



January '12 Quality Share

Money for Team 9	
1. Weigh-IT	\$109,420.36
2. Pro Miles	\$11,974.66
3. Admin 42	\$2,100.00
4. Pro Tech	\$3,000.00
5. Fuel Whopper	\$0.00
Total	\$126,495.02

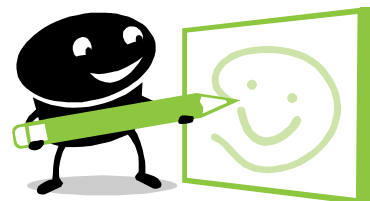
Money Wasted	
A. Claims / Cancelled	\$24,431.85
B. Misdirects	\$13,360.00
C. Undelivered	\$1,110.00
D. Admin 42	\$0.00
E. Fuel Whopper	\$12,000.00
F. Non reported R&M	\$0.00
G. Vehicle Claims	\$24,511.35
Total Wasted	\$62,220.20

January Payout
\$34.75



For all Family members of Team 9... are **YOU 10 or younger??**
Color a picture of ANYTHING Hi-Way 9.
A truck. A terminal. Someone you know that works at Hi-Way 9. The Logo.
Send in your picture and receive a prize!

Send your picture to:
Drumheller
ATTN: Sylvia

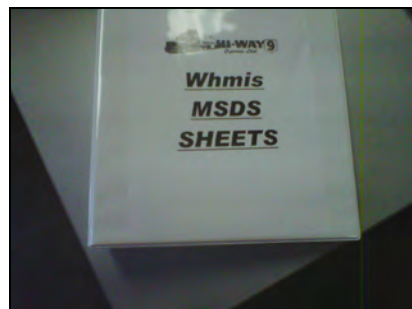


Just show us your talent!
We'd love to see what you will come up with!

Submissions due by March 1, 2012



Team 9's updated WHIMIS-MSDS binder has been distributed. Every terminal and shop has it ... Do you know where it is? Ask you Team Leader!



The Carriers That Care!



February 10, 2012

Volume 12 & Issue 2

A CULTURE CREATED-A CULTURE OF SAFETY

A culture of success. The Hi-Way 9 Group of Companies strives to ensure its Team is performing in a successful environment. **Why?** Because best in class people want to work at a best in class work place. Remembering that good companies want to deal with good companies, and investors want to invest in a good brand. The result? Safety culture for Hi-Way 9 needs to be practiced daily.

This "Safety Culture" is measured and graded. Unless these numbers are kept and monitored, how will the system know where to improve? Numbers and stats are vital. How was Hi-Way 9 Group of Companies' year of 2011 Safety Culture statistics?
TRI-6.48 target 5, industry average 7.66 (stat collection varies)
LTC-.93 target 1, industry average 3.07
CLAIMS-.97% of revenue target 1%(vehicle and cargo combined)

Understanding this system is vital. We need to know that things are measured and its for everyone's benefit. Hear are some definitions of what we measure:
TRI-Total Reportable Incidents (below is what is factored in to the measurement)

RWC- Restricted work-modified work
TLC-Time Loss Claims -that's a WCB, that the employee misses a day beyond date of accident

MA -Medical aid - requires medical care after First aid. (watch this definition and you will see why below). Medical Aid means the employee goes back to the doctor and doctor does something more than fill out paperwork: he treats the injury with drugs, splint, cast, physio.

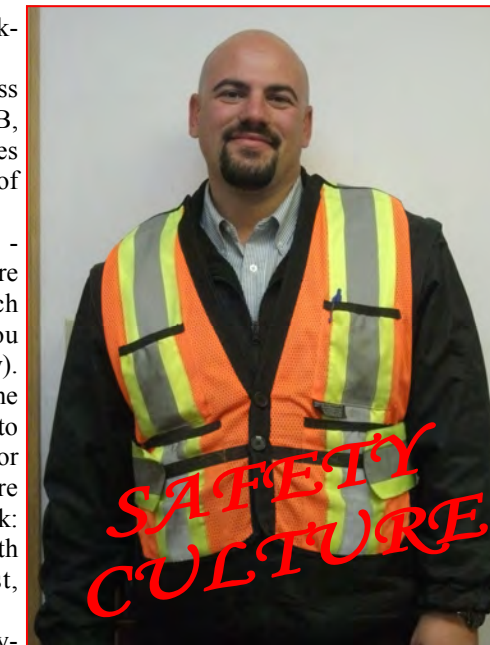
FAT-Fatality- Someone dies at work, resulting from a workplace incident. Now you're probably thinking the measurement doesn't have any flexibility, but they do. FA (First Aide) is when you receive treatment at the first aid box. Things happen, and these incidents are not factored into TRI's or the industry statistics.

