

## Quarterly Message from the Business Unit Leader

Tom Payne Jr. – President

I had a newsletter article completed for submission on the subject "Out with the old 2009, in with the new 2010", however, a recent event on January 10th, 2010 prompted me to write about tragedy and how we can all deal with it.

As you may all know, Darrell Brandt unit 817, was involved in a serious accident 90 km south of Fort McMurray on Hwy 63 on Sunday January 10th. This tragic accident took the lives of two people and left our driver in a very serious condition with multiple injuries that requires recovery in the hospital. We wish Darrell all the best in this most difficult time period. Our hearts and prayers are with the families of the deceased. We offer them our sincere condolences.

These serious accidents, albeit tragic, CAN happen as is evident in our case on this day. However, how we cope with the tragedy is most important. I remind everyone that we subscribe to EFAP (Employee & Family Assistance Program) where it can be made available to you at 1-800-387-4765.

There are qualified counselors ready and available to assist you and your family in this matter if you need help coping with or understanding.

Please remember, you provide a valuable service to the public and that service does have RISKS. It is CRITICAL that we do all aspects of our profession at the HIGHEST level of safety.

IF THIS TRAGEDY CAN HAPPEN TO DARRELL, IT CAN HAPPEN TO ANY ONE OF US.

## BE ON YOUR GAME AT ALL TIMES!

**"No Payne  
No Gain"**



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FOURTH QUARTER 2009 NEWSLETTER

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## Letter from the Editors

You LOVE working at Payne Transportation !

There are a great many transportation companies out there. Some are busier than others and some are bigger. Have you ever stopped to think "why do I love working for Payne Transportation?" Well we asked a few of our fleet why they loved working here and this is what they said:

- 1.) 137 - Richard Kaban** - because it is flexible, there's a sense of security and a good customer base.
- 2.) 585 - Hendrik Kopmels** - I find the people enjoyable to work with. No extreme pressure to get somewhere in a hurry, except perhaps self inflicted rushing. I don't really have to go where I don't want to, although there aren't many places I don't like.
- 3.) 376 - Bill Jacobs** - You're allowed to do your job right here. Nobody gets in the way of how you like to do your job properly. You never have to apologize for working here. Customers are always happy to see you. I enjoy working with every single person at Payne.
- 4.) 202 - Darren Smerechynski** - Combination of the people, the laid back attitude & the scheduling flexibility. Payne has the advantage of contacts, benefits and stability of a large company, but is run with small family company values. At Payne you're not just a number you're a member of the family.
- 5.) 449 - Greg Ballast** - It's easy to get along with everyone, and you can do your job without complaint in a relaxed atmosphere.
- 6.) 373 - Ed Smith** - Because everyone is like family, and I enjoy the open door policy.
- 7.) 47 - Bryan Kliewer** - I've worked for the Payne Family for 20 years. I've always enjoyed working for them. There aren't a lot of companies that have an open door policy, it makes you feel like family. I'm not just a driver, I'm part of the company. You feel appreciated at Payne.

Everyone at Payne strives to do their best everyday whether it be answering the phones with a friendly hello, dispatching our drivers, tarping a difficult load or torquing a wheel; Everyone does their job efficiently and with pride. A company has to work together like a team to survive, and Payne has one of the best teams of all. Please check through out this newsletter and the year for other statements as to why you LOVE working at Payne!

The Editors,  
Kelly Hartfiel  
Dana Johnson - Kennedy

**"No Payne  
No Gain"**

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www.paynetransportation.com

## Financial Message

Pauline Wiebe Peters - V.P. Finance & Administration

As another calendar year has closed, I think of taxes and RRSP contributions...so as a reminder this year the deadline for contributing to your RRSP for the 2009 tax year is March 1, 2010.

For Staff, T4s will be issued by February 28, 2010. Owner operators, if you are missing statements, please contact us for a copy or go online at [www.paynetransportation.com](http://www.paynetransportation.com) and click on Driver Pay to access your statements online. If you don't know or can't remember your login and/or password, or need back-up, contact us and we'll be happy to help.

