



*Message from
Vice-President
Business
Development*



**Boyd
McConnachie**

Can you believe it is already April?? Where has the time gone? Spring is in the air and that means we are halfway through our fiscal year. The good news is two-fold: 1) The economy in the majority of our markets continues to get stronger and 2) The Vancouver Canucks get a second crack at the championship.....both statements are very encouraging!

Some very exciting news: Inland has just opened its San Diego location. This newest location is a full service dealership, with an over 18,000 sq ft building on just over 2 acres. On behalf of all Inland employees, I'd like to welcome our newest San Diego team members to the Inland family. See more about our newest location in this newsletter, written by our own Matt Allen, Service Manager – San Diego. Thanks Matt!

There is no doubt that Inland is growing, in addition to San Diego, we plan to open Carson (Long Beach, CA), in July and have purchased property in Kingman, AZ. We also have major renovation projects starting or just completing at several of our existing locations. These investments help ensure that we are able to meet the growing needs of our customers and to provide our employees with a workplace that is both functional and something to be proud of. It cannot be stated enough, that the key to Inland's continued success and growth is you. Your integrity, expertise and focus on customer service are the pillars from which we create value and position Inland to be better prepared for future opportunities. I know this newsletter can't convey it enough, but on behalf of Inland management and ownership, please accept our sincere gratitude for all you do for Inland.

I hope you enjoy reading this issue of Inland Info as much as I do. I like the variety of articles, as well as the many pictures of people and places. In this issue, thanks to the contributions of many, you will find several articles on Inland locations, employees, events and departments. The key to the success of this newsletter is to ensure that everyone contributes. Please contact your local newsletter representative with any ideas on articles or pictures you would like to see in upcoming issues.

Enjoy!

**SAN DIEGO
OPENS**

Approximately 5 years ago The Inland Group began seeking out properties in the San Diego area. Very soon we will be opening our newest facility in El Cajon.

Property was chosen in a prime location with a considerable amount of local business in the East County area of San Diego. The branch is also located off of a major San Diego freeway that sees a considerable amount of truck traffic on a daily basis. Dick McConnachie designed the

Mark Zucker assembled an outstanding Branch Management team, Kevin Nyberg (Dealer Mgr.), John Stone (Parts Mgr.), Matt Allen (Service Manager). Mary Thomas (Special Projects Manager) was tasked with everything from purchasing equipment, supplies and part, to hiring contractors and consulting during the up-fit of the Parts and Service Departments.

Our first order of business was to start visiting customers and interviewing personnel. Teamwork has been our primary focus as we started to assemble our San Diego team. What better way to do this than to cross interview all department personnel. We all realize that in order to be a team we



building and Lord Constructors, who has built or remodeled just about every facility we occupy, has built another outstanding facility bringing ideas to fruition.

The buildings that we occupy are always built with great care and detail. The equipment is of the highest quality to ensure that we are able to exceed our customers' expectations no matter what that need may be.

needed to be the example of what a team is. We still have individual responsibilities but we are a united team that has the customer, company and employee's best interest in mind. It was very interesting interviewing technicians with my parts manager and likewise it was a unique experience interviewing parts personnel with John. Once a perspective employee was chosen we had a second interview with

APRIL 2012 EMPLOYEE SURVEY

The 2nd annual Inland Group Employee Survey will be conducted between April 2nd and April 20th.

The link below can be typed into any web browser and you can take the survey!
<https://www.surveymonkey.com/s/inlandgroup2012>

Ask your department supervisor for additional details or assistance.



Kevin to confirm that this individual was a good fit for the team. What we have started in San Diego is a Team; there were no boundary lines from the beginning and there will not be any along the way.

What has been assembled is a team of some of the best technicians, parts personnel and management that San Diego has to offer. We have personnel from Inland, other OEM's and some that have come from other areas of the trucking industry. It quickly became evident that what we all had set out to do was accomplished while assembling OUR team. There's not a whole lot of what "I" have accomplished and a lot of what can WE accomplish together; there is "No, I in Team". All the long days are about to pay off.

We started some months ago going out on sales calls every Friday, meeting customers and passing out fliers. A lot of the customers that we have talked to were customers of ours from our past endeavors into the San Diego market, and some very new faces. What I quickly found out was that a lot of the

customers in the area know each other and most business happens through the establishment of relationships and keeping a promise. CRM training will definitely pay off in this market.

We started selling parts into the area and used that opportunity to visit customers and get to know people way before the building was close to being occupied. The customers were very receptive to our attention and enjoyed seeing the Parts and Service Manager visiting them together, like I said "We are a team".

It is now the end of March and we are getting close to opening the dealership, final parts ordering and setting up the warehouse is being completed by both parts and service department personnel working together. Tooling and equipment is showing up on a daily basis. Outside parts and service sales personnel are busy travelling around town meeting customers and setting up new accounts daily. Since we received our temporary permit to occupy, the parts counter has been busy taking orders and delivering them promptly. We have had several customers come into the dealership just to see the Garage Mahal called Inland Kenworth (US) Inc. San Diego and they can't wait for us to be officially open for business; the dealership is truly state of the art.

Thanks to everyone at home office, Montebello and Fontana that were involved in this adventure for their hard work, support and dedication making this project a success. If we were to list everyone individually I would still miss somebody, especially the accounting department personnel.

