



*From your directors at
Hi-Way 9
Group of Companies:*



*MERRY
CHRISTMAS
to you and yours.*



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...never losing focus of what's important...
SAFETY FOR TEAM 9



Leadership in Safety-Hi-Way 9 Group of Company's now annual award was presented to the terminal that is recognized within the team for Safety Excellence. Such an acknowledgement is only gained when safety is a way of daily life. It's about safeguarding the Team, facilities and equipment. Every year Hi-Way 9 Group of Companies sets HSE (Health, Safety & Environment) goals in many fields including injury reduction, vehicle safety, and total claims to name a few.

Continuing to strive towards Safety Excellence will keep Team 9 safe and returning home to their families. A solid road has been paved with everyone's participation with internal programs and commitment, proving the process is working. This year's Safety Award recipient has proven their commitment. Their team in entirety, from maintenance to distribution, administration and practices. The DRUMHELLER TERMINAL was presented with this prestigious award. Recognizing their continued efforts was a privilege and public acknowledgement of a performance well done.

Understanding and watching the industry to ensure our performance is above standards is imperative. Having said that, the Group of Companies just had a government NSC audit which resulted in a score of 99.7%-a number Team 9 can be proud of.

**Hi-Way 9
Group of
Companies**
*We are proud
to be the
Carriers that
Care...
for our customers,
our Team,
and the communities
we serve.*



Drumheller terminal manager, Steve O'Brien, and team receiving award from Jerry Allen, director of Equipment & HSE



The Carriers That Care!



The Carriers That Care!



HI-WAY 9 GROUP OF COMPANIES ANNUAL AWARDS

Hi-Way 9 Group of Companies presents nine annual awards to the Team 9 members who most represent the character and work ethic in the distinctive accolades given. Much thought, many years of history, and care is put into the final decisions represented each year. The honor of being granted one of these awards is a goal many strive for and respect. Congratulations, again, to this year's winners.



Pinnacle Award

This award is presented to the individual who has longevity, demonstrates leadership, consistency, and creates a positive team environment, making Hi-Way 9 Group of Companies a great place to work.

DOUG GILROY
Edmonton



Winner

Doug Gilroy



The Carriers That Care!

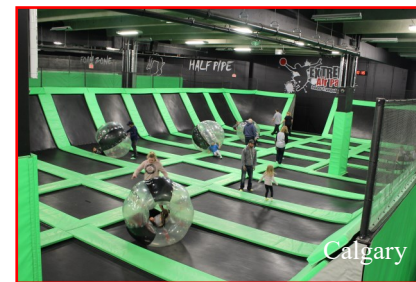


Team 9
Kids' Parties

Kicking off the Christmas season with three children's parties set December in motion for a month to be anticipated! With new locations in all of Calgary, Red Deer, and Edmonton, Team 9's children bounced, ran, laughed and played until they were out of breath. Many parents joined in on the trampolines and bouncy houses adding to the good time had by all. Offset with some crafts, hot pizza, and a visit from Santa, all attending left with a smile on their faces. Santa's elves will be back next year-be prepared for a great family time of laughter and fun.



Red Deer



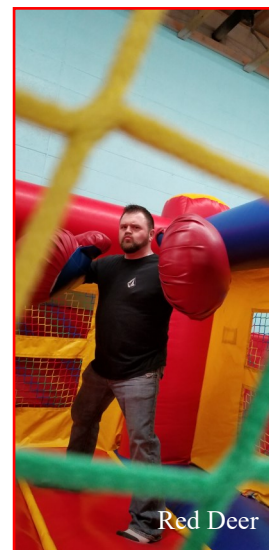
Calgary



Calgary



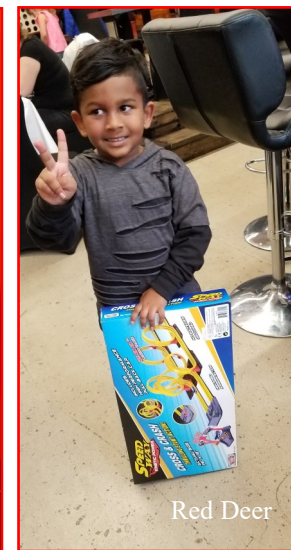
Calgary



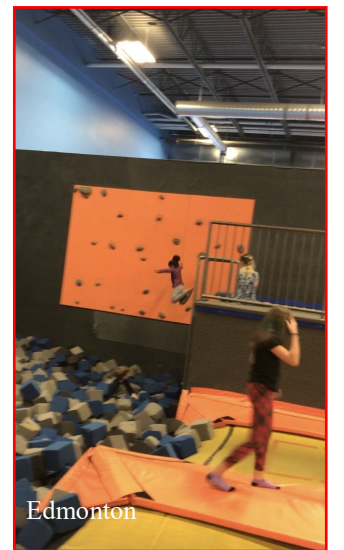
Red Deer



Edmonton



Red Deer



Edmonton



The Carriers That Care!



THANK YOU



On behalf of the United Way/ Okotoks Partnership Committee, and all of 2018 Funded Agencies, thank you for your time, generosity and support of the 2018 HarvestFest.

Despite the poor weather everyone kept the spirit up, the event had a great atmosphere, and we are now \$800 closer to our \$10,000 fundraising goal.

Sincere thanks to:
Hi-Way 9 – who provided the absolutely delicious BBQ...
Lesley Aquin
United Way/Okotoks Partnership
HarvestFest Event Coordinator



Kevin;
Last night the weather was less than ideal, the wind picked up and visibility was poor. Today I (Kendal, Camrose terminal manager) received a call from a woman who followed you home from Edmonton. She called to express her tremendous thanks for your steadfast and cautious driving. She commented that there were times all she could see was the lights on the back of your trailer, she just followed the lights and you guided her home safely. She also commented that this was not the case for all drivers on the road, and if it hadn't been for you in front of her all the way back she may not have made it home.

(Dec 5/2018)



KEVIN DIXON
Camrose Driver



Welcome to the team, Dacota!
Each of their Operations team was presented with a safety vest.
Because we care!



Community Counts!



This past summer season the Hi-Way 9 Group of Companies participated in multiple local parades and events. Here is but one memory of the Drumheller 2018 parade.



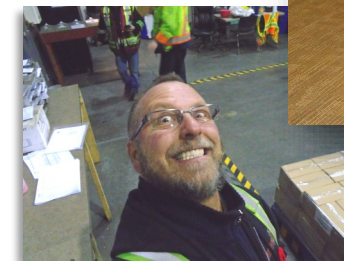
Customer Excellence Award

This award is presented to the individual who demonstrates outstanding customer service throughout the year.

JON SLIWORSKY
Streamline Edmonton



Jon Sliworsky



HONORABLE NOMINEES RECOGNIZED

JESSICA MASSWINKLE-Calgary

JEFF TZOVANAS-Rocky Mtn House

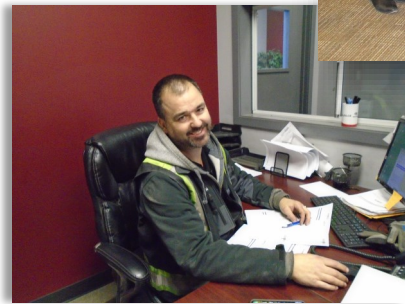




Outstanding Award

This award is presented to the individual who shows an intense amount of dedication, commitment and integrity throughout the year.

LAWRENCE MOSHER
Streamline Edmonton



LAWRENCE MOSHER

HONORABLE NOMINEES RECOGNIZED

JOHN TKACHUK-Red Deer



KEVIN TRENTHAM-Edmonton



The Carriers That Care!



Hi-Way 9 Group of Companies had a busy 2018, with one of the most exciting factors- the addition of Dakota Freight Services in April. Dakota was founded by Dean and Tina Uphill in 2004, which they built into a thriving business that today boasts 26 trucks and drivers along with 2 dock staff, 6 admin staff and several lease operators.

Dacota offers a great compliment to Golden Transfer in the Kootenays and also gives the Hi-Way 9 Group a large presence in Cranbrook, which now is serviced from Calgary daily.

Dean and his team do around 30000 shipments monthly with everything from flat deck service to envelopes and packages. He tells me he is very proud of his team and what they accomplish every day, as well as the fact they are very happy to be a part of our team. The Dakota team are fabulous people to work with and have been a great addition for Team 9. It is an honor and the Hi-way 9 Group is very proud to have them as part of the company.