But wait-why are Hi-Way 9's targets better than industry averages? In the society we serve, it's often what we do wrong that unfortunately is measured. Your Family expects you home every night, every day... isn't that reason enough?

Again, it is important for Team 9 to know the above TRI are tracked. And it is even more pertinent to understand why-to get better. To make their workplace better. When an incident (TRI) occurs-Team 9 as a system has failed, you have failed, and safe work practices were not followed. The Culture of Safety is compromised.

Team 9, your brain is your most important tool. Not your truck, forklift, computer, or phone. Getting hurt is not acceptable. Life is about balance...work, family, friends...getting hurt doesn't fit!

A "Safety Culture".
For you, your family, and your teamwho is counting on you?



HI-WAY 9
GROUP OF COMPANIES

2012 Corporate Objectives

Safety will be a Culture, not a program
Service backed with Quality and Integrity
Maintain Profitability to reinvest

Drivers
Idle - target 10% summer / 14% winter
Vehicle Claims - target 0.47
Days free violations
Safety: TRI less than 5
LTC less than 1

Maintenance
Pro-tech
\$.3% of revenue
Safety: TRI less than 5
LTC less than 1

Administration
ISO - 30 days
Billing accuracy - 98.5%
Undelivered - less than 75 bills weekly
Safety: TRI less than 5
LTC less than 1

Warehouse
Weigh-It - target: \$6800 / day
Freight claims - target 0.43
Safety: TRI less than 5
LTC less than 1





Team 9 Hero!



Steve Bown
Airdrie Line Run Manager

Stephen Bown has been with the company since May 2010. He originally started off as City P and D working on the afternoon shift and helping the team clean up our nightly pickups so we could get our schedules out right on time! He then moved to the morning in City P and D and did a few out of the ordinary jobs. **Steve** was so gracious to take the early 5am Costco Okotoks deliveries off of his manager's hands-a task that is not enviable nor has many volunteers lined up to complete.

In September of 2011, the Airdrie Line Run opened up and **Steve** again accepted another challenge. He has taken this run to new levels with his customer service and speedy delivery times. One can't count how many positive phone calls that have been received since **Steve** has started on this run. All of Hi-Way 9's customers truly enjoy **Steve** showing up on their doorstep day in and day out which shows everyone what Team 9 is truly about.

Steve and his wife moved to Canada from across the pond (Great Britain) in February of 2010. They have recently relocated out to the wonderful town of Cochrane and got away from the big city life. They enjoy going to the mountains and exploring the area.

Steve is a great asset to the Hi-Way 9 Group of Companies with his positive attitude, hard working mindset and customer service. He shows up daily with a smile on his face and greets everyone with his famous accent that some of us are still trying to get used to. Thank you for everything you have done, **Steve**. Your Team looks forward to what other challenges you may take on, and conquer, in the future.



ARE YOU A DRIVER TRAVELING OUT OF TOWN?

Ask your manager for your TL2 tax form to claim meals eaten out of town!

VACATION PAY DEADLINE
Feb 10th is the deadline to receive vacation pay for the 15th



New Group RRSP Program with Great-West Life!

- *Lower Investment Management Fees
 - *Enhanced online member website
 - *Introduction of Target Date Funds
- Consider setting up an account in February to make your 2011 RRSP contribution to the new Mullen Group RRSP.



If you would like to have additional taxes removed from your cheque, contact your Team leader for the appropriate



Team 9 Birthdays

Years of Recognition with Team 9

- 5 years**
- Samantha Hodgson Feb 9, 2007
 - Greg Hemphill Feb 16, 2007
 - Dwight Abaya Feb 22, 2007
- 10 years**
- Joel Fabrick Feb 1, 2002
- 15 years**
- Sylvia Kirk Feb 3, 1997

Congratulations to these Team 9 members for your notable milestone! Your care and commitment are commendable.

