Bill Clydesdale—Terminal Manager, Edmonton

Winter hit us hard in the start of 2017 and left us reeling from a difficult winter season. Bad weather blasted the Alberta region with a seemingly unrelenting wave of cold, fog, ice and snow. It was certainly an adjustment for us after the mild winters of the past few years but spring is here and we are looking forward to brighter and warmer days!

Over the past two years, there have been a lot of staffing changes in the Edmonton Terminal. One of our goals at our Edmonton Terminal and across our company was to create a formula that consistently generates outstanding personnel. The original vision was abstract but began to take form in 2014. By the end of 2015, the fruits of a ‘promote from within’ program were beginning to mature.

Here are some of the changes we’ve seen at our Edmonton Terminal over the past two years:

- Matt Klassen moved from Assistant Terminal Manager in Edmonton to Operations Manager in Coquitlam
- Denise Prigmore moved from Edmonton to our Toronto branch as Office Manager
- Ella Dodd went from Reception to CSR and then to Dispatcher
- Bryony Ogley started as a DSR, was promoted to Operations Coordinator, then Dispatcher and is now an Operations Supervisor
- Kory Harper came on as a CSR, then a Dispatcher, and then moved over to Administration to work in Accounts Receivable for our Lease Operator division
- Catalin Dumitrescu came to the Edmonton Terminal from the payroll department as a DSR, then became a CSR, and now works in the Rating Department at Head Office
- Dana Sampogna started as a DSR, then became an Operations Coordinator, then a CSR and now sits in our Calgary Dispatch
- Mari Fehr started as a DSR and now works as a CSR
- Beth DeChamplain started as a dispatcher on our city board, then went to the highway board and now sits as an Operations Supervisor
- Darrel Hiltz started as a driver for Edmonton, then went to work in Accounts Payable at Head Office, and now sits as the Safety Coordinator for the Edmonton Terminal
- Talia Gamache started as a CSR, moved to DSR, and now sits as our City Fuel dispatcher for Edmonton
- Neil Corder started at Westcan as a highway fuel dispatcher, was promoted to Operations Supervisor and is now Assistant Terminal Manager at the Edmonton Branch
- Carly Schaufele started as a DSR and now is the Edmonton City Dispatcher
- Wendy Belyk started in the Admin Support, then went to DSR and is now a CSR
- Chris Howard started as a driver and is now part of our Edmonton Safety Team
- Amy Lutic started as a DSR and is now the Operations Coordinator

There have certainly been many changes here in Edmonton but it is for our own betterment as a team and evidence of the many opportunities for internal advancement we have here at RTL-Westcan. Change requires full commitment from all our staff, managers and supervisors, so thank you to everyone who has helped make these transitions as smooth as possible. We are very happy with the team we have created here in Edmonton am and proud to call them Champions!

From the City of Champions, thanks and see you next time!
Take Advantage of our Corporate Membership Rate with GoodLife Fitness!

RTL-Westcan employees, owner operators and immediate family members will save approximately 44%, compared to GoodLife’s retail pricing.

Membership is valid at over 350 GoodLife fitness clubs across Canada, including locations in:

- Calgary, Airdrie, Edmonton, Sherwood Park, St. Albert, Fort Saskatchewan (opening Fall 2017), Saskatoon, Regina, Prince George, Abbotsford, Burnaby, Mission, Surrey, Vancouver, Ottawa, Sarnia, London, Greater Toronto Area

**Annual membership** - $449 + GST (must be prepaid using a valid credit card)

**Bi-weekly pre-authorized payments** - $19.99 + GST and cancel at any time!

To enroll today, visit [corporate.goodlifefitness.com](http://corporate.goodlifefitness.com)

If you have any questions regarding our Corporate Membership Program, please contact Donna Rogers at drogers@westcanbulk.ca
Shout Outs

We recently received the below shout outs for RTL-Westcan employees who went above and beyond to demonstrate our core values of People, Safety, Service, and Operational Excellence. The next time you see them, be sure to congratulate them on a job well done!

- A government examiner for licensing wanted to let us know how impressed he was with the professionalism of our Westcan drivers on Hwy 63. From what he saw, not only did our drivers comply with the traffic safety act, they helped others comply by slowing down traffic coming up from behind to ensure other drivers were made aware of upcoming conditions. Thank you to our drivers for being such great ambassadors for our company!

- Darcy Meville recently joined our Ontario team as a fuel driver and wanted to give a big shout out to Glen Larivee, Sandra Cornford and everyone at Westcan for making him feel so welcome! Darcy has been driving for the past 21 years and is excited to be working with the "best trucking company in Canada". Welcome to the Westcan team, Darcy!

- Leigh Fex wanted to give a shout out to Calgary Westcan drivers Peter Heald, Doug McGowan, and Rod Cardinal for their quick response after one of our units was involved in an incident at Norman Wells. Peter, Doug and Rod used plastic and other materials they had on hand to funnel the leaking fuel into pails while they waited for the crew from Yellowknife to arrive. Their quick thinking and hard work helped to contain the product and limit its impact on the environment.

- The entire Winter Road team would like to give a big shout out to Annette Nieman from our Accounts Payable department in Edmonton. One of the fuel pumps at our Yellowknife yard went down over the weekend and Annette dropped everything to come into the office on a Sunday night to reset the pump and get it back up and running for our Winter Road drivers. Thank you Annette!

- Jason Thomson wanted to give a big thank you to Chris Howard for finding and returning his loading badges to him after he dropped them while getting into his truck at IOL. Great job, Chris!

- Ron at the Imperial Bulk Oil Secondary Terminal in Lloydminster wanted to thank Westcan lease operator Gurwinder Singh for clearing a large amount of snow from around the area where he was unloading and tell us that Gurwinder is a "good guy to have around". Kudos to Gurwinder for a job well done!

- Zbigniew “ZeeBee” Stefanski from Edmonton wanted to say a big thank you to Westcan Drivers Tom Reay and Allan Apperley. Both stopped to help when they saw his unit broken down on the Alaska Highway. They both turned wrenches and helped ZeeBee get his unit to a safe spot for the night. ZeeBee was very appreciative that they took the time to stop and help.

Trivia Contest!

Last month, we asked:

What year was the first Old Farmer’s Almanac published?

Correct Answer: 1792

Congratulations to our winner Yufei Cao from Saskatoon! She will receive a $25 Tim Hortons gift card.

This month’s trivia question:

Q. How many bananas do Canadians eat every year?

Email your answers to zleparque@westcanbulk.ca with the subject line "March Trivia Contest" by Friday, April 14th, 2017.

All correct entries will be entered into the draw for a $25 Tim Hortons gift card. Please remember to include your full name and terminal with your entry.
### 2017 TOWN HALL MEETING SCHEDULE

Join us for a 60 Minute Company Update from our Senior Leadership Team, followed by a Q&A session!

Light snacks and refreshments will be provided.

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<tr>
<th>City</th>
<th>Date</th>
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<tbody>
<tr>
<td>Edmonton</td>
<td>April 5</td>
<td>7:00 am</td>
<td>Hampton Inn Sherwood Park</td>
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<td>April 5</td>
<td>5:00 pm</td>
<td>Hampton Inn Sherwood Park</td>
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<td>Calgary</td>
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<td>London</td>
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<tr>
<td></td>
<td>May 17</td>
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If you have any questions, please speak with your Supervisor, Terminal Manager, or contact Zoe LeParque at 780-472-6633 ext. 01316 or zleparque@westcanbulk.ca
Silent Auction Raises Funds for Enterprise Woman

RTL-Westcan recently donated items to a silent auction put on by the Enterprise community to raise funds for a hospital bed for Amanda Burrell. Amanda is the sister of Mindi Burrell, who cleans our Enterprise facility.

The auction was a success and Amanda will be soon be sleeping in her new hospital bed, thanks to the community’s generosity.

Terry Dutot at our Enterprise terminal was happy RTL-Westcan was able to give back to a community that has always been welcoming to us.

According to Terry, Amanda loved her new Westcan hat and wanted to say thank you to RTL-Westcan for contributing to the silent auction.

THAT’S A WRAP!

Yellowknife driver Eric Long, one of the final three loads dispatched on March 28, 2017 for this year’s Winter Road haul.

We would like to give a big thank you to everyone who helped make this year’s season a success!

Thank You from Scholarship Recipient

I am in my third year of the Motion Picture Arts program at Laurentian University with hope to be graduating next year. After graduation, I will be working towards a career as a screenwriter/director in my hometown of Sudbury, Ontario. The film industry has begun to flourish here which is creating an excellent job market for aspiring filmmakers such as myself.

Last summer I was given the opportunity to work as a crew member on a local film with a million-dollar budget. This gave me a hands-on learning experience unlike any other. I was submerged into the world of filmmaking and I learned how much is possible without needing to leave the country.

I would like to thank you and your team for considering me an appropriate candidate to receive the RTL-Westcan Scholarship Award. The funds from the RTL-Westcan Scholarship Award will aid in the cost of my tuition during my next year of study. The assistance is greatly appreciated.

Sincerely,

Morgan Penney
Have questions about Health, Family, Work, Money, or Relationships?

Our Employee Assistance Program is here to help...

LifeWorks offers confidential counseling and information services for you and your immediate family members—any day, any time! The program is available at no cost as part of your benefits package.

Have you checked out LifeWorks.com? Go online to access helpful articles, blogs, podcasts, toolkits, and more!

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Visit lifeworks.com and use the below login or call LifeWorks toll-free:
1-877-207-8833
ID: RTLWESTCAN Password: eap
Banishing the Blahs

Lifeworks.com

It's that time of year again: You can't wait for winter to end, but you can't make spring get here any faster (sigh). If you've been in a funk lately, take heart! These six tips can help you shake the doldrums:

1. **Walk away the blahs.** Research shows that walking for as little as 10 minutes can help you feel more enthusiastic and energized. And that's true whether you're walking indoors or out. If you want to start a regular walking routine, you'll find useful information and tips in our [Walking recording](#).

2. **Get snap–happy with your phone.** In one study, volunteers used the cameras on their phones to take smiling selfies, pictures of things that made them happy, or pictures intended to make others happy when shared. All three kinds of photos led to an increase in positive emotions.

3. **Lighten up with laughter.** Watch a funny video. Share a joke with friends. Or set your DVR to record (and later play back) your favourite late–night comedian. A good belly laugh can help you relax, recharge, and ease your stress.

4. **Listen to cheerful tunes.** If friends are around, the mood–boosting effect of music is even stronger than when you're alone, according to a recent study. Invite your partner or some friends out to a concert, for a night of dancing, or for karaoke night. Tell them it's your remedy for the pre–spring blahs.

5. **Hang out with your pet.** Pets offer unconditional affection. They're a source of stress relief and emotional support when you've had a bad day. If you own a dog, walking it also encourages you to be active. Plus, the dog park is a good place to make friends (both canine and human).

6. **Foster an attitude of gratitude.** Research shows that counting your blessings can lead to greater optimism and satisfaction with life. Use our [Gratitude Journal](#) to write down a few things for which you're grateful every day.

Still feeling blah? You'll find more helpful tips in the articles, *How to Develop an Optimistic Outlook*, *The Power of Positive Thinking*, and *Eight Ways to Have Fun at Work*. 

Take five minutes to write down five things you are grateful for. Then take this list home and share it with your family over dinner tonight!

Today, I am grateful for:

1. _______________________________
2. _______________________________
3. _______________________________
4. _______________________________
5. _______________________________
Driving in Spring Weather: Be Prepared!

Driving in the spring means melting snow, icy roads, even the occasional blizzard, in addition to rain, fog, potholes, gravel and sand covered roads.

When these driving conditions exist, motorist must use extra caution on the roadways. The most important thing is to reduce the speed to match the current visibility, traffic and road conditions. This will increase reaction time in an emergency.

Don’t forget winter driving tips and practices because spring blizzards can also include large accumulations of snow in a short period of time. Keep snow and winter safety equipment handy. Consider the following safety tips to deal with slippery roads, poor visibility, wet weather, potholes, and sand and gravel covered roads.

- Turn on the headlights whether it's day or night. Rapid changes in spring temperatures can quickly form misty, foggy conditions that can limit visibility.

- Use low beams or fog lights only, as high beams will reflect off the moisture in the air and throw light back into your eyes.

- Keep windows clear and have extra windshield washer fluid.

- If visibility is a problem and you can't see well enough to drive pull as far off the road as you safely can. Use the vehicle's hazard lights to warn other drivers of your presence.

- Slow down when approaching puddles as it can be difficult to judge how deep they are.

- Keep tires properly inflated. This decreases the risk of tires riding on a film of water instead of being in firm contact with the road surface (hydroplaning). If the vehicle starts to hydroplane, reduce speed and don't brake or turn.

- Watch out for ripples in the road commonly known as washboards when travelling on gravel and oil-based roads. When encountering washboard, keep a firm grasp on the steering wheel and slow down by gradually letting your foot off the gas pedal.

- Watch for potholes and try to go around them without affecting other traffic. Have the vehicle's wheel alignment checked regularly because potholes can damage tires, suspension and alignment.

- Reduce speed on roads with an accumulation of sand and gravel. Slowing down will help in stopping and steering ability and will create less dust improving visibility.

For more information about traffic safety, visit www.saferoads.com.
Snapshots

Taking the express lane back to Yellowknife. Submitted by Peter Male (Trainer, Edmonton)

Submitted by Darcy Meville (Westcan Driver, Ontario)

Gordon Lake, NT. Photo credit: Stephen M. Fochuk Photography

Waite Lake, NT. Submitted by Peter Male (Trainer, Edmonton)

Snow storm. Submitted by Jason Thomson (Westcan Driver, Edmonton)

A little piece of happiness. Submitted by Jason Thomson (Westcan Driver, Edmonton)
March Anniversaries

Congratulations to our RTL-Westcan employees celebrating anniversaries this month:

1 Year
- Michael Bagu—Kamloops
- Daniel Barber—Coquitlam

2 Years
- Frank Herla—Calgary
- Norman Jansen—Kamloops
- Jeremy Johnson—Moose Jaw
- Dione Ling—Head Office
- Noreen Nasrullah—Head Office
- Jagroop Randhawa—Toronto
- Marcelino Rosete—Calgary
- Jason Usselman—Calgary
- Christopher Williams—Lloydminster

3 Years
- Nicholas Allen—Kamloops
- Hieu Dinh—Calgary
- Stjepan Golubic—Saskatoon
- Terry Harper—Head Office
- Milan Maricic—Edmonton
- Aleksandar Mrda—Edmonton
- Oleksii Nemirovskiy—Moose Jaw
- Oleh Nikolenko—Coquitlam
- Donavin Obenauer—Head Office
- Kaela-Jaye Parker—Lloydminster
- Simon Petherick—Edmonton
- Rodney Robinson—Prince George
- Solomon Zaranyika—Edmonton

4 Years
- James Kauppila—Coquitlam
- Jordan Libby—Coquitlam
- Andriy Malyar—Moose Jaw
- Russell Moore—Coeville
- Kemisola Omotayo-Imade—Edmonton
- Slaven Vujkovic-Lamic—Edmonton
- George Williams—Saskatoon
- Bernard Wright—Calgary

5 Years
- Bojan Cvetanovic—Edmonton
- Zoran Dzepina—Edmonton
- Michael Soucie—Toronto

6 Years
- Ralph Kettle—Kamloops
- Brian Lake—Lloydminster
- Shayne Robinson—Edmonton
- William Taylor—Moose Jaw
- Daryl Woods—Kamloops

7 Years
- Victor Duran—Edmonton

8 Years
- Andrew Irvine—Edmonton
- Chantelle Redl—Saskatoon

9 Years
- Colin Eades—Coquitlam
- Maurizio Lombardi—Coquitlam

10 Years
- Michael Royer—Head Office

11 Years
- Michael Faickney—Saskatoon
- Linda Pawliuk—Head Office

12 Years
- Jackson McDonald—Kamloops

13 Years
- Shane Langlois—RTL Construction
- Charles Roy—Kamloops

14 Years
- Glenn Lepoudre—Kamloops
- Mel Weaver—Moose Jaw

15 Years
- Darryl Pierozinski—Edmonton

16 Years
- Rustin Prime—Saskatoon

17 Years
- Robin Miller—Edmonton

18 Years
- Allison Parr—Trail

19 Years
- Eric Koriacki—Coquitlam
- Michael Yong—Head Office

20 Years
- Darryl Pierozinski—Edmonton

21 Years
- Kevin Lensen—Saskatoon
- Maureen Schell—Head Office

22 Years
- Pat Martin—Head Office

23 Years
- Cuong Luong—Edmonton

24 Years
- John Harrington—Saskatoon

25 Years
- Linda Pawliuk—Head Office

26 Years
- John Harrington—Saskatoon

27 Years
- John Harrington—Saskatoon

28 Years
- John Harrington—Saskatoon

29 Years
- John Harrington—Saskatoon

30 Years
- John Harrington—Saskatoon

31 Years
- John Harrington—Saskatoon

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- John Harrington—Saskatoon

36 Years
- John Harrington—Saskatoon

37 Years
- John Harrington—Saskatoon

38 Years
- John Harrington—Saskatoon

39 Years
- John Harrington—Saskatoon

Have something you’d like to see in an upcoming issue? Email your shout outs, announcements, photos, and suggestions to newsletter@westcanbulk.ca!