Based metrics the cadence set forth below, and accomplishing the task of being our first Canadian LTL carrier live in our Visibility Project, we thank and congratulate the Hi-Way Group of Companies for their accomplishment and support of our business goals.

Project Metrics:

2018 Minimum Communication Requirements

Status event updates for the following key milestones:
Arrival at pick-up, Departure from pick-up, Arrival at deliver
Minimum On Time service level requirements for milestone events (Carrier Controllable) -98.5 arrival & departure
Location and ETA updates using the following minimum frequencies Truckload and LTL Providers: In-transit Lat/long updates every 30 minutes, Communicate any status event within 30 minutes

As the world's leading major home appliance company, Whirlpool have embarked on this journey with its US, Mexican and Canadian carrier partners. As part of Whirlpool Canada's 2018 Carrier service awards, we are pleased to award our first Communications Visibility Award to Joe Hearn representing Hi-Way 9 Group of Companies.



The Carriers That Care!



Laughter and Work ...Team 9 Can Do Both!



Have you shown up to work in costume with a bucket full of candy lately? Some fabulous Team 9 members certainly did! What a great time the team had this past Halloween season! Why, one might ask? Why not!?

Ugly Christmas Sweaters... And A Whole Lot Of Fun!



This year's Christmas Celebration theme was 'ugly sweater', and Team 9 did not disappoint! The 3 sweaters chosen as finalists-whether they be homemade or specially bought, were Lonnie Killaby, Faith Lalonde and Steve Morrison (with Steve 'swinging' into victory). Many smiling faces were seen, so we just had to share a few!



Highway Driver Award

Winner

Awarded to the highway driver who has shown strong commitment towards public safety, dedication and efficient operation of their equipment throughout the year.

NORM ARMSTRONG
Drumheller



Norm Armstrong

HONORABLE NOMINEES RECOGNIZED

MARC LAURENCE-Brooks **MARTIN KLASSEN**-Red Deer
CECIL NETTAY-Calgary **ROBERT HAYWARD**-Edmonton

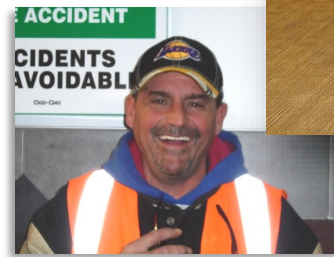




Pickup & Delivery Award

Awarded to the P & D driver who shows dedication, excellent company representation, a strong commitment to our customers and safe efficient operation of their equipment throughout the year.

BRIAN BANKS
Edmonton



Brian Banks



HONORABLE NOMINEES RECOGNIZED

JOHN DOLPHIN-Calgary

JEREMY TURCOTTE-Stettler

TOM TAJSEK-Golden Transfer

JAMES STEBANUK-Calgary Streamline



Safety First-Always

Safety culture. It is not just a promotional tagline or spreadsheet required for head office. Safety culture is first and most importantly about Team 9. Safety on the roads, in the equipment, at customer locations, and in our own facilities. Keeping our team safe, along with the equipment, can only improve efficiencies, happy employees, and longevity for all involved.

When an incident may occur-do YOU know how to handle it? What are reporting procedures? And how could this be prevented in the future? Should a short-cut be taken? Or will safety be jeopardized?

Listed here is the summary of incidents for 2018 thus far for Team 9. What could have been done to prevent these? Proper care in lifting and backing are blaringly apparent and needing to be noted. Take care of yourselves and your equipment, Team! Arriving home safe every night is what we all want.

EMPLOYEE INCIDENTS:
Strain/Sprain – 36
Slip/Trip – 14
Cuts – 11
Bruise/Contusion – 5
Crush- 2
Burn – 2
Exposure (inhale chemical or something in eye type incident) – 4
Fracture – 2
Tear- 1



VEHICLE INCIDENTS:
Backing- 32
Other Party Fault- 14
Miscellaneous- 12
Parking Lot- 11
Animal Strikes- 6
Turning- 4
Sideswipe/Passing- 4
Unreported- 4
Pinched Trailers Together- 4
Jack Knife- 3
Hit Ditch- 3
Hit Overhang- 2
Operating Forklift- 2
Hit Road Barrier- 2
Fell Asleep- 2
Dropped Trailer- 1
Rear End- 1
Power Lines- 1
Fire- 1
Hit Pedestrian on Highway- 1

SUPPORT FOR YOUR FAMILY

Discover counseling options and resources that can assist all of your family members.

Shepell (Hi-Way 9's medical coverage inclusive) is proud to offer you and your family members confidential support for all of your work health and life challenges, at no cost to you. You and your family can access professional support 24/7/365-when and where you need it-live assistance via telephone, online or your mobile device.



- *Online Programs
- *First Chat
- *workhealthlife.com
- *Video Counselling

- *E-Counselling
- *Telephonic Counselling
- *In-Person Counselling
- *My EAP App



Research shows that early intervention and support are key factors in resolving work, health and life concerns.

Contact confidential help at 1-800-387-4765 ,online at workhealthlife.com, or mobile app.

The holidays season is exciting, but is also statistically one of the most stressful times of the year. You don't have to figure it out on your own. Help is close.



The Carriers That Care!



The Carriers That Care!



30 Years with Team 9

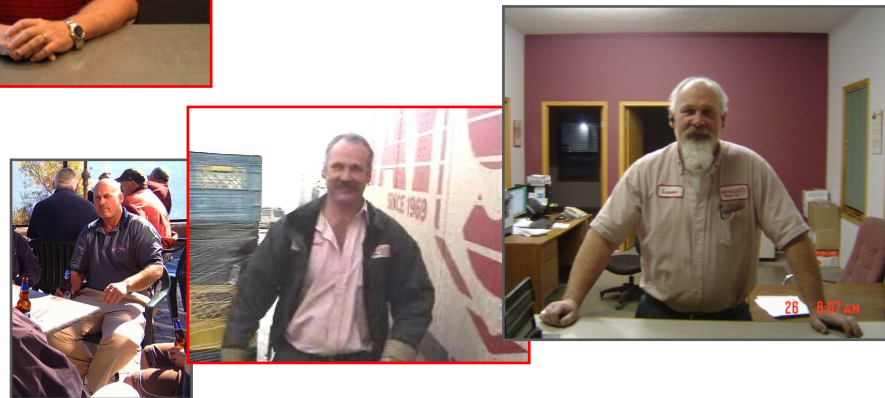
A few 'young' men were acknowledged during the annual Awards Ceremony for Team 9. These gentlemen are the last to want the spotlight and actually avoid it when they can. They are humble... Kind... caring... intelligent and committed men the Team can all look up to. They have shown how to lift others up when they need

help, dig in and never give up when times are tough, lead when a leader is needed and be strong when others are not. Reg, Lonnie and Doug have always been there when needed, gone above and beyond when asked, taken on tough opportunities when requested and shone while doing so—becoming the true leaders they are today! Thank you **Reg Trentham, Lonnie Killaby and Doug Gilroy.**

*Reg
Trentham*



*Lonnie
Killaby*



*Doug
Gilroy*



Recognition at awards ceremony:
Lonnie Killaby, Doug Gilroy, Reg Trentham (l-r)



Line Delivery Award

Awarded to the line delivery driver who shows dedication, excellent company representation, a strong commitment to our customers and safe efficient operation of their equipment throughout the year.

ANTHONY FOLEY
Medicine Hat



Winner



Anthony Foley

HONORABLE NOMINEES RECOGNIZED

REYNALDO ESPEJO-Drumheller

BRENDAN LEWALL-Calgary

PAUL MCFARLANE-Red Deer

JUSTIN STANLEY-SMITH-Edmonton



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Administrative Award

Awarded to the individual who shows dedication, commitment and excellent company representation, an award that could as easily be called the indispensable assistant award.

MARIE HIRSCH
Drumheller



Winner

Marie Hirsch

HONORABLE NOMINEES RECOGNIZED



KAYLA HAYES-Calgary

CARMEN STEWARD-Streamline Calgary

SADIE BERRY-Drumheller

MEGAN SOLVERSON-Camrose



Years of Recognition

Throughout 2018 these Team 9 members were recognized for their years with Hi-Way 9 Group of Companies. Upon their tenure anniversary, each has been given a package from our "Terry Berry" awards program, allowing them to chose their award. During the annual celebrations, we enjoyed the opportunity to take one more chance in acknowledging their time with the Team. Thank you! Hi-Way 9 is proud to call you their own!



2 Years

- RHYZZ ABAYA
- GIOVANNI ASTILLERO
- ANDREW ATTFIELD
- LAURIE BELL
- COREY BERGMAN
- LEROY BRAUN
- BRAYDON CARIOU
- DON ELDRIDGE
- SHEILA EMARY
- KARL FLEURKE
- KAYLA HAYES
- PARMJIT KOONER
- BAILE LASTIWKA
- JEAN-JACQUES MORISSET
- RYAN NEILSON
- EDUARDO PEDREGOSA
- SANDY RAPOSO
- AVERY RILEY
- GERALD ROSS
- BRIAN SCHEIBER
- TEGAN SEMENOK
- GURJINDER SINGH
- MEGAN SOLVERSON
- JIMMY STOICESCU
- JOSHUA WILLIER
- DARCY WILTON

5 Years

- NORMAN ARMSTRONG
- SADIE BERRY
- DEANNA
- GARY BOYD
- MICHAEL BURLEIGH
- MARIA FELISILDA
- DEREK FOLEY
- PERCY FOLEY
- ERICA HAMM
- BRENT KESTERKE
- TRACY LOGAN
- NATALIE LUCYK
- JEREMIE LYNDEN
- LANDRY MALONGA-MENGUI
- FAITH MARENGERE-LALONDE
- DUANE MATERI
- ISTVAN MAYER
- DONALD NETTNAY
- JULIE NETTNAY
- DANIEL PEEVER
- RABERTA RED CROW
- HIRAM SCHMERER
- PHILIP SONTAG
- JARRID STERN
- JEAN VICTOR
- JEFFREY WESTERBY
- RANDY WOELK

10 Years

- JOYCE BERGEN
- KIRK BRENNAN
- DALE CERIN
- VALENTINE COLLINS
- EJIKEME
- JENNIFER ESTELL
- GORDON FOX
- HARMANDEEP GILL
- JAMIE GRAYSTON
- MARIE HIRSCH
- WILLIAM KIDD
- JUSTIN KLASSEN
- ROBERT LASTIWKA
- SUSAN LEHMANN
- GRAHAM MCDONALD
- WALTER MEDWEDCHUK
- SANDRA MURPHY
- HANK PETERSON
- KEVIN POLLOCK
- MITCHELL ROHRBACH
- JACKIE SERAFINCHON
- ALEX SPICER
- JOYCE SWANSON
- KEVIN TRENTHAM

15 Years

- CRAIG BOWN
- MARTIN KLASSEN
- ARNOLD LANGKOWSKI
- SANDRA PACKARD
- MIKE SHILSON
- LESTER THOMSEN
- ANTHONY WILSON

20 Years

- MICHAEL RILEY

ONCE YOU HAVE experienced EXCELLENCE YOU WILL never again BE CONTENT WITH MEDIOCRITY.

Awards



Rookie of the Year

Awarded to the new team member who has been with the company for a one year period who has shown dedication, commitment and excellent company representation throughout the year.

VAL ROEDER
Red Deer Maintenance



Val Roeder



HONORABLE NOMINEES RECOGNIZED

BRANDEN MITCHELL-Brooks **KEITH MCMAN**-Medicine Hat

CEDRIC GOUZALES-Calgary **HARMAN SINGH**-Streamline Edmonton



The Carriers That Care!

Awards



Distribution & Maintenance Award

Awarded to the individual from our distribution or maintenance team who shows dedication, commitment and willingness to go the extra mile throughout the year.

MITCHELL ROHRBACH
Red Deer



Mitchell Rohrbach



HONORABLE NOMINEES RECOGNIZED

JEFFREY WESTERBY-Drumheller

SARAH RYTER-Loadway

ANTHONY WILSON-Red Deer

JEREMIE LYNDEN -Edmonton Streamline



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Val Roeder



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MITCHELL ROHRBACH
Red Deer



Mitchell Rohrbach



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JEFFREY WESTERBY-Drumheller
SARAH RYTER-Loadway
ANTHONY WILSON-Red Deer
JEREMIE LYNDEN -Edmonton Streamline



The Carriers That Care!