FEBRUARY

- | | |
|------------------------|----------------------|
| 16 RYAN KUZYK | 3 LOUISA SPICER |
| 16 DENISE CARTER | 3 GREG MITCHELL |
| 17 DEBBIE FUERSTENBERG | 3 INEKE TER MEER |
| 18 COREY SIEBEN | 5 KEN LAVENDER |
| 19 COURTNEY COVELL | 5 KENDALL TRENTHAM |
| 19 MIKE BORMAN | 5 JASON ALBRIGHT |
| 19 FRANZ NIEDERWIESER | 7 JOHN DOLPHIN |
| 20 JOSIANE PLANTE | 7 CHRISTINA DOLPHIN |
| 20 JANICE KOCH | 7 CAROL BERNAKEVITCH |
| 21 KARLY KOHUT | 7 KEN BOKINAC |
| 21 SLOAN FERGUSON | 8 MIKE MORRIS |
| 23 KRISSY PARDY | 8 MITCHELL ROHRBACH |
| 24 JOSEPH HEARN | 8 KANE NEWMAN |
| 24 HIEU VO | 9 AUSTIN MCINTOSH |
| 25 HARMANDEEP GILL | 9 DEAN MORRILL |
| 25 LAWRENCE MOSHER | 9 JORDAN HARRISON |
| 26 BRANDON HALL | 10 DON WOODRUFF |
| 26 KAREN SHILSON | 10 DANEEN CARIOU |
| 26 LORRAINE WOODRUFF | 10 GERARD CHAMPAGNE |
| 27 JIM MILLER | 11 TRENT SCHEINER |
| 27 AARON BOYES | 11 KYLE WITTFORD |
| 28 MICHAEL SHILSON JR. | 11 KEVIN JOHNSON |
| 28 ADIAN SEEVERS | 11 BRITTANY BUTT |
| 28 NATHAN VO | 12 SHANE KOCH |
| 28 ROXANNE PORTER | 12 BEVERLY MCINTOSH |
- ### MARCH
- | | |
|------------------|-----------------------------|
| 1 KEN MELBOURN | 13 DANIELA QUINTAS-BETANCUR |
| 1 NORM GILROY | 14 JEFFREY KOHUT |
| 1 ALEX DRUZHYNIN | 14 DENNIS WRIGHT |
| 3 BRAD HILL | 15 ERWIN HAMILTON |

CELEBRATE GOOD TIMES!

Jacki Serafinch of Edmonton arrived at work last month...just in time to celebrate her birthday with her fellow Team 9 members. We trust you had a GREAT day, Jacki!



Employee Purchase Program

Exclusive savings from Apple.

Apple brings you a special program. You qualify for preferred pricing on the latest Apple products.

- Program benefits:
- Special employee pricing on Apple products
 - Exclusive promotions
 - Complimentary shipping on orders over \$75
 - Free engraving on all new iPod and iPad models
 - Mac customization
 - Ratings and reviews on accessories and software

Visit <http://store.apple.com/ca/go/eppstore/mullengroup> or call 800-MY-APPLE

If you would like to receive the latest EPP specials and information, send an email to eppnews@group.apple.com

Savings Offer For Team 9



The price of success is hard work, dedication to the job at hand, and the determination that whether we win or lose, we have applied the best of ourselves to the task at hand.
Vince Lombardi



The Carriers That Care!



The Carriers That Care!





PRIDE...TEAM 9 HAS IT!



Jim Miller



Paul Hatcher



Lou Harold



Paul Hatcher



Brian Bertsch



Tony Adams



Karl Stroud



Chris Bell



Gord Wenzel



Frank Langevin

Uniform & Truck



Rob Rosin

Cold. Wind. Snow. Mud. Salt. When looking at the weather the province of Alberta experienced in January, one cannot help but say it is certainly NOT conducive to a clean truck and uniform for Team 9. And yet picture after picture, smile after smile has been seen in the many pride pictures submitted in the past month. This can be nothing short of stubbornness...and pride!

It's been said the cold weather never stops a Canadian-well, whomever wrote that needs to meet the Team 9 members-because they not only keep functioning...they keep doing their jobs-WITH PRIDE!

Congratulations to Frank Langevin. Not only are you clearly wearing your uniform, your safety vest is clean, visible, and a great sign to Team 9. Way to go!

A BIG welcome to the new Team 9 members.

NAME	DEPOT	JOB TITLE	NAME	DEPOT	JOB TITLE
KYLE STUCKEY	CAMROSE	DRIVER	EDUARDO DELA CRUZ	RED DEER	CLEANING
KENNETH BOWEN	DRUMHELLER	ADMIN	KURTIS WILSON	RED DEER	DISTRIBUTION
CHARLES ARSENAULT	DRUMHELLER	DRIVER	STEPHEN DIAZ	RED DEER	DRIVER
CURTIS LIDDICOAT	EDMONTON	DISPATCH	DWIGHT SMITH	RY MTN. HOUSE	DRIVER
ENKHTAIVAN BAASANDORJ	EDMONTON	DRIVER	SHEVAN ALI	STREAMLINE	DRIVER
REX AGHAFEKOKHIAN	EDMONTON	DRIVER	RICHARD COURTEOREILLE	WESTLOCK	DRIVER
WALTER SWATSKA	LETHBRIDGE	DRIVER			



Focus on the Positives!
Some Quality Achievements Received- "Going the Extra Mile"

Brittany Butt -Calgary-You have taken on more lately with QSP reporting and covering others when they are off. You show up every day with a smile and make sure the customers are taken care of. Keep up the good work.

George Nicholls -Edmonton Streamline-When doing customer care calls up to Brandt and Wajax the businesses up there were super impressed with your service! You are key to keeping them happy and the run "running" smooth!

Hank Peterson -Red Deer-When Hank was unable to make his regular trip to Connect, the shipping office made a call to Hi-Way 9 asking where Hank was and if everything was OK because he did not go to their location-it was another driver. This shows how much our customers pay attention to drivers and how much they appreciate the service Hank gives them-our drivers really sell our business.

Jennifer Weed -Streamline-During the month of January we had some very cold weather. You took the initiative to keep our drivers morale up by bringing in hot food for them. This along with your positive attitude help us get through the bad weather. Thank-you!

Steven Zylstra -Red Deer-You are an awesome Team 9 member. You are always willing to help me an anyone else on the dock. You have a great attitude and are always smiling. Thank you for all of your help.

Roger Socholotuik -Red Deer-When needing a driver to work an extra day to cover an LCV run, Roger said he would cover for us. Roger is never one to say NO when asked to do extra runs and even takes it upon himself to find out if there's anything that requires his help. No matter if it's a Saturday or Sunday, Roger is always a driver that can be counted on.

Neil Cunningham -Drumheller-Thanks for being soooo flexible. I know I can always count on your for anything. Fixing the vacuum, the heater in the back, delivery of freight, hanging stuff, washing windows and keeping the building in tip top shape. Keep up the great work. It is a pleasure having you in our building.

Kevin Pollock, of Calgary, was recognized in January's newsletter for his continued great service into the Okotoks area. His manager, Joe Hearn, shared his appreciation as well. Well done, Kevin!



Name: Jeff Kohut
Age: 20 years
Original Start Date with Team 9: June 2009
History: maintenance shop doing odd jobs, driving body job in town, distribution worker
Current Position: Deck-Way dispatcher
Team 9 warm & fuzzies: -people are good to work with & eager to help out-likes the culture that hasn't changed in the new "Mullen world"
Accolades: -eager to learn, has a vast knowledge of trucking, is always up to the challenge each day brings



Name: Amy Holden
Age: 25 years
Original Start Date with Team 9: November 2011
Current Position: Deck-Way Administration
Team 9 warm & fuzzies: -Quick learner, smart, level headed, great customer service and communication
Accolades: -feeling of acceptance and belonging from day one



The Carriers That Care!



The Carriers That Care!





Jerry's Safety Corner

For YOUR Sake...
For YOUR Safety!

Jerry Allen
Director of Safety & Compliance

Why does Team 9 Train? Why do we have procedures? Why are safety systems in place? What happens when procedures are not followed?



They say a picture is worth a thousand words. In that case-here is a 3000 word answer to "what happens when procedures are not followed".



Accident Report January 2012



Darrell Kohut
Vice President, Operations/Maintenance

Date	Location	Incident	Cost
4-Jan-12	Cal.Streamline	Driver following too close in traffic, rear ended car in front of him	Est \$12,000
5-Jan-12	Calgary	Driver was backing in at Vitran, caught window on sales office	Est \$250.00
13-Jan-12	Calgary	Driver was leaving Vulcan, dolly legs not raised and caught when leaving yard	\$990.00
13-Jan-12	Calgary	Driver was leaving wash bay and caught door on exhaust pipe	\$75.00
19-Jan-12	Calgary	Driver was making delivery, door came unhooked and broke door hinges	\$464.67
20-Jan-12	Calgary	Driver was transporting a forklift and was not secured correctly, load shifted and damaged trailer wall	\$2,484.20
17-Jan-12	Calgary	Driver was making delivery, went to back up, didn't notice car had parked behind him	Est \$3,000

Wow, aside from Calgary we had an excellent month of January. I have not had an incident report from any other service area. Good stuff. Lets keep this rolling: we will have our Calgary Team Leaders communicate with their drivers to reduce our incidents. We do have another not so nice accident with Streamline to start off the new year. Lets communicate patience and drivers leaving room. Drivers are hourly paid in the city and there is no need for excuses of rushing, tailgating and not exiting their trucks to look at their surroundings before backing, all those are 100% preventable.