The future looks so bright we are all going to have to wear shades. If you're ever in town we'll leave a light on for you.

The San Diego Team



Inland Culture Promotes Positive Comments!

We recently reached out to a colleague who does a lot of work with PACCAR Leadership Training to speak at future manager's meeting, and unfortunately his schedule was already full. Part of his response to our invitation contained the following comments: "Without question, yours is one of the dealerships I admire the most. In fact, there aren't any companies that I respect more than Inland. I've been very impressed with your managers and the culture you have created."

This reminded me of the many positive comments I have the opportunity to see through the Kenworth Customer Satisfaction System (KCSS), so I thought I would share a few with you.

The survey question is

"Thinking back to these dealership experiences with this truck, what was the one thing that you most enjoyed about doing business with the selling or servicing Kenworth Dealer?"

Relative to the service dept., the parts dept. and the sales dept, I've been dealing with them since 1984 and they are great with me.

Both the professionalism of both the service department and the sales staff and their willingness in making extra effort to hold the truck while I was going over my options. It was just their sales approach overall.

I like the people there. They are all around great. They go out of their way to please me. The sales and service guys are great. Kenny's great as well.

They do promise what they say what they're going to do. Overall they've come through for us. The dealer here in Albuquerque has been quite good and they never seem to say no.

Branch

SPOTLIGHT

FARMINGTON, NM BRANCH



News From Cranbrook

I know we are all anticipating the beginning of Spring, but I wanted to tell you about our staff Christmas Party held at a guest



ranch outside of Cranbrook. There were a total of 48 attending with some of us staying at the cabins overnight. A great time was had by all. After dinner, presentations were made and door prizes handed out. The music was supplied by a DJ and he managed to keep the dance floor full the whole night. There is now a whole new meaning for the phrase "dance til you drop".

We have welcomed a couple of new employees – Jason Taylor started December 27th as Warranty Writer when Scott Fender moved over to the service side as a Service Dispatcher. Jason Gorrie accepted the position of Welder and started on March 1st. Welcome both of you to our little family. We now have five Jason's on staff and are thinking of starting a band and calling them "The Jason Five".

Surveyors have been on the property for the last few days which means we should be starting our renovations shortly. In the next newsletter we should be able to supply some expansion pictures.

News From Phoenix

Since our accounts receivables Irma Leon left for her maternity leave in November, our old ACC Rec/pay Mary Sargent came back from retirement to cover. Accounts payables Julia Brambila left for her leave a week after Irma returned in January and Mary is now covering her. Irma had a boy and Julia a girl so they are now planning the arranged marriage :)

Dave Vaughn, who used to be assistant service manager, replaced John O'Connor as Service Manager. Yasmine Lopez, our receptionist is now working in the Service Department. Our old receptionist Julie Lockhart is now back at our front desk. So we have had a few changes around the dealership as well as some new technicians in the shop.

The parts department also organized a customer appreciation day where Select Glass came out and bbq'd for the employees and customers. We also had Lucas come out and they brought a monster truck. They gave away a few



things and also raffled off tickets for a monster truck rally that was taking place the same weekend. It was really a lot of fun and everyone enjoyed themselves and got to relax a little.

Getting to Know.....

CAROLINE Nguyen, CGA
Accounting Department
Head Office

Caroline completed the CGA program last June and convocation was held in October. Of the 494 CGA-BC graduates, Caroline was one of the ten who achieved the highest overall marks. She now holds the CGA designation. She also completed the Laurentian University degree program and received the Honours Bachelors of Commerce in October. In this program, Caroline graduated top of her class with the highest cumulative average.



Getting to Know.....

TIFFANI Flores
Accounts Receivable
Montebello, California

Tiffani Flores lost her father to cancer in 2010. As she was coping with his passing a friend of hers mentioned the Relay for Life. As she learned about this annual event for the American Cancer Society and discussed it with her family, her daughter suggested they form a team to honor their many family members who have passed away due to cancer. The Flores Family formed a team last year and raised \$1,800 for cancer research. The Relay for Life is a 24 hour walk where teams camp out during the 24 hour period and take turns walking around the mile track ensuring there is someone on the track at all times to honor those who have passed. Last year fellow Inland employees Irma Castellanos, Mary Navarette and Tracy Boyce participated in the walk. This year's walk will be June 2nd and 3rd and their goal is \$4,000.

Tiffani started with Inland Kenworth in 2004 as a Sales Coordinator in Fontana. She then moved into the Credit Department where she was involved in New Truck Financing.

Used Truck Winners!



Bob Zeppenfeldt (l) and Joe Galowitch (r) shake hands following the 2011 UTA Convention and Awards ceremonies.

Joe was named 2011 Member of the Year at the convention in Scottsdale in November. Bob was also nominated for this award.

Joe has been our Used Truck Manager – US for the past 13 years, and Bob just joined Inland as Used Truck Manager – CA in November 2011. Inland Kenworth is very fortunate and privileged to have two of the top Used Truck managers in the country working with us!

Editor's Note: If you like the content on this page, contribute your own info through your Branch Communications Task Force member!



MORE THAN JUST A SALESMAN

“More than just a salesman” is how Ken Johnson, President of Ken Johnson Trucking Ltd. describes Pat Wilson, Inland Paclease District Manager for the B.C. Fraser Valley region.

Ken says that “Paddy is very knowledgeable and supