hamilton Road facility, which is now our Head Office. "I remember distinctly driving the truck and trailer to the presentation myself," Wayne recalled. "The look on Vernon's face when I got out of the truck was priceless. It was clear that my hands-on experience made an impression."

This meeting marked the start of a strong partnership. Wayne's deep understanding of both the technical aspects of trucks and the business needs of fleet management impressed the Erb family. His successful presentation resulted in a significant order of ten trailers, and Wayne's role in establishing Great Dane as a primary trailer brand for The Erb Group began.

Wayne went the extra mile, and even drove with Vernon and Floyd Gerber to Great Dane in Wayne, Nebraska, to pick up a trailer each and transport them home, loaded, of course! His expertise extended beyond sales, covering maintenance and partnership management, which further solidified the relationship between The Erb Group and Great Dane.

From sales to driving

In 2006, Wayne faced the personal loss of his wife, June. He continued working in trailer sales for another year, before retiring from Great Dane at age 65. However, retirement was not the end of Wayne's career; rather, it was a new chapter.

By November 2012, Wayne reconnected with The Erb Group, this time as an AZ Highway Driver based out of the Baden Terminal. With the flexibility in driving shifts, he later transitioned into a long-haul driving position as a U.S. Local

Driver. "I enjoyed every hour behind the wheel of my red truck," Wayne said, until his second retirement in February 2024.

Wayne's interactions with clients during his deliveries were a highlight of his driving career. "It was always gratifying to see the smiles on clients' faces when I arrived with their deliveries," Wayne recalls. "As a driver, I have a lot of clients I would go to regularly, and the salesman in me just interacted with them naturally; each time I was greeted with a 'Hey Wayne, how are you doing?' they were happy to see me, and I was happy to see them."

Wayne's tenure with The Erb Group was defined by meaningful relationships, especially with Vernon and Wendell. "You always felt comfortable around Vernon. With 1,600 employees, he'd still take the time to talk to you like you were his brother, and Wendell is a chip off the old block," he expressed. "They made me feel like I was part of the family and a valued member of the business."

Wayne's approach to maintaining successful partnerships was rooted in respect and effective communication, skills he honed during his time at Great Dane. "Building strong relationships is about more than just business transactions," he advises. "It's about understanding the needs of your partners and working together towards common goals. Respect and listening are key."

Wayne's ability to connect with clients and colleagues is a testament to his compassionate character. His approach was always client-focused, ensuring that their needs were met and that they felt valued. This client-centric attitude not only strengthened his professional relationships but also contributed to The Erb Group's overall success.

Life after retirement

Wayne's first retirement gave him the freedom to explore other passions, including sailing, flying, and motorcycling trips. He began living aboard his sailboat, "Mirthin," embarking on adventures across the Carolinas, Nova Scotia, Florida Keys and the Bahamas before returning to Port Credit, Ontario, where his journey had started. Along his travels, Wayne met his partner, Patie, in North Carolina, adding new dimensions to his adventures and creative inspirations.

Wayne's second retirement was another kind of adventure. After leaving his driving role, he embraced his passion for photography and transformed it into a new career.

What makes Wayne's photography unique is his choice to print his images on vinyl, the same material used for truck artwork. "Printing on vinyl brings out the colours and textures of my photographs in a way that canvas can't," Wayne explained. This medium brings out the vibrancy and detail of his work, making it suitable for both indoor and outdoor display. His art reflects his adventures and experiences, showcasing his eye for detail and his ability to capture the beauty of being present.

Staying connected

Even in his second retirement, Wayne remains connected with the trucking community and former Erb Group colleagues.

"So many wonderful people became a part of my everyday life at Erb. I find it difficult not to be in contact with these folks daily," expressed Wayne.

Wayne's story is a testament to how a career can evolve and how personal interests can lead to a fulfilling life. His transition from trucking to photography illustrates his dedication and passion for the beauty he once encountered while on the road.

"I'm thankful for every experience and connection I've had," Wayne concludes. "My time with The Erb Group and my adventures afterward have been incredibly rewarding."

Tell us your story about trucking and how it has influenced the direction of your journey. Email marketing@erbgroup.com.



Explore Wayne's art

To view Wayne's photography and see the world through his lens, visit his website at MirthinPhotoArt.com or [@mirthin_photo_art](https://www.instagram.com/mirthin_photo_art).

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TERMINAL UPDATES





NEW HAMBURG — HEAD OFFICE

Winter greetings from New Hamburg

Unlike previous winters, we finally had a January filled with cold, snow, and more cold. For those unfamiliar with the New Hamburg offices, half of the staff work out of portables, making both the frigid winter days and the scorching summer ones a challenge. It's part of the charm of being in the original terminal and shop. But through it all, we persevere and keep on trucking.

Dayforce success

The implementation of our new Human Capital Management system, Dayforce, in October, was a significant change for our Payroll Department, and the entire company. Thanks to the commitment and dedication of our Human Resources Department the implementation was successful. The benefits from this project are numerous and will continue to grow as new processes are added while enhancing the overall user experience for employees.

The implementation of Dayforce also greatly impacts our Driver Settlements Team, led by Paula Powers. They now operate directly within the system instead of relying on Excel spreadsheets. By combining Dayforce with the new ISAAC HOS system, we have streamlined electronic logs and messaging into one platform for the Driver Settlements Team.

Head Office milestones

Congratulations to Carolyn Vokes-Reibeling, our Senior Human Resources Administrator and Wellness Coordinator, on her well-deserved retirement. During her 17 years with us, Carolyn led our Highway to Health program, providing valuable resources to support our employees' physical and mental well-being.

Carolyn Vokes Reibeling -
with Human Resources Team.



Collecting Holiday Food and Toy Drive items.



Document Control Team.



Her efforts have earned the company numerous local and industry awards for our commitment to employee wellness. Carolyn's impact on The Erb Group has been felt across our terminal networks. We wish her well as she embarks on this exciting new phase of her life, filled with new adventures and opportunities.

Fostering connection and collaboration

The New Hamburg teams participated in a variety of events throughout 2024 that brought both sides of the building together. These included National Trucking Week, the Highway to Health Stretch Break in the shop, Festive Sweater Day paired with a delicious holiday potluck and a highly competitive and festive workplace decorating contest. Additionally, we hosted many food drives throughout the season to enhance our mission of bringing food to family's tables and supporting food insecurity in our region. This included a Thanksgiving food drive and a holiday food and toy drive supporting the Waterloo Region Food Bank and Wilmot Resource Centre.

We're looking forward to finding more ways to get involved in the community in 2025.



Dona Thomas' daughter Hannah - *playing with Erb Truck.*

New Hamburg is ready to celebrate excellence!

Head Office is buzzing with excitement as we prepare for Erb Excellence Night, where all our terminals across Canada come together to celebrate the people and cool moves that have brought us to where we are today. Did you know the first Erb Excellence Night took place in 2014? Each year, the event gets better, and last year, we introduced our Employee Choice Awards (ECA). We're excited to see who will be spotlighted next for their unique contributions to the team. On that note, enjoy your terminal's 2025 Erb Excellence celebration!

Here's to a successful year for everyone!

— Carol Roth

Document Control Supervisor

BADEN TERMINAL



Wayne Bast - 43 year milestone recognition with son and grandchildren.

Edwin Lopez - 5 year milestone recognition.



David McLeod - with grandchildren at Erb Hockey Night.

Greetings from Baden!

As we await the groundhog's prediction for spring and look ahead to 2025, let's take a moment to celebrate the growth and achievements of 2024—and the cool moves that got us there!

The beginning of the year saw many changes, and we focused on nurturing and strengthening our foundations as a team and a company. Through growth and refining our operations, we're ready for continued success and a strong 2025.

The first of many changes included the introduction and implementation of Isaac, our new in-cab communication

system, and Dayforce, our Human Capital Management system (HCM). These projects brought together the strengths of all our departments, demonstrating the power we have when we collaborate. Each team's contribution played a vital role in ensuring a smooth transition, showcasing the incredible teamwork and unity at The Erb Group.

This year, we've also worked hard to strengthen our ties to our local community by actively engaging in initiatives that reinforce our values and contribute to the well-being of those we serve. When it comes to community involvement in the greater Kitchener-Waterloo area, you can always



Jeff O'Neill - pulling the Creative Beginnings Early Learning and Child Care float.



Jeff and Brianna O'Neill - preparing for Baden Holiday Parade.

count on an Erb truck and driver to be part of the action, whether it is the Baden Christmas Parade, Special Olympics Truck Ride or the Cherry Festival, you can almost guarantee there will be an Erb truck there. It makes you proud to be involved with a company that is so dedicated to giving back when it comes to community involvement.

Speaking of Christmas, the holidays have a special way of bringing people together, and at a place filled with warm-hearted individuals, it's even more memorable. The winter season in Baden was full of some remarkable employee milestones. Just before the new year, we came together to say goodbye to a long-time Erb Driver, Wayne Bast, who

celebrated 43 years of service with us. Wayne picked a great time to retire with all the snow we are getting. We hope he will have lots of time to go sledding and enjoy the extra time with his grandkids.

Additionally, the Baden Shop embraced the holiday magic, with Shop Manager Ryan Higgins and his team going above and beyond and winning the terminal-wide Holiday Workspace Decorating Contest. Their hard work earned them a team pizza party and, naturally, bragging rights. Congratulations to Ryan and the team— it's wasn't an easy feat to claim that title!

As we closed out 2024, we were honoured with the Lactalis Carrier of the Year Award. This achievement is a testament to our collective efforts, as it takes a whole team working across multiple terminals and departments to make such success possible. What a great way to end the year! The teamwork involved is a great testament to the quality of service and people we have at Erb.

As we roll into 2025, we're excited to celebrate Rod Erickson, a dedicated Baden driver who will be retiring at the end of January after more than 40 years with The Erb Group. All the best in retirement, Rocket! Looking ahead, we can't wait to celebrate this year's accomplishments at Erb Excellence Night in March and honour the incredible contributions of our employees for all we've achieved since this time last year.

That being said, here's to a fantastic 2025 ahead!

— Mike Torchia
Baden Terminal Manager

MONTREAL TERMINAL

Team photo - Montreal Employee BBQ.



What's new in Montreal?

With another year successfully wrapped up, we'd like to take a moment to celebrate some of our recent milestones and reflect on the year gone by. This holiday season was crazy (as usual), so let's dive into a few highlights from these past few months.

Congratulations golf tournament winners!

This summer, we attended the annual Eric Jones Memorial Golf Tournament, supporting the Cultural Hockey Exchange in Bedford, Quebec. The funds from the event were donated toward the U13 Hockey Player's trip to Kensington, PEI. We are thrilled to announce the winners of this fun and competitive event. Congratulations to the winners: Benoit Petit, Novneet Singh, Pascal St Denis, and Kunal Kumar! It was an excellent opportunity for our team to come together, have fun, and connect outside of work. We're already looking forward to next year's tournament!

Employee milestones

We are excited to celebrate several significant milestones in late 2024 at the Montreal Terminal.

Eric Brunet, one of our Local drivers, has reached 20

Eric Brunet - 20 year milestone recognition with Dave Lalonde.



years of service! Not everyone is cut out for the truck driver life, but I think it goes without saying how much we appreciate our drivers here.

Additionally, Raymond Pitre, our daytime Operations Manager reached 30 years of service! When I started just over two years ago (I'm catching up), Ray was the one who gave me the tour of the terminal and introduced me to everyone. The first people you interact with when starting a new job can make all the difference. Starting off here, Ray led me on a positive path.

Don Young has also been with us for 35 years now! That's just a couple of years longer than my life so far. It takes a special kind of person to consistently give a company your best for that long, and we're grateful.



And finally, we are proud to announce that Scott Jones, our Terminal Manager and Director of Eastern Operations has been with The Erb Group for 40 years! Scott has dipped his toes in everything during his time here, helping everyone when he can. When I joined Health and Safety, it was Scott who showed me the ropes. No matter how busy the man is, I know I can always bother him, and he's always willing to share his expertise.

Congratulations, and thank you all for your hard work; we are honoured to have you all in MTL!

A time to give thanks

Now that the holiday season has come and gone, we hope everyone had a chance to enjoy some well-deserved rest and quality time with loved ones. The holidays provided an opportunity to reflect on the past year and recharge for the year ahead. We've already jumped headfirst into 2025, and so far, so good. Let's keep it that way!

Here's to a year of growth, collaboration, and success for everyone!

Until next time,

— Michael Lacoursière

Customer Service Coordinator



Don Young - 35 year milestone recognition.

Montreal Team - Celebrating Scott's 40 year milestone.



Scott Jones - 40 year milestone recognition.



Raymond Pitre - 30 year milestone recognition with Scott Jones.



TERMINAL DE MONTRÉAL

Photo d'équipe - BBQ des employés à Montréal.



Qu'est ce qui a de nouveau à Montréal ?

Alors qu'une nouvelle année s'achève avec succès, nous aimerions prendre un moment pour célébrer certaines de nos étapes importantes récentes et refléter sur l'année qui vient de s'écouler. Les fêtes de fin d'année ont été folles (comme d'habitude), alors plongeons dans quelques moments forts de ces derniers mois.

Félicitations aux gagnants du tournoi de golf !

Cet été, nous avons participé au tournoi de golf annuel à la mémoire d'Eric Jones, qui soutient l'échange culturel de Hockey à Bedford, au Québec. Les fonds récoltés lors de ce tournoi ont été utilisés pour financer le voyage des joueurs de hockey U13 à Kensington, à l'Île-du-Prince-Édouard. Nous sommes ravis d'annoncer les gagnants de cet événement amusant et compétitif. Félicitations aux gagnants : Benoit Petit, Novneet Singh, Pascal St Denis et Kunal Kumar ! Ce fut une excellente occasion pour notre équipe de se réunir, de s'amuser et de nouer des liens en dehors du travail. Nous attendons déjà avec impatience le tournoi de l'année prochaine !

Eric Brunet - Reconnaissance du jalon des 20 ans avec Dave Lalonde.



Des jalons pour les employés

Nous sommes ravis de célébrer plusieurs jalons importants à la fin de l'année 2025 au terminal de Montréal.

Eric Brunet, l'un de nos chauffeurs locaux, a atteint 20 ans de service ! Tout le monde n'est pas fait pour la vie de chauffeur routier, mais je pense qu'il est évident à quel point nous apprécions nos chauffeurs ici.

De plus, Raymond Pitre, notre directeur des opérations de jour, a atteint 30 ans de service ! Lorsque j'ai commencé il y a un peu plus de deux ans (je rattrape mon retard), c'est Ray qui m'a fait visiter le terminal et m'a présenté à tout le monde. Les premières personnes avec lesquelles vous entrez en contact lorsque vous commencez un nouvel

emploi peuvent faire toute la différence. En commençant ici, Ray m'a conduit sur une voie positive.

Don Young est lui aussi parmi nous depuis 35 ans ! C'est juste quelques années de plus que ma vie jusqu'à présent. Il faut une personne particulièrement spéciale pour donner le meilleur d'elle-même à une entreprise pendant aussi longtemps, et nous lui en sommes reconnaissants.

Enfin, nous sommes fiers d'annoncer que Scott Jones, notre directeur de terminal et directeur des opérations de l'Est, travaille pour le Groupe Erb depuis 40 ans ! Scott a touché à tout au cours de sa carrière, aidant tout le monde quand il le pouvait. Lorsque j'ai rejoint le service de santé et de sécurité, c'est Scott qui m'a montré les ficelles du métier. Même s'il est très occupé, je sais que je peux toujours le contacter, et il est toujours prêt à partager son expertise.

Félicitations et merci à tous pour votre travail acharné ! Nous sommes honorés de vous compter parmi les membres de MTL !

Une période de remerciement

Maintenant que les fêtes de fin d'année sont passées, nous espérons que tout le monde a eu la chance de profiter d'un repos bien mérité et de passer du temps avec ses proches. Les fêtes ont été l'occasion de réfléchir à l'année écoulée et de se ressourcer pour l'année à venir. Nous avons déjà sauté à pieds joints dans l'année 2025, et jusqu'à présent, tout va bien. Continuons dans cette voie !

Nous vous souhaitons une année de grand développement, de collaboration et de réussite pour tout le monde !

À la prochaine,

— **Michael Lacoursière**
Coordinateur du service clientèle

Équipe de Montréal -
Célébration du jalon des 40 ans de Scott.



Scott Jones -
Reconnaissance du jalon des 40 ans.



Raymond Pitre-
Reconnaissance du jalon des 30 ans avec Scott Jones.



TORONTO TERMINAL

Good day, everyone!

The second half of 2024 brought significant changes for all of us. The introduction of ISAAC and Dayforce was much needed, but as expected, it came with the usual bumps in the road when adopting new technology. Your continued support as we work through these new platforms is greatly appreciated. In the long run, these systems will continue to make our daily tasks more efficient and streamlined.

On the business front

We experienced some incremental volume increases on the business front, signalling a slow but steady economic recovery. A portion of this growth is attributed to the new business launched in September at our Cardiff location. With the economy stabilizing and the expansion of Canadian Western services, we are now loading rail containers to Winnipeg, MB; Calgary, AB; and Surrey, BC. This development is a great addition to Cardiff's schedule on previously quieter days, and we anticipate that these volumes will continue to grow in the coming months.

These volumes have also positively affected other terminals, resulting in increased deliveries for both the Winnipeg Terminal and the Western Canada transportation network. This growth required significant planning and coordination across multiple teams, and their dedication is reflected in our latest On-Time Performance tracking reports, which show mid- to high-90% across all business aspects. Thank you to everyone for collaborating to handle these increased volumes as they come.

Giving back to our community

In October, a group of volunteers from our Toronto Terminal participated in the Food Sort Challenge with the Trucks for Change Network, supporting the Daily Bread Food Bank. This was just one example of our continued commitment, as we also volunteered earlier in the year for Food Banks Canada's annual After the Bell (ATB) food packing event. It was an incredible way to give back to our communities and connect with other industry partners. We're also proud to share that the Mississauga Terminal donated an impressive 464 lbs of food to the Mississauga Food Bank as part of our terminal-wide Holiday Food Drive throughout December. Thank you to everyone who contributed their time or donated to support this worthy cause.

James Morgan -
30 year milestone
recognition.





Employee milestones

Finally, whether you're marking your first year or an incredible 40 years with us, we extend our heartfelt congratulations to all employees celebrating milestones. Your contributions are deeply valued, and we thank you for your dedication and commitment.