Home Renovation Tax Credit (HRTC) only available for the 2009 tax year.

This is a non-refundable tax credit which means it reduces federal income tax, but if your non-refundable credits are more than your federal income tax, you will not receive a refund for the difference.

Claimable on your 2009 tax return for work performed or goods acquired between January 27, 2009 and before February 1, 2010 only once per family but can be split between family members. Expenses are eligible for goods acquired during this period even if they are installed after January 2010.

HRTC applies to eligible expenses of more than \$1000, but not more than \$10,000 for a maximum non-refundable tax credit of \$1,350 [(\$10,000 - \$1000) x 15%]. Note that eligible expenses are not reduced by government tax credits and grants (for example the ecoEnergy Retrofit grant) or by vendor rebates or incentives – CLAIM BOTH!

For more detailed information on what is claimable see:

<http://www.cra-arc.gc.ca/tx/ndvdl/sgmnts/hmwnr/hrtc/menu-eng.html>

*Happy New Year from the  
Accounting Department!*

*Pauline, Robin, Aaron, Kelly, Sue, Karen and Sydney*

## Trucking Association Awards Industry's Finest

WINNIPEG, Man. -- The Manitoba Trucking Association held its fifth annual awards banquet on Oct. 29 to recognize excellence among the people in the industry. Individuals are selected for four different accolades: the RBC Royal Bank/MTA Service to Industry Award, the Volvo Canada/MTA Manitoba Driver of the Year Award, the Shaw Tracking/MTA Dispatcher of the Year Award, and the Payne Transportation LP/MTA Associate of the Year Award.

The Service to Industry award is given to an MTA member who has worked to further the development of the trucking industry. Candidates are nominated by the MTA's membership. This year's winner is Clayton Gording of YRC Reimer. Canadian-born Gording began his career in trucking with a minor clerical position, working his way up through sales representative and terminal manager of a series of ever-larger terminals before becoming a vice-president of terminal operations in 2001 and ultimately president of YRC Reimer in 2007.

The MTA said that Gording and YRC Reimer have supported them for years with time and resources. The association also praised YRC Reimer's participation in the Canadian Trucking Human Resources Council's steering committees and working groups, saying it shows a commitment to human resources issues.

This year's Driver of the Year is Dennis Barkman of Penner International. The selection committee said that Barkman, with 27 years of driving experience and fantastic safety and

community service records, was an easy choice. Barkman has driven almost every kind of truck, but has been a long-haul driver for more than 20 years. The committee also said Barkman takes the time to be a department leader at a Sunday school and has worked at a children's camp for 10 years – four as director. The driver of the year is selected from the 12 drivers of the month, recognized for commitment to the industry, to safety, for customer service and outstanding acts.

Dale Bjorklund of Payne Transportation is 2009's Dispatcher of the Year, his nomination supported by a sea of letters written by co-workers and colleagues, including one letter from Tom Payne Jr., the President of Payne Transportation. The award is given to a dispatcher who not only excels in customer service, safety, driver well-being and teamwork, but also in community or volunteer work. The MTA said that Bjorklund has organized runs for charity, Christmas hampers and company barbecues at Payne.

The MTA also recognizes one of its members who has worked towards the growth of the association, and is esteemed by the other members. This year Grote Industries' Roger Gagne has been granted the title of Associate of the Year. Manitoba-born Gagne, who worked his way up through the industry from shipping and receiving to accounts manager, has also worked for over eight years on the executive committee of the MTA's associated trades division. MTA also said he was instrumental in the staging of several MTA event dinners and golf tournaments, acting as co-chair.

## Safety Department Message

Peter Bonneville – Director Safety & Compliance

For the 4th quarter of the year we incurred 4 collision files and 5 cargo claims for a total of \$11,342.