"I have never stepped foot in that place again."



Over three years ago I walked into the local convenience store to grab a bottle of water and gum. I stepped up to the till to pay, and was greeted with...nothing. The attendant was on the phone. Being the "multi-tasker" I guess he was, he scanned my items in, took my debit card, I punched in my numbers, he ripped off my receipt, put it down by my items on the counter, and walked away from me. ALL while talking on the phone. I looked at him with what was probably a look of disdain,

and glanced at his name tag, thinking someone needs to tell this guy's manager what kind of service he gives. Under his name was the title "owner". I have never stepped foot in that place again. Why should I go back? A block down the street is another store that provides the exact same product and gives me service with a smile. Why WOULD I go back?! And this makes me wonder...with all the transportation companies out there, how is Team 9's customer service? Do we ever open the door to our competitors by our lack of service to our customers? Sure, we might get the product to the customer, but do we do

it with a smile? Do we provide the extra "care" that all customers appreciate? When they call with a question, what if you don't know the answer? Do you find out the information for the customer, or pass them over to someone else to figure it out? As a driver, do you know the phone numbers that will help the customers, or do you shrug and say you're not sure? It's all about customer service. There are other options out there in the industry. If we don't take "care" of our customers-someone else will! ...because I care.

Sylvia Kirk



The Carriers That Care!



...The Challenge

What is the Team 9 Challenge? Heather Colberg, director of Hi-Way 9, has challenged every Team 9 member to **do one hour or one good thing a month or volunteer to one event for 12 hours to cover your year** and send an email to Sylvia at sylviakirk@hi-way.com (or a note in the mail to the Drumheller office) and let her know what you did to do your part. She is having a column each month and your cause will be highlighted -if you believe enough to spend your time & efforts, create some awareness!

With approximately 450 team members in all the divisions under the Hi-Way 9 Group of Companies, if everyone gives one hour per month divided by 24 hours, it would be 225 DAYS PER YEAR THE HI-WAY 9 TEAM WOULD BE VOLUNTEERING. WOULD THAT NOT BE WONDERFUL?!



Darrel MacIntyre (left) has died his hair in preparation to...SHAVE IT OFF! That's right, in support for Cancer awareness and cure, Darrel raised funds for cancer. His two team mates joined in on the color -why should Darrel have all the fun?!

Hi-Way 9 not only challenges its Team to get involved, volunteer, or donate something of themselves to their communities-they lead by example. Please see at these letters that are but a few of the numerous thank-you's received in appreciation of Hi-Way 9's support and generosity.

Thank-You!

We want to thank you for the donation of the delivery services for the food pallets from the Camrose Coop to our depot for the 2011 Christmas Cheer Fund campaign. We delivered 267 hampers to those less fortunate families in our community. Thanks to your donation and other generous business owners, we have not incurred any administration costs for the 2011 campaign. Sincerely; Larry Schultz Chairman

The Olds Fashioned Christmas Coordinating Team would like to extend to you our sincere appreciation to Hi-Way 9 Express for your donation and use of the BBQ grill for the Light up even this past month. Your grill was amazing and large enough to keep up to demand. We sincerely thank you for helping with cooking the 1900 hot dogs. The event was a huge success. Thank you so much for the role you played in helping make it all possible. Sincerely; The Olds Fashioned Christmas Coordinating Team

Please accept our heartfelt appreciation for your recent donation of food to Edmonton's Food bank. Please share our thanks with all those who made this possible. While some individuals and families do access food directly from Edmonton's Food Bank, the organization is a central warehouse and referral centre, which distributes food to more than 190 agencies, churches and food depots in Edmonton. Each month, approximately 15,000 people are assisted by hamper programs supported by Edmonton's Food Bank. ... Thank you again for your generosity. Marjorie Bencz, CM Executive Director

Where in the world is...Load-Way?!

Load-Way, Hi-Way 9 Group of Companies' full load division, travels throughout western Canada and into the United States for their customers. These Team 9 drivers like to share their travels with the rest of the Group. Thank-you gentlemen!

Darryl Caravan (right) is seen in Saskatoon doing the Inland Plastics trailer swap. The trailer on the left is in Delta, BC, that will travel to Washington and make a trip home. And beautiful Surrey BC (for Cloverdale Paint) is where the middle picture is taken.



The Carriers That Care!