A special shout-out goes to Fred McLellan for an astounding 40 years of service—a truly remarkable achievement. We also celebrate Mark Mountain for 35 years of dedication and Donna Karl and James Morgan for reaching the impressive 25-year mark. Each of you plays a vital role in our success, and we are grateful to have you as part of the team.

To conclude, the end of 2024 has been truly fulfilling, and the beginning of 2025 already brings many supErb opportunities to make this our most successful year yet! Stay safe and keep on making cool moves.

Until next time,

— Tom Hill
Terminal Manager

Team photo in front of Toronto Terminal.



Frank Voskamp -
retirement Party.

Food Sort Challenge
- Daily Bread Food Bank, Toronto, ON.



Fred McLellan -
40 year milestone
recognition.



THUNDER BAY TERMINAL

Happy New Year and Hello to everyone from Thunder Bay

This year has started well for our terminal. Last year's winter season saw very little snow in our region, but this year seems to be "winter as normal". It was nice to have a white Christmas compared to last years.

We have seen some new faces working in the city and on the highway. Some of the local additions are:

William McDonald has joined the TBAY shop team as a 3rd-year apprentice.

Denisa Lucaci, Brad Shaw, and Albeya Sirika have all come aboard as International Drivers and are proving to be a great addition to the team!

Nathaniel Erb was a dock loader/helper in the trucks and has obtained his AZ license. He is now operating as a DZ Local Driver. This new role has allowed him this advancement from the previous position he had.

His strong work ethic comes naturally as he is the grandson of Gerry Erb (*we all know how hard HE works*).

Looking forward to Erb Excellence Night coming in March and I hope everyone has a great 2025!

Steve Pethick
Terminal Manager



Thunder Bay - terminal yard.



Nathaniel Erb - DZ Local Driver and Grandon of Gerry Erb.



Hello from the Capital

Happy 2025, everyone! With the holidays behind us, we are now looking forward to springtime.

Way back in the day, it was said that the Ottawa Terminal ran on 'flower power' because of all the flower deliveries we did for two large distributors. Today, since the inception of beer and wine in convenience stores and supermarkets, it's also safe to say that we now run on many powers.

Between corner store deliveries for the LCBO and for TNG, we are being kept very busy. Christmas volumes were unprecedented because of this, and we had to lean on Trenton, who sent us two drivers, and Montreal, who sent us one.

We have caught up now, but we are still seeing big volumes, and so far, we are keeping up!

I want to welcome Oneil Mangal to our group of Drivers. Oneil has big shoes to fill as we say farewell and good luck to Jean Saumure. Jean has decided to hang up his keys after 36 years with the company and will now be around the house more, much to the dismay of his wife, Lynne. We will miss Jean for his hard work, dedication, and good humour towards everyone.



Tim Charbonneau
- 35 year milestone recognition.

Marc Lamarche - family sporting Erb Gear.

Tom Nugent - 20 year milestone recognition.



When I used to work evenings, Jean used to like hanging around when he got back to the terminal. I used to tell him, "Jean, you're done, go home," Now I can finally say this for the last time!

Finally, I want to remind everyone that Erb Excellence Night is happening on March 22nd. We are trying a new venue this year and are hoping for a great turnout. I hope to see you all there!

I was going to sign off with "Go Sens," but by the time this issue comes out, we could be so far back in the playoff race that it would just look silly, or we could be in the thick of things. So, it is best not to say, GO SENS!

— **Marc Lamarche**
Terminal Manager



TRENTON TERMINAL

Keeping up with Trenton

I am happy to share my first Erban Report article as the Trenton Terminal Manager.

Trenton has been very busy this past fall, and I am excited for my first opportunity to highlight what we have been up to. We participated in several events within our local community; as you will see, they are quite diverse.

First, as a team, we hosted a Thanksgiving BBQ to show our appreciation for our staff and all they do. But more importantly, we focused on helping the friends and families of our staff during a time when access to food can become challenging. Through our combined efforts, we raised enough money and food to support seven families with hampers and provided additional hampers to a local seniors' home. Each hamper included a turkey with all the fixings, a dessert, and a gift card to ensure anything we might have missed could be purchased.

This season, we proudly sponsored the Quinte U13B 2024/2025 Golden Hawks hockey team. Two players from the team visited to personally thank us for our support, which was both heartwarming and a wonderful reminder of the impact our sponsorship is making.

Additionally, in November for Bring Your Kid to Work Day, Jammie Humphries brought his stepson to work, giving him a firsthand look at the important role we play as a trucking company and the impact of our day-to-day operations.

Heading into the holiday season

Daryl Lumley was thrilled to support our customer Lactalis again by pulling their float in the Christmas parade, continuing a tradition he has proudly upheld for years. The honour carried extra meaning this year following our recent recognition as their Carrier of the Year.

As part of a terminal-wide Holiday Food and Toy Drive, the Trenton Terminal Team showed their generous spirit with a thoughtful twist. We supported Catherine's Kitchen and our local homeless community by raising funds, collecting food, and providing essential items such as sleeping bags, outerwear, and boots for those without permanent residences. Thanks to our collective efforts, we supplied enough outerwear for at least 10 individuals and contributed approximately 1,000 pounds of food to support the Christmas dinner program. It was an amazing accomplishment, and I'm truly proud of my team for their hard work and kindness!

Finally, Fridays at the terminal are always a treat. To brighten the dark winter days, one of our Penske Mechanics, Mike Fullerton, keeps things lively by regularly wearing a wacky hat, bringing a smile to everyone's face and spreading a little extra cheer!

Jammie Humphries and step-son with Sheldon Wheeler - Take Your Kid to Work Day.



Daryl Lumley - pulling Lactalis Trailer at Bellville Christmas Parade.



Penske Mechanic, Mikey - with his wacky hat.



Quinte U13B 2024/2025 Golden Hawks visit.



We've had a busy year filled with day-to-day operations, new projects, and exciting aspirations. Along with the great strides we've made this year, we're looking forward to all the things we'll be supporting in the new year. Keep an eye out for what's coming next!

Until next time,

— **Sheldon Wheeler**
Terminal Manager

WINNIPEG TERMINAL

Hello from Winnipeg

Am I the only one who feels like 2024 flew by? Here we are, already into January 2025! The Winnipeg Terminal was a buzz of activity in the fall of 2024!