- Collisions: The 1st file is when the 3rd party was backing out of a convenience store parking lot on to the street and hit the toolbox on the trailer as we drove by (non-preventable). The 2nd file is for a rear-end collision. Our driver was parked on a street in Longueuil, Qc. waiting to load, when the trailer was hit (non-preventable), no damage. The 3rd is when our driver was entering our shop in Fort Saskatchewan with a high load and hit the door frame and overhead door (preventable). The final one is when our driver found himself in the wrong lane while crossing a bridge and hit the overhead direction sign with his exhaust (preventable).

- Cargo: The 1st of the cargo claims is for a shortage when our driver failed to count his freight at time of pick-up in Houston, Tx. The 2nd cargo claim was issued when our driver was forced to make a hard brake application causing the cargo to shift. The driver had picked up a loaded and sealed trailer which didn't allow him to enter the trailer to check. The 3rd cargo claim is for a damaged seatbelt retractor on a John Deere tractor that was hauled by another carrier. Unfortunately this carrier is no longer in business. The 4th cargo claim is for some wet kitchen cabinets. One of the panel seams leaked when our driver

was in a storm in California. The final cargo claim was issued when a pallet banded with product for delivery came apart in transit causing one piece to go missing.

For the 4th quarter of 2008, we had 14 collisions and 0 cargo claims for a total of \$304,174. That's down 10 accident files but an increase of 5 cargo files. This resulted in a decrease of \$290,832. This brings our total for the year to 10 cargo claims and 35 accident files totaling \$313,099. For 2008, we had 7 cargo claims, 1 property damage and 69 accident files for a total of \$503,505.

On the topic of injuries 2008 left us with 7 lost time claims, 2 medical aids and 8 first aid incidents. For 2009 we incurred 5 lost time, 2 medical aids and 6 first aid incidents. We must continue to be cautious and be aware of our surroundings.

By the time this newsletter gets out, we will be almost into spring. Once again we try to convey the message of caution. As we all know, spring can be challenging with unpredictable weather and road conditions. We ask that all of you take every precaution necessary and don't take any unnecessary chances.

**Great job everyone.** With continued effort we can continue to bring our numbers down. I'm sure that we are all in agreement that one injury is too much.

**If you think the weather or  
road conditions are bad,  
PARK IT.**

## ATTENTION:

Peter Bonneville –  
Director Safety & Compliance

There are a couple of new items I would like to address this month. The first is the cargo securement aspect. As of January 1, 2010, all securement devices must now be identified with a working load limit as part of the North America Cargo Securement Standard. Manitoba Transportation and Infrastructure called to inform me that they would be checking securement devices for Working Load Limit markings. Should your tie downs not have any markings, the default Working Load Limit will then apply. This information can be found in your driver's manual in the cargo securement section. Manitoba is planning on a soft enforcement (educational) program for all of 2010, after that they plan on issuing citations. I'm not sure what other provinces or states plan on doing.

The second item of concern is the U.S. Carrier Profile. The Federal Motor Carrier Safety Administration, FMCSA, has introduced a new version of the carrier profile called CSA2010. This new program will now take into account all notations on a CVSA roadside inspection. The previous program only took into account the citations and out of service infractions. Another portion of the CSA2010 will also include a driver profile which will include all infractions under the driver's name and license number. This profile along with the carrier profile will include all notations for a 30 month period and can be viewed by any officer, customs agent or carrier official. For more information you can go to

[www.csa2010.fmcsa.dot.gov](http://www.csa2010.fmcsa.dot.gov) or come see me for a brief explanation on how it may affect you.

# ANNOUNCEMENT

## CONGRATULATIONS to Josh!

*As many of you know, Josh has been going through for his Journey person Transport Trailer Technician certificate.*

*The last time he was off, he completed his training program and has been issued a Certificate of Qualification and is now to be recognized as Journey person.*

## 5 YEAR ANNIVERSARY CONGRATULATIONS to our new members of the 5 year anniversary club.

#540 **Robert Allen**  
#541 **John & Diane Stephenson**  
#817 **Darrell Brandt**  
#88 **Greg Dinning**  
#756 **Cameron Janzen**  
#960 **Ian Iverson**  
#44 **Richard Delaloye**  
**Israel Alcantar** from our Houston yard

## WE WANT TO HEAR FROM YOU!

We would love to hear from any of our drivers.

