



December '10 Quality Share March Quality Share Draw

Money for Team 9		Money Wasted	
1. Weigh-IT	\$56,829.76	A. Claims / Cancelled	\$23,376.99
2. Pro Miles	\$10,449.90	B. Misdirects	\$6,320.00
3. Admin 42	\$3,100.00	C. Undelivered	\$9,510.00
4. Pro Tech	\$2,000.00	D. Admin 42	\$0.00
5. Fuel Whopper	\$0.00	E. Fuel Whopper	\$14,000.00
		F. Non reported R&M	\$0.00
		G. Vehicle Claims	\$11,080.05
Total	\$72,379.66	Total Wasted	\$58,046.04

December Payout Zero

Claims, misdirects and undelivered shipments have teamed up and destroyed the quality share payout. These three factors are solely in the hands of Team 9. What does this tell us? Team 9 can in-turn take control of what is sucking the money out of our pockets. Stop claims. Complete your paperwork. Put freight on the right trucks. Let's get control of our Quality Share, Team 9!

Town Hall Meetings



For ALL Team 9 members:

- Edmonton January 15
- Red Deer January 16
- Calgary January 22
- Drumheller January 23

*all above held at respective terminals
9:00am-1:00 (lunch provided)

The Leaders of Hi-Way 9 Express want all Team 9 members to know, understand, and participate in the business directions their company is going. It takes more than just decisions to make this company a success-it takes commitment and contribution from all those involved. We encourage ALL Team 9 members to attend.



The Carriers That Care!



John Deere and The Hi-Way 9 Group

You might be wondering where all that "green" color equipment has been coming from...on August 2, 2010 Hi-Way 9 Group of Companies started the daily processing of John Deere orders from their new RDC in Edmonton.

The Challenge

Combine Machine Down Orders (MDO) with Daily Stock Orders (DSO) with Complete Goods (CG) and deliver to all 71 dealer locations across Alberta "Pre 8am" from their new Edmonton RDC.

When Team 9 first looked at this idea we could have easily folded up our tent and decided to go home... but not the Hi-Way 9 Group. We looked at it as another challenge in how the world of transportation is changing.

First step – align ourselves with a partner who has the past experience with John Deere, and implement a new level of technology as well. Our partner on this project is JIT management services.

So how does the Hi-Way 9 Group of Companies do all of this each day? Let's look at each type of order and the processes managed:

MDO's – dealers across Alberta call the John Deere RDC and place rush orders throughout the day.

DSO's – dealers across Alberta place their daily stock requirements.

CG's – dealers across Alberta place orders for all small riding mowers, tractors etc. and attachments (from Grader blades to skid steer buckets).

This is how Team 9 really works and is in action every day

Streamline Logistics quarterback's the John Deere project and organizes the consolidation of orders each day from John Deere. A 3-man Streamline Team works directly on John Deere shipping dock (in fact John Deere built the facility without a shipping dept) -we are their shipping team.

As orders are picked, product moves directly to Team 9's staging area where our 3-man Team receives the orders, scans into JIT system, labels and sort into destination zones anywhere from a low of 500 pieces to as many as 1300 pieces, direct loaded onto outbound trailers.

Hi-Way 9 Express Ltd. receives the readied product, consolidates and connects the product into our delivery network within Southern Alberta-all delivered by 8:00 AM the next day. To look after northern Alberta we do our own run to Ft. McMurray and partner with Grimshaw Trucking for other Northern points.

Streamline Logistics receives Complete Goods in Calgary, transfers the product to Edmonton, who then processes the orders and connects with the outbound orders from the John Deere RDC.

We can proudly say this is how teamwork really Works! The Hi-Way 9 Group has provided the John Deere dealer network not only with a "New Solution" but also excellent service.

Stay tuned with further updates on John Deere as we continue to expand and grow our relationship.

A special thanks to the entire Team in developing this program, as well as delivering on the commitment each day.



John Kohut
Executive Support & Advisory
Hi-Way 9 Group of Companies





Team 9 Hero!



Theo Aardse
Calgary Body Job Driver

Theo Aardse is our hero in Calgary in many ways. He is a gentleman and the professional professional. Theo came to Hi-Way 9 in 2002 with a great attitude and the ability to lift the spirits of all those around him. He is the bench mark for all our body job drivers in customer service, pride and overall just being proud of himself and Hi-Way 9. We are very proud to have Theo as a big part of our TEAM.