Employee BBQ

We were incredibly lucky to have CEO Wendell Erb, VP of Sales Marty Otten, and Wayne Baechler in Winnipeg for our annual Employee Appreciation BBQ in September. We had a fantastic turnout with employees, their families, and even some clients and vendors joining us for a delicious meal. I cannot say thank you enough to Wendell, Marty, and Wayne for taking control of the grills. Nobody left hungry!

This fall, we also welcomed Russ Toporoski, Andrew Horch, and Christian Fisher to the Winnipeg family.



**Scott Snowden
and Jan Szeremek**
- Toronto, ON.

Winnipeg team photo.



Trip to T.O.

Scott Snowdon from Dispatch got into the Halloween spirit and sported not one but five different Halloween costumes, accompanied by his furry sidekick, Rupert. For his dedication, he won the Toronto Maple Leaf tickets for the Erb Halloween costume contest. Scott and fellow Winnipeg employee Jan Szeremek attended the November 12th Leaf's game against the Senators in Toronto.

Getting into the holiday spirit

In December, Local P&D Driver, Mike Werner and his wife Carol made the entire terminal a fantastic lunch of perogies, meatballs, cabbage rolls, and baked goodies for dessert. It was so delicious, and we are all so thankful to Carol and Mike.

Winnipeg once again got into the holiday spirit, decorating the terminal, hoping to repeat their victory from last year's holiday decorating contest. Lots of laughs and teamwork went into decorating! Thank you to everyone who contributed to our decorations. A huge thank you to Kim Lauzon, wife of Local P&D Driver Brent Lauzon, who came to help us again and brought in two totes of holiday decorations!

You could say that there are days that Winnipeg has gone to the dogs. We have several four-legged employees who pop in for visits on occasion: Rupert, Turk, Baxter, and Scotty. Santa even came in December, and they each had a visit with him. It was amazing to see everyone get into the holiday spirit; the pictures do not do it justice.

I am excited about 2025 and all the amazing things we will accomplish together as a team.

Until next time, stay safe!

— **Karen Moloney**
Terminal Manager



Greetings from sunny & very cold PA!

The 'polar vortex' has reached across the border! We just survived a frigid week; high temps didn't get out of the high teens (Fahrenheit) for at least five days, with wind chills in the single digits. We all know Canadians are used to it, but this is not usual (at least not in recent memory) for Pennsylvania. We've also had more snow already this year than in the last two years at least!

The bridge construction at the entrance to our parking lot is finally complete, and it has now reopened to traffic in both directions. It was a long process lasting 18 months, but the detours are officially over! People often ask me if I'm relieved that the construction is finished, and my answer is always the same: "You can't even imagine!"

Last October, my husband Kevin and I drove to Alexandria, VA, to have dinner with Kelly Kittmer, Kevin and Tracey Erb while they were in the States for the NFRA Convention. We had a nice dinner at a local restaurant in Alexandria's historic waterfront area. It was nice to see them on this side of the border!

With only one driver, Bob Wade, working out of our terminal and Abbe now only working part-time in the shop, there's not much going on here! However, we continue to plug along and help wherever needed, which has always been our goal.

Last summer, I celebrated an exciting milestone of 40 years with The Erb Group! While I'm incredibly proud of the journey so far, I'm also looking forward to the exciting possibility of retirement on the horizon in just a few short years. I've seen a lot of changes at Erb over those 40 years, but the one constant was the family culture.

Doug Beam, my late husband, was the son of Violet, who was Viola Erb's twin sister. The care I received from Erb extended far beyond just our family. I've witnessed that same warmth

and support shown to all Erb employees. It's this culture of care that truly makes The Erb Group a special place to work.

Speaking of Violet, she and her husband, Titus, are doing well. They're in their 90s now and live in a retirement home about five miles from the terminal. Despite their age, Titus still visits the family farm, which is now run by their son Bill and his own sons.



Elverson Board Meeting in the 1990s.

If you didn't know, the land where the Elverson Terminal is located was once part of the original family farm owned by Violet and Titus (sister and brother-in-law to Viola Erb, Co-founder of The Erb Group). In the 1990s, the company purchased a few acres of this land to build the terminal on North Manor Road. Although Ontario remained the company's primary service area, many people are unaware that Violet and Titus, who lived on the farm, played an instrumental role in establishing this location and laying the groundwork for The Erb Group's growing international presence.

As for Violet, she keeps herself busy by sewing comforters for the Mennonite Central Committee. I honestly don't know how many she makes a year, but I'd guess it's in the hundreds. She and Viola certainly shared that love for sewing!

That's all I have for now. Take care, everyone, and be safe!

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

NORTH BAY TERMINAL

Greetings from North Bay

The past few months have been filled with adventures, challenges and new beginnings. As we start 2025, we would like to share some of our highlights from the North Bay Terminal.

To end the year, we had a surprise visit in December from Frank Heon and Daniel Jacques, which was nice; it is always a pleasure to see visitors from other terminals.

With that, the new year has been a reasonably tame one so far in the North. It may have started with a vengeance, but it has calmed down a fair bit. To quote our shop, "Knock on wood, we have not seen a real cold snap; this helps with not having any major equipment delays."

We have seen a few changes in North Bay over the past few months; with the ISAAC system up and running and the Dayforce launch, things are progressing at a great pace!

We have a couple of new editions to our team as well. We are pleased to welcome William Bell to the driver area in North Bay, Joel Charlebois in Sault Ste Marie and a warm welcome back to Chad Coughlin. Additionally, on the dock, we welcome back Mike Smith from Baden and Dan O'Beirn.

From the shop

Our Night Mechanic, Brian Krauskopf, returned to work in January after a brief leave. We are very pleased to have him back and to see him begin his training with the updated shop system. We would like to express our gratitude to all our mechanics and technicians for their dedication and hard work. They are always ready to pause their current tasks to assist drivers, ensuring their repairs are completed quickly so they can get back on the road.

From the dock

Our dock has undergone some restructuring. We now have five full-time workers and one part-time worker. We are pleased to welcome Guy Michauville back from retirement; he will be working in the yard as a Shunter and Wash Bay Attendant.

From the Soo Yard

In Sault Ste. Marie, as you can see by the gigantic snow pile behind our truck, we've battled a harsh winter- make no mistake, that's flat land by spring. Operations continue to roll smoothly despite these added challenges. After all, we're built to handle the cold—pun intended!

A great big thank you to Claude Mantha in our Maintenance Department for all you do, keeping the lights on and heating running so we are all comfortable while at work during the colder season. We also want to thank Kenny Seyler for keeping the yard safe and well-sanded this winter. Keep up the great work!

As we celebrate milestones in and out of the workplace, let's congratulate some of our team members on the arrival of their newest little ones! Congratulations to Peter Maunsell on the birth of his son and Vasu Goyal on the birth of his son. We wish you all the best.

Straight truck in front of snow mountain, 2025.





TERMINAL UPDATES

Michael McBride - 1 year milestone recognition with Marc Lafleur.



Lee Ann Lefebvre - OS&D on the job.



Bob Ethier - checking Erb trailer.

Milestones

Congratulations to our team on their milestones!

Dock Manager, Micheal McBride - 1 year

Driver and Wash Bay, Don Sorensen - 35 years

Driver, Pierre Breton - 5 years

Driver, Aline Labelle - 5 years

Those are all the updates for now, we're looking forward to having a relaxing get together with good times and many laughs at Erb Excellence Night 2025!

Until next quarter be safe and smile often.

— **Laurie Bissonette**
North Bay Dispatch



North Bay - team photo.

EVENTS & SPECIAL DAYS

At The Erb Group, we host and participate in various events and themed days to help us recognize important initiatives and fuel more opportunities to have fun together throughout the year!

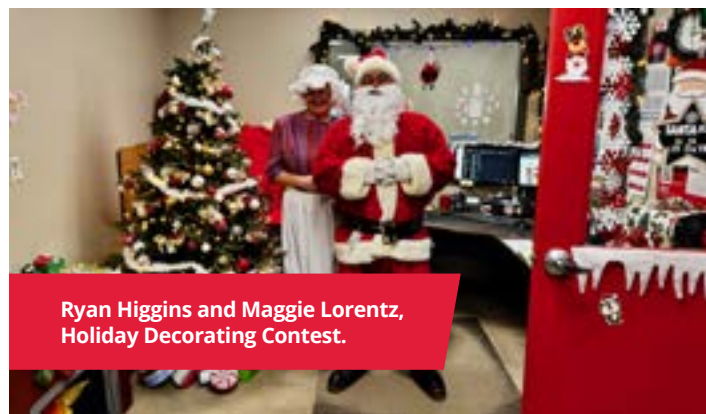
Amidst the daily grind, we love celebrating special days! From industry events to company initiatives, it's a chance to showcase our team's cool moves, highlight departments, and share our personalities and team spirit.



Trenton Team, Festive Sweater Day.



Driver Jammie Humphries, and step-son Tyson Mocon, Take Your Kid to Work Day.



Ryan Higgins and Maggie Lorentz, Holiday Decorating Contest.

Kelly Kittmer and Kevin Erb at NFRA Convention, Alexandria, VA.



Nelson Soulieres & Veronica Skelton.



Domestic Customer Service Department - Toronto Terminal.



Is your terminal up to something fun?

Send your photos to marketing@erbgroupp.com for a chance to be featured on Erb Connect, social media and future editions of the Erban Report!



ESSENTIAL DELIVERIES EXCEPTIONAL IMPACT



"In a time when connection matters more than ever, our impact goes beyond just deliveries. We're building a network of trust and warmth that helps us all make a positive difference."

— CEO, Wendell Erb



Thank you for being an integral part of this exceptional journey. Scan to explore our community impact in 2024!

GOOD CHEER CLUB

The Good Cheer Club is a voluntary club that exists to spread positivity to all participating employees and their immediate families in supporting childbirth, marriage, personal illness, or family loss.

Do you want to get involved? For more information about the club or details on how to enroll, visit the Additional Resource tab on Erb Connect.



Edwin Lopez - Baby Emilia Lopez.

BIRTHS

Baden

Edwin Lopez and spouse, Liliana Castro — *Emilia Lopez born on July 5, 2024.*

Richard Van Dyk and spouse, Cherrell Lynch-Van Dyk — *Richelle Grace Van Dyk born on July 21, 2024.*

Toronto

Muhammad Guaffar and spouse Maham Shakil — *Isa Iuqman born on July 23, 2024.*

MARRIAGES

Trenton

Brandon Nadeau-Trenton, and spouse Amber — *married July 27, 2024.*



Got a story to share? Let us know!

Send your highlights directly to Marketing@erbgroup.com.



BBQs

The Erb Group proudly celebrated its 65th anniversary this summer with a series of Employee Appreciation BBQs across its terminal network. While these BBQs are a cherished annual tradition, this year's events held special significance, honouring the company's long-standing commitment to dedication, community, and collaboration.

We are incredibly grateful for our devoted, hardworking team, who help us bring food to families' tables across North America. It is always an honour to give back to our employees in appreciation of their commitment.



Scan the QR code to learn more about how we've marked the milestone.



GOLF TOURNAMENT

The Erb Group proudly held its 31st Annual Charity Golf Tournament in September, showcasing its community spirit and commitment to local causes. This year's tournament raised an impressive \$35,000, bringing the total contributions to an extraordinary \$585,000 since its inception in 1994, solidifying its legacy as a powerful force for change in the region.

These funds directly support local non-profit organizations that provide essential services, including food security, mental health support, and community-building programs for families in Wilmot.





Canadian Fleet Maintenance
Manager Award 1998.

TRUCKING ROOTS AND FAMILY VALUES

"If you got it, a truck brought it."

"Another Cool Move."

If you know these statements and can rattle off a few more classics, this article is a tribute to you and the people in trucking you care about.

When you grow up with trucking as a part of your family, certain sayings, values and skills are embedded into your way of life.

My brother Luke and I were fortunate to be born into a family deeply dedicated to trucking. Our dad, Jim Pinder the Senior Corporate Fleet Director, is one of the many Erb Group employees committed to the trucking industry.

Perhaps, as the reader, your dad is your connection to trucking, too. If so, this meant you were confident that you would go to a truck show each summer or that an afternoon spent watching him repair a part of your family vehicle and occasionally helping out was time well spent.