**Why do you LOVE working at Payne?**

**Do you have some driving tips?**

**Something funny to share?**

We want to know.

Send your ideas to  
[djohnson@paynetransportation.com](mailto:djohnson@paynetransportation.com)

Please keep in mind that articles may be edited for space.

## I LOVE working at PAYNE...

*I love working at Payne because I work with a dynamic group of people who are not afraid of taking on a challenge. There is never a boring day at work.*

*Stacy Burk-Houston Division*

*I love working at Payne because it is a safe, friendly, family environment lead by a great leader. He has inturn surrounded himself with a great team to make us the BEST IN CLASS in the transportation industry and the community.*

*Joe Storozuk – V.P. Sales & Marketing*

*I truly enjoy being in the office and can honestly say it does not feel like work when you have as much fun as we do working together.*

*Jason McNicholl – V.P. Operations & Logistics*

## Western Division Report

Brian Ringuette – Western Division Manager

### Flat bed full load Division:

With the onset of the Christmas season, we saw an influx of inbound loads while outbound freight was as strong as it has been all year out of Alberta. The shippers continued to show strength right up to the holiday season.

Winnipeg being a little slow we had the opportunity in Alberta to direct all the U.S. deck trucks out of Alberta into the IL area for the Cat reloads to Canada. This allowed us to redirect units and the opportunity to continue to service the U.S. accounts with no time delays. This worked out well for all involved.

### Expedited Division:

Coming into the fourth quarter as always we experience the holidays, bad weather, vacations, and health issues. We managed to keep our operation running smoothly and kept our customers satisfied. With the slow down in the construction and energy sectors for traditional Christmas holidays, we experienced a strong flow of north and south bound shipments. As always though, we managed to get it all done.

We would like to say HATS OFF to the lease operators and company drivers for all their help and safe driving habits to insure we continue to move forward into the new year.

## Central Division Report

Helmiene Dueck – Terminal Manager

Belated Happy Holidays to all of you and all the best in the New Year.

It's hard to believe but another year has passed and we are now officially in a new decade. As we all know the year 2009 was not the easiest that we have had in past years, but with everyone's determination and dedication we as a company made it through. Yes, it had it's ups and downs, but all and all I think we were successful in achieving what we needed to do. We kept our customers satisfied by meeting their expectations regardless of what the economy threw our way. This was due in

part, to the strong operations and driver staff we have here at Payne. Great job to each and every one of you!!

As we know the start of the year has always been a slow one, please be patient and know we are doing all we can to get trucks moving as quickly as possible and minimizing downtime as much as possible.

Again, thanks to all drivers and operations staff for making 2009 a successful year even when the industry was hurting all over Canada and the US.

### REMINDER TO ALL;

**winter is upon us so be aware of your surroundings, weather, road conditions and ensure you plan accordingly. Better to plan ahead and give yourself more time to get where you need to be.**