Theo has decided to retire this year and enjoy life with his lovely wife Lorie. It is with a heavy heart but a huge smile we thank him for the wonderful years of service, his great sense of humor and his love for the Calgary Flames.

Theo, you are appreciated in every way and we will miss you. Good luck in your retirement. You always have a place to call home with us and are welcome back anytime. From all of your friends at Hi-Way 9 best wishes to you and keep in touch.

Customer Hero!



McLean Distributors, Barrhead
Debbie Carstairs

Debbie is a winner, and only because she's efficient. It was great! If a customer's account was paid up to the end of November by December 20th, their name was placed in a random draw for a beautiful diamond tennis bracelet. Debbie, having seen the information, promptly threw the entry form into the garbage, thinking her luck was never to win anything anyways. Having second thoughts, Debbie picked up the sheet, filled in the appropriate information, and sent it in to Hi-Way 9.

Excited isn't necessarily the only word to describe Debbie's reaction having been told she was the winner. Shocked-yes. Amazed-yes. And we suppose, excited could probably be blended in there somewhere too.

Having just started servicing the Barrhead and Westlock area in the fall of 2010, it's thrilling for the Hi-Way 9 Group of Companies to award a customer with this prize. Team 9 thrives for the communities they are a part of, and this is one more way thank them. Congratulations, again, Debbie. And thank-you for sharing your joy with us.

Use what talent you possess—the woods would be very silent if no birds sang except those that sang best.

Henry van Dyke



TAXES?!?

If you would like to make changes or have more taxes taken from your pay check, contact your terminal manager or office for the form.



HOLIDAY PAY



Vacation Pay is paid out by direct deposit on the 15th and the last day of each month, with four working days notice required. Let Donnerene in payroll know when you require your payout.

Why Take RRSP's Directly Off Your Pay Check?

Taking funds directly from your pay check towards an RRSP allows you **not to pay taxes** on that amount. Also, it is a lot **easier to put money aside** when you don't even see it. And the very cool thing about this savings plan? **Hi-Way 9 can do this for you!** Just ask Donnerene how (1-800-622-5800)!



Team 9 Birthdays

- | | |
|-------------------------|---------------------|
| JANUARY | |
| 17 ROBERT EDGINGTON | 1 BEAU BOLIN |
| 20 BRUCE DUDLEY | 2 JEFF TZOVANAS |
| 20 EMILY ALBRIGHT | 2 GERALD WOURMS |
| 22 HALLE ROBINSON | 2 MARIAMA BAH |
| 24 ALEXANDER RIVKIND | 3 LEN COVELL |
| 24 MATT GREENWAY | 4 JOSH HARDING |
| 25 SHANNON LAURENCE | 4 MARK RENSCHLER |
| 26 ASEFASH ASSEFA | 4 DANIELLE CROWDER |
| 26 PREM CHAND | 4 FLETCHER ADAMS |
| 26 TRACEY SHEA | 4 BRUCE MANIEL |
| 26 XINLI ZHANG | 5 KATELYN CRAIG |
| 27 MAUREEN GOUTHRO | 5 ETHAN FREE |
| 27 CHARLA RIGEL | 6 ANNE ZHANG |
| 27 AMANDA ROBINSON | 6 CASSANDRA WISENER |
| 27 TYLER BOLIN | 7 KEN JOHNSON |
| 28 SHEILA ROHRBACH | 7 PATTI TRENTHAM |
| 28 NEAL HILBORNE | 7 GREG HEMPHILL |
| 28 JAXCAIN SCHELLENBERG | 7 JESSE LINDBLAD |
| 28 ALENANDER RIVKIND | 8 CINDY WOODS |
| 29 BOB CHAPMAN | 8 GEORGE NICHOLLS |
| 30 DIANNE RIGEL | 8 JOSH BENNET |
| 30 PAUL HATCHER | 9 TREVOR MCGRATH |
| 31 LINDA THORNE | 10 DALE CERIN |
| 31 JAMES REYNOLDS | 10 SANDRA KILLABY |
| | 11 RYAN O'DONOGHUE |
| | 11 WENDY FUSCO |
| | 13 MARJORIE KLEIN |
| | 14 WENDY BELL |

Years of Recognition with Team 9

5 Years

January 18

Rod Lyttle

January 30

Rafael Marrero

10 Years

January 15

John Tkachuk

30 Years

January 1

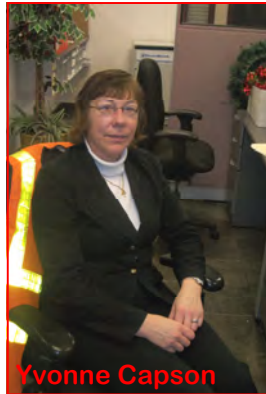
Darrell Kohut

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





PRIDE! We've got it!