Perhaps your connection to trucking is through another special relationship. After all, you've got the Erban Report in your hands, so you have at least one connection to someone in the industry.

Growing up with a connection to trucking, while not being in the industry, has still given us many memories related to trucking, like Luke and me getting our first Mack Truck coats. I vividly remember sitting 'shotgun' in a parade as Dad drove the truck, and I waved until my hand was too tired to keep going.

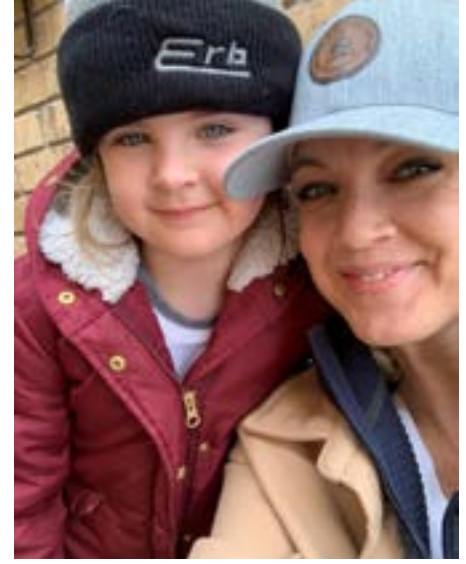
I also remember when he drove my friends and me to prom in a transport or when he brought in a truck for my first-grade



Jennifer Pinder - *In a new truck delivery.*



Jennifer Pinder and Jim Pinder - *driving to prom.*



Olivia and Jennifer Pinder.

'Show-and-Tell.' Now, many years later, my dad brought a truck to a different grade one class, where I am the teacher.

To my dad, teaching us the skills to keep us safe on the roads has always been important. This includes but is not limited to having winter gear in the car, planning trips, reviewing maps, giving trucks the necessary space on the roads, and always making sure people know when you've arrived safely at your destination.

The values of honesty and integrity are characteristics that we knew at an early age were important in how we interact with people and engage in our work. We knew that your word was important, and that hard work was essential. It was modelled for us that demonstrating commitment to people and persevering through challenges enables us to take pride in our connections and in our work.

My parents have always supported my brother and me in our chosen careers. I chose the field of education, and it has been a great path for me. This past year, my dad told me about using one of my 'educational sayings' in one of his work emails. I was so proud to know I had finally made the

grade! It is so special to me that both of us now have professions that influence the other! That is yet another cool move.

I look forward to many more years of sharing sayings, creating memories, staying committed to our values and learning new skills. This summer's Erb BBQ was another great example of connecting the values of trucking and the values of family.

In closing, my tribute and thanks go to my dad for his commitment to trucking, the hard work and values of the trucking industry, and, most importantly, to his family. I hope you too get to thank your trucking person for all they do!

Jennifer Pinder

Jim Pinder's Daughter

Jim and Jennifer Pinder at the races.



DRIVER SAFETY RECOGNITION

Safe Driver Awards

Through the Infrastructure Health and Safety Association's Safe Driver Program, we recognize our drivers who put safety at the forefront of every trip. The program aims to promote the benefits of good driving habits, honour professional drivers who have maintained accident-free driving records and uphold safe driving practices with a safe driver pin and card. Please join us in recognizing the individuals in the list below for their superb driving skills and contributions to safety at The Erb Group and in the trucking industry. Congratulations!

100 Percent Club

The 100 Percent Club includes drivers who have achieved perfect ProDrive scores in all four quarters of 2024. Safe driving measures are benchmarked according to company and industry best practice standards. Every year, we are proud that we get to recognize so many of our drivers for their safe driving!

100 Percent Club Members 2024

Ottawa	Andrew Cleroux
Trenton	Blair Sararas
Baden	Carl Jantzi
Baden	Cornelis Goes
Winnipeg	Daniel Marcoux
Ottawa	Gilles Poirier
Baden	James Ginn
Baden	Jordan Schultz
Ottawa	Leo Hurley
Trenton	Perry Lemieux
Ottawa	Pierre Zili
Winnipeg	Scott Martin
Toronto	Stewart Robinson
Winnipeg	Stuart Harrison
Ottawa	Timothy Jennings
Baden	Wayne Bast

Driver of the Year Awards

Each year, we celebrate our top drivers across several categories, recognizing their dedication to excellence in driving through safety, experience, and continuous improvement. Take a look at our 2024 award recipients!

Highway Driver of the Year:	Carl Jantzi
Local Driver of the Year:	Stew Jutzi
Owner Operator of the Year:	Orie Gerber
Most Improved Highway Driver:	Karl Probst
Most Improved Local Driver:	Sina Kharzmi
Rookie Highway Driver:	Alain Robert
Rookie Local Driver:	Christopher Bruno

Terminal of the Year Awards

Top Performing Terminal –	Trenton
Top Performing Small Terminal –	North Bay

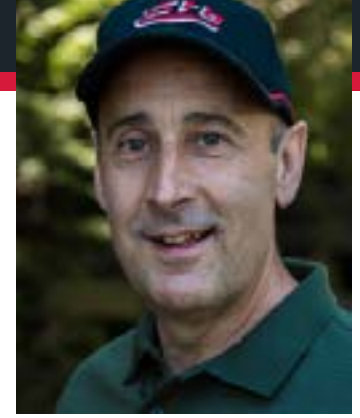
Stew Jutzi -
Local Driver of the Year.



Carl Jantzi -
Highway Driver of the Year.



A VIEW FROM THE DRIVER'S SEAT



Songs have a way of tapping into our memory bank and staying there for some time. One of the Christmas worship hymns we sang at church over the Christmas season did just that. It was "Come, Thou Long-Expected Jesus."

It's a Christmas hymn written approximately 280 years ago by Charles Wesley. I enjoy the tune as well as the words. So many of our church hymns are rich in theology, making them appropriate for worship to our God.

As I thought about the title, my mind was drawn back to the first book of the Bible—Genesis. Adam and Eve disobeyed God in the Garden of Eden and plunged the whole human race into sin. In Genesis 3:15, God the Father foretold of One who would come and ultimately destroy the work of the devil completely. All throughout the writings of the Old Testament, we read of the prophetic promises of this coming Ruler who will right all the wrongs of a sinful world and reign with perfect justice and perfect righteousness and will live and reign forever. He will rid the world of sin's power, sin's bondage and, finally, sin's presence. All of the prophecies and descriptions of this coming King foretold in the Bible point to one person exclusively—Jesus Christ.