## RANDOM THOUGHTS

#202 – Darren Smerechynski

- The buffet at the Flying J is always the same, don't get your hopes up
- Highway 75 will ALWAYS be rough
- Minnesota is waiting on the pad, have your log book ready
- That was the same truck you saw pass you three times in the last 6 hours
- Fort McMurray is always a mud hole, don't bother washing your truck
- Bio diesel will freeze at 20 below, don't shut your truck off with it in the tank
- Tim Horton's will always have a line up and the person in front of you can't make up their mind
- The T.V. Lounge at the Flying J will always smell bad, yet there is rarely a line up for the shower. ?
- The closest fuel lanes to the building at a truck stop are for lazy non-fueling drivers to park at
- That person that just cut in front of your truck is obviously more important than you, get over it.
- If it's 40 below and the wind is howling, your pars will fail at Emerson
- When the roads are bad, everyone will form a conga line 5 feet behind the person in front of them
- Drivers in Minnesota can't merge
- Trucks like the one your driving don't come in here all the time, the shipper is making it up
- Every time you pick up a fuel hose you will have to go to the bathroom
- Your cell will only drop calls when you actually WANT to talk to the person you are on the phone with
- Why can you never get a tail wind in North Dakota?
- How come time only flies when your having fun?
- Lower your expectations of people, you will feel better

# Eastern Terminal Report

Patrick Lewis – Terminal Manager - Montreal Division

As another year draws to a close we must be thankful for all that we have, as we all continue to ride this wave of uncertainty with the economy.

It will be a slow start to the year; however we continue to work diligently and as a team to just keep moving forward, and keep on truckin'!



*PLEASE REMEMBER, Winter has only JUST begun so please be safe out there!!!*

I would like to take a moment on behalf of the Montreal Terminal to thank you for all of your hard work and co-operation, it never goes unnoticed.

We sincerely wish you and your families all the happiness that a new year can bring!

Season Greetings,  
Montreal Terminal

# Southern Division Report - Houston Branch

Stacy Burk – Terminal Manager

As we look back to 2009 I think we can all say, "What a YEAR" ! It was very hard to predict what was going to happen no matter what you were looking at. With that being said I look forward to a more encouraging 2010. We were able to see a lot of drivers visiting the Houston Terminal and it was nice to see some new faces mixed in with the regulars.

*We hope that EVERYONE had a very enjoyable Holiday and look forward to working with everyone in the New Year!!*

# Social Committee Report

We have said good bye to another year and hello to a brand new one.

We trust that all had a festive Christmas and a hope-filled New Year. Even though 2009 was one of the hardest financial years in some time, the great personalities remained true and we still had many good times at Payne.

The chosen charities for Payne this year was the very important Winnipeg Humane Society, which you all know, is dedicated to protecting animals from suffering and to promote their welfare and dignity. Also, the St. Amant Center, who strive to create and maintain a community that promotes personal growth, health and safety for children and adults with developmental disabilities. Both very worthy causes.

Thanks to all of your generosity in the challenging year, we managed to raise 2 full changes tins, a box full of material

donations and a cash donation of \$365.00 for the Winnipeg Humane Society. For the St. Amant Center, your kindness raised funds of over \$670.00. You should all be very proud of yourselves for thinking of others even though this past year has been tough.

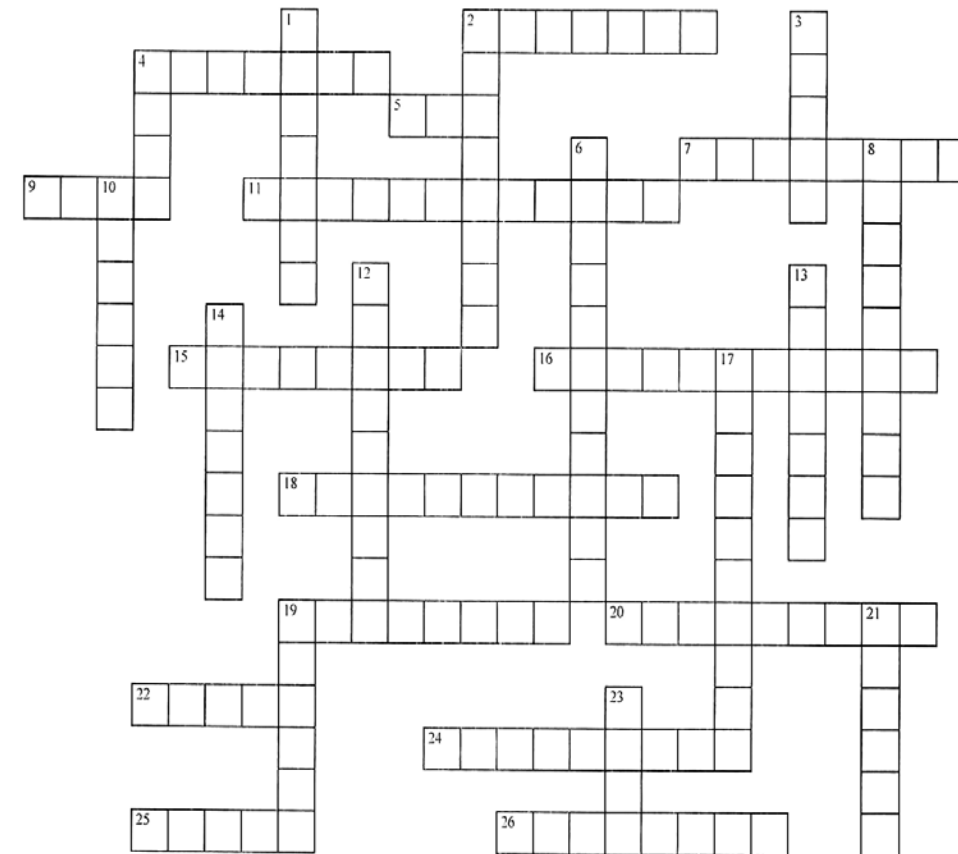
The Committee would also like to thank each and everyone of you who came out to support our BBQ's this past summer. We work hard to provide you with fresh ideas and food. We hope you will join us again this upcoming season and invite you to bring your smiles and positive suggestions.

The Social Committee consisting of Sydnie Payne, Dale Bjorklund, Sue Wiebe, Joe Storozuk, Dana Johnson-Kennedy and Kelly Hartfiel...

*wish you and your family a FANTASTIC 2010 !!*

**FIRST DRIVER TO SOLVE THE PUZZLE AND CALL IN TO KELLY AT 204.953.1431 will receive a FREE lunch for TWO at one of our BBQ's this year**

## All About Trucking



### ACROSS

- 2 1-866
- 4 Deliver Cat loads to this company in Mildred Lake
- 5 Manitoba Trucking Association
- 7 Head office
- 9 "blank" or cable seals must be on your load
- 11 Could save your life
- 15 Pollard containers go to the docks here
- 16 World's longest national highway
- 18 Big brother is watching
- 19 Don't forget your
- 20 Also a canine
- 22 Peg's shop honcho
- 24 Extra fee
- 25 Number of states in the U.S
- 26 Sending off

### DOWN

- 1 Minutes to show for pre trip
- 2 Connector
- 3 Medical purpose or truck
- 4 Free and secure trade
- 6 "6 days on the road" song artist
- 8 Tom Payne
- 10 Laborer
- 12 Payne's National Trucking Week Grand Prize Winner
- 13 Pivot
- 14 Your daily diary
- 17 Peter is the director of Safety and
- 19 Reward
- 21 No Payne
- 23 Keeping it dry

# Fuel Mileage Incentive Program Change

In an effort to open the program up to more potential winners, we're making a change in how the winner will be decided.

Instead of the best fuel mileage for the quarter winning the \$250, we're making it a draw.

To qualify, you will need to achieve at least 6 US mpg for the quarter.

For every extra .5 US mpg you will receive an extra 2 ballots.

Fuel mileages from 6-6.49 - receive 1 ballot  
6.50-6.99 - receive 3 ballots  
7-7.49 - receive 5 ballots etc...

All the ballots will go into a hat, and one winner will be chosen.

You will still need to do at least 5000 miles/month and at least 20,000 for the 3 months. For the last quarter, there were 50 trucks that achieved that level, and 13 of those trucks were better than 6.50 US mpg.

This change will take effect starting 4 quarter 2009.

We will leave the Most Improved from previous quarter program as is.

**"No Payne No Gain"**