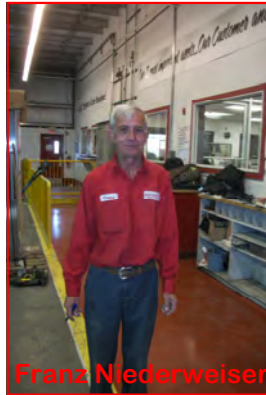
Yvonne Capson



Robin Baker



Dave Stedman



Franz Niederweiser



Theo Aardse

Team 9 has pride-pride in their uniforms and pride in the units they drive. Yes, clean apparel and trucks is part of the Hi-Way 9 program, but pride is what comes from within a Team 9 member. This is something that can't be assigned or given-it is a character that comes from the person themselves. And without pride-Team 9 would lose that lose that "edge" that sets them apart

from their competitors. Fortunately, with members like these ones shown, pride is never a shortage. The winner of a jacket for recognition of this is Len Covell-Load-Way division. Len's shining truck sees many miles and still looks good!

Do you have pride? Have your picture sent to sylviakirk@hi-way9.com. We'd love to see the self-respect in your smile!



Len Covell



Mike James



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

Jason Duguay -Streamline, Calgary-We found ourselves in a situation where a truck was down and the driver needed to be on the road to be in Vancouver for a 6AM delivery. Jason was right there to help, fueled the truck he was in and got it ready for the driver to go, knowing he had an appointment. Jason, thank you for being a team player and seeing the importance of getting the freight



Collins Ejikeme of Streamline Calgary received a card, Tim Horton's certificate, and quite the recognition from a customer of his. His acknowledgement didn't only come from the local level that is dealt with on a daily basis, but from the head office in Ontario. Talk about representing the Carriers that Care!

Thank you for all of the hard work & extra effort you devote to my customers in Calgary. They have mentioned you on numerous occasions and the great service you give them. All the best to you & your family in 2011.

Cherie Reynolds
Alberta Retail Account Manager
Hills Pet Nutrition Canada

Samantha Hodgson -Hi-Way 9, Calgary-Yesterday, I requested help with a very important "Medical Emergency" transporting freight from Lynden Pharmaceutical Calgary in to Grande Prairie. It was imperative that this freight get in to Grande Prairie overnight. Thanks to your attention to detail and follow through, shipment was delivered the following morning. Thank-you VERY much for your help.

Al Steiner -Hi-Way 9, Camrose-As I have spent the day in Camrose, I have nothing but positive feedback and amazement on the service you provide. Laurence at Glover and the ladies at Marks, as well as many others are very strong supporters of your service. Keep up the great work!

Alex Spicer -Hi-Way 9, Red Deer-Thanks for being easy to deal with on the lines. It's a pleasure to work with you!



When the Three Hills Food Bank receives shipments from the Calgary Food Bank, we are faced with a problem: no on-site forklift. So we have to shift and shuffle to fine tune shipping and receiving times.

My job as warehouse manager is made much easier by the high level of service we receive: everyone—from receptionists like Sharon and Dorothy to Brian in Drum dispatch, Scott in Calgary, and Brian our Three Hills driver.

Your professionalism, patience, and good manners are not only needed and appreciated, but noticed and talked about.

David Nadeau
Manager
Three Hills Food Bank

Gratitude is the best attitude.



Who's Who?



Name: Crystal Morrill
Age: 34 years
Original Start Date with Team 9: October 2010
Current Position: Drayton Valley Administration
Team 9 warm & fuzzies: Crystal loves being part of a team. "It is nice to know hundreds are supporting you and have your back! The Kohuts have an amazing team!"
Accolades: *is quick and eager to learn the HW9 procedures and system
*very friendly and fits well with Team 9



Name: Dorothy Reeder
Age: 56 years
Original Start Date with Team 9: March 2010
Current Position: Drumheller Reception Extraordinaire
Team 9 warm & fuzzies: Loves the fast pace and friendly people
Accolades: * very quick on the phone, completes all task quickly and efficiently, is also always willing to help anyone else wherever needed
*Her quick wit and sense of humor bring a great dynamic to the Drumheller office.