When you read the Old Testament writings, the longing of the hearts of the people is for a just ruler. Over the years, kings came and went. Some were good and followed the ways of the Lord. Many were not and followed their own evil inclinations and promoted idolatry and false worship while forsaking the one true God who created them. The longing to be governed by a good and righteous king only increased as time went by.

God's timetable, however, is never too early and never too late. Despite being a few thousand years after the prophecy of the coming King in Genesis 3:15, the Apostle Paul affirmed God's perfect timing in the New Testament book of Galatians. Galatians 4:4-5 reads, "But when the right time came, God sent his Son, born of a woman, subject to the law. God sent him to buy freedom for us who were slaves to the law, so that he could adopt us as his very own children." (New Living Translation)

This King came as a helpless little baby who we celebrate every Christmas. He lived for 33 years, then was crucified like a criminal and died. But that's not the end of the story. Our sinless Saviour was resurrected from the dead, conquering death once and for all. If today you are in Christ, the Bible tells us that you also will escape the gripping hold of death and the judgement of sin we are all guilty of. His second coming to this earth will be much different because it will be as King over all His creation and not as a little baby. Embrace Christ and He will welcome you at His return. Receive God's free gift of salvation found only in the Person of Jesus Christ. That will elicit in your heart the urge to sing.

Roger's Thoughts for the Day:

- A closed mouth gathers no foot.
- Aspire to inspire before you expire.
- God never intended for us to dig happiness out of the earth that has been cursed (*Quoted by Thomas Watson*).

EMPLOYEE PROFILES



Brendan Karl

LTL Central Canada Dispatcher — Toronto

Joined The Erb Group -

July 25, 2017

What is your best memory with The Erb Group?

Being a little kid, jumping in my dad's truck and going on runs with him. The feeling of being way taller than everyone in the semi as a little kid will stick with me for life.

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

Optimus Prime, as he would do all the driving!

Name the top two items on your bucket list.

Attending an F1 (*Formula 1*) race overseas as a Paddock guest or flying a fighter jet!



Tracy Chambers

*Human Resource Administrative Assistant —
New Hamburg*

Joined The Erb Group -

October 31, 2022

What is your best memory with The Erb Group?

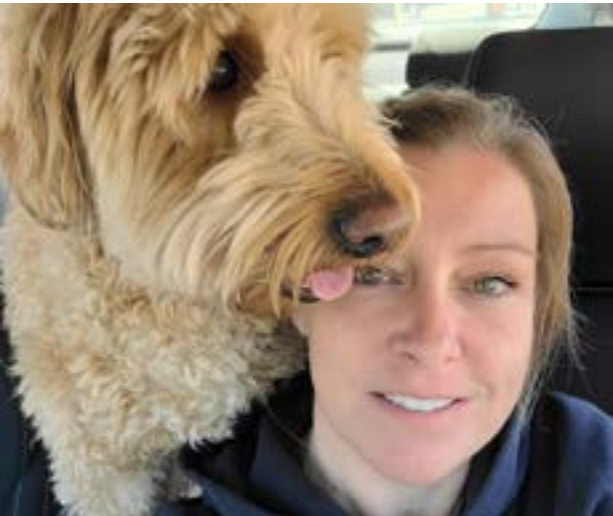
Being part of Women with Drive was an incredible experience. Seeing so many remarkable women thriving in the transportation industry was inspiring, and I felt so proud to be part of it.

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

Adam Sandler, David Spade, Seth Rogan and Russell Peters are all very funny people and would make for a memorable dinner full of laughter.

If you could have one superpower, what would it be?

I'd probably go with the ability to control time. Being able to pause, rewind, or fast-forward would be incredible, allowing you to enjoy the best moments, reflect on the past, or even see the future.



Valerie Tittley

Customer Service and OSD Supervisor —
Montreal

Joined The Erb Group -
May 19, 2020

What is your best memory with The Erb Group?

Last Erb Excellence Night when I got the Coaching Champion Award.

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

My grandmother. She was my best friend when I was a kid. She passed away when I was a teenager, and I feel we would have so much to talk about. It would be a fun drive.

Where is somewhere you would love to travel but haven't yet?

Italy! For the food, culture and the scenery. One day!

What's your favourite hobby or pastime?

Spending time with my two dogs.



Michael Werner

Local Driver — Winnipeg

Joined The Erb Group -
April 26, 2024

What is your best memory with The Erb Group?

The light and fun atmosphere.

If you could describe The Erb Group in one word, what would it be?

Awesome!

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

My Dad, he passed away in 2013.

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

1. Elvis Presley, he was ahead of his time in music and just a cool dude.
2. Bobby Orr, he was an ambassador for hockey.
3. Tom Cruise, I don't know why, but he is a good actor.
4. Tom Hanks, he is just cool.

ERB ON THE GO

We want to hear from you!

Our photo-sharing program Erb on the Go is back! Take us along on your journey. This year, we will give one participant a \$50 gift card to **ErbGear.com** each month! Have you experienced a photo-worthy moment while on the go? Save your photos throughout your travels, even if it's just to the office, and send them to **marketing@erbgroup.com** for a chance to win!

What to Submit

- Erb Gear looks
- Team activities
- Fun projects or deliveries
- Community initiatives
- Work milestones
- Truck photos
- Cool new experiences and more!

What to Include

- Employee Name(s)
- Terminal Location
- Photo Context

**Upon submission, you consent to The Erb Group using any image(s) for marketing purposes.*





ERB ON THE GO





YOUR COOL MOVES

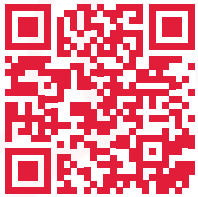


COOL SOLUTIONS, FRESH FEEDBACK

Whether you're a valued client or a dedicated team member, we'd love to hear from you!

Your insights and feedback are essential to our continued success!

Share your experience with us!



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Grab your Erb Gear today and show your Erb spirit in style. We offer items for men, women, children, and pets, delivered right to your terminal!

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Receive a **FREE** Erb hat with any ErbGear purchase over **\$25** or more. Choose from three different styles of hats, available while supplies last!

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