New Team 9 Members

Remember to extend a warm welcome to the new Team 9 members!



Edmonton	Position	Calgary	Position	Red Deer	Position
ARMEL ARAKAZA	DISTRIBUTION	RANDOLPH WATT	DISTRIBUTION	CAMERON COURTOREILLE	DRIVER
OTIS MELTON	DISTRIBUTION	RICHARD CURTIS	DRIVER SHUNT	JAMES KAZAKOFF	DRIVER
TYLER BIRCH	DISTRIBUTION	TYLER MCNALLY	WAREHOUSE NIGHTS	JAMES WESTIN	DRIVER
RAYMOND HEDDERSON	DRIVER	CORY MACDONALD	WAREHOUSE	RYLEY SMITH	DRIVER
MICHAEL MOORE	DRIVER	BILL RUNCIMAN	WAREHOUSE		
BRIAN PLASTOW	DRIVER	SCOTT BOLWYN	DRIVER NIGHT SHUNT	Drumheller	Position
BARBARA PERETIC	DRIVER			JESSICA WIEBE	OFFICE
MARTINANIS	DRIVER DECKWAY	Drayton Valley	Position	CODY THORNBOROUGH	DISTRIBUTION
		NEIL HANSEN	DRIVER		
		GARY DRAGANIUK	DRIVER		



The Carriers That Care!



The Carriers That Care!





Jerry's Safety Corner



Jerry Allen
Director of Safety and Compliance
Quality and Safety Implementation Team

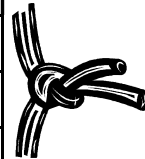
Load Securement

Cargo transported by a commercial vehicle is contained, immobilized, or secured so that it cannot leak, spill, blow off, fall from, fall through or otherwise be dislodged from the vehicle, or shift upon or within the vehicle to such an extent that the vehicle's stability or maneuverability is adversely affected. Minimum 2 straps in the first 10 feet of load and every 10 feet thereafter. And yes, if it is less than 10 feet you still need 2 straps. Another example-if you have only 10 or 20 foot bundles on every new stack is a new load.

Always make sure your van door is closed and a load bar or strap is used to secure the furthest back freight.

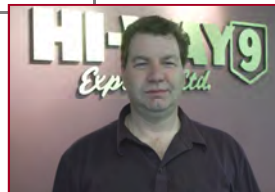


Driver action required	Pre-Trip	Within first 80 km (50 mi)	When duty status of driver changes	At 3 hour intervals or every 240 km (150 mi), whichever is first
Inspect Cargo and Securing devices	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Inform Carrier if Packaging is Not Adequate	<input checked="" type="checkbox"/>			
Adjust Cargo and/or Securing devices	As necessary	As necessary	As necessary	As necessary
Add Additional Securing devices	As necessary	As necessary	As necessary	As n



Accident Report December 2010

Darrell Kohut
Vice President, Operations/Maintenance



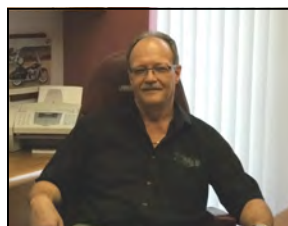
DATE	LOCATION	UNIT	DETAILS
11/19/2010	Streamline Cal	2205	While pulling out of Streamline dock to close doors, trl slid back into truck
11/19/2010	Streamline Cal	2001	Trailer door came unlatched while backing into dock and damaged door
11/22/2010	Streamline Cal	ST2002	Driver side mirror got clipped by school bus
11/22/2010	Red Deer	2007	When backing in to dock, driver hit concrete base with back d/s of trailer
11/23/2010	Red Deer	127	Right front bumper hit by 3rd party in parking lot
11/23/2010	Red Deer	1106	Hit deer (p/s front)
11/25/2010	Edmonton	2233	When moving into right lane, truck hit van
11/27/2010	Edmonton	2040	Hit deer (p/s front)
11/30/2010	Calgary	109	On tight right turn, rear left bumper hit rear bumper of parked vehicle
12/1/2010	Edmonton	ST1009	Hit by 3rd party that didn't yield
12/2/2010	Edmonton	2228	Backing in to dock, driver hit p/s rear of parked vehicle
12/6/2010	Loadway Drum	2255	Dropped trailer from 5th wheel
12/8/2010	Red Deer	2006	While backing, trailer crushed eavestroughs at Liquor Town
12/9/2010	Edmonton	2228	3rd party lost control on d/s of truck and hit truck multiple times
12/9/2010	Edmonton	2249	Driver jack-knifed due to ice and speed
12/13/2010	Loadway RD	2254	Rear-ended car that was turning

Well some bad news to finish off 2010, we have had a not bad December but there were several missed incidents from November that came in after the reports were sent. As managers we must keep information flowing so we can settle damages and as drivers we must do our part to eliminate accidents and remove ourselves from the situations that create the problems. Stop, look around, if unsure as for assistance or try a different approach. Lets make 2011 much better.

Checkin' The Pulse of Quality Share



It's that time of year again and business is starting to slow down. Let's take the slow time and practice claims prevention. Make sure our paper work is complete whether we are picking up or delivering freight or using the checker system on the warehouse floors. Take the time to do additional training, showing and learning how to block loads properly using plywood and load bars. How about forklift training? Claims are on the high and a lot are to due with forklift damage. If you don't know how to do it-ask. Since sales are down, QSP is going to need all the help it can get. With weigh-it being the largest contributor to the program, lets ensure we are cubing and weighing every piece of freight coming through our terminals. By cutting down on wasted dollars through claims, misdirects, vehicle claims, and the undelivered report, our payouts can still be maintained even in our slower times. Lets do our best and kick 2011 off with the right foot!



Ed Chernoff
Director of Quality Assurance
Quality and Safety Implementation Team



The Carriers That Care!



Volunteer ... The Challenge



Hi-Way 9 doesn't just throw out challenges without being willing to "step up to the plate" themselves. Besides the many, many golf tournaments, hockey teams, corporate activities, etc, that they contribute to, there are countless times that Hi-Way 9 provides transportation service, at no charge to the customer, just because it's the right thing to do.

For example, Glen Lavelle (pictured left) loaded the "Christmas Shoe Boxes" from Drumheller that were taken to the Calgary Samaritan's Purse office. Of course-no cost to the customer. Robin in the Camrose terminal (bottom left) picked up 13 pallets of food and delivered them to their destination, preparing for the 264 hampers to be delivered to those in need for the holiday season. These are just a couple of examples of how Hi-Way 9 participates in their own challenge. The question-will YOU do your part?

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 sylvia@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!?

Oh Christmas tree, oh Christmas tree... No one ever said the "tree" couldn't be made of pallets! (take a look behind this group of Team 9 members-interesting). The drivers and distribution Team of Drumheller celebrated the season together with some gifts, munchies, drinks, and good company.

The Christmas season boasted many-a-gathering with Team 9 members-from pot lucks to gift exchanges, chocolate and drinks-Team 9 knows how to share the Christmas spirit. It's almost sad that there's an end to the season-but it just opens the door to the next stage of the year, and more opportunities to get together: starting with Town Hall meetings in January. Thanks for sharing the moment with us, Drum!



Are You Hungry...Are Your Neighbors?

Joe Hearn sent me some stats dropped off to him by the Calgary Food Bank. Let me share a few with you:
 *140,442 clients visited the emergency food hamper program in Calgary in the past year
 *32% of food hamper requests were made by people with a job
 *41% of the clients were children
 *82% of the clients that visited the food bank visited three or fewer times. 40% visited only once.
 *80 to 100 people volunteer every day.
 *4,346 individual and group volunteers gave 95,948 hours
 All I have to say is "WOW"! Not only is the need staggering, but the amount of time and volunteers it takes to make this program happen is amazing. And that's just in one city in Alberta. Calgary has about 1.2 million people living in it. What does that tell us? Over 10% of the people living in Calgary alone were in need enough to visit a

food bank. Many others are too proud to take the step-and their families feel hunger. Some go to family or friends for help. Why publish these stats? We need to consider that hunger is not in 3rd world countries across the ocean. It's in our country, in our cities, in our neighbourhoods-we're just really good at hiding it! Those boxes in the grocery stores? Have you placed anything in them lately? Would a \$1 can of soup be easy enough to donate? How about a jar of peanut butter? Anything helps! The hours of volunteers required to make things happen! Do you have a spare Saturday morning? Perhaps you could spend those hours sorting, serving...helping. What can you do? Hunger isn't going away in our communities-what are you willing to do to help? Because I care...Sylvia Kirk



The Carriers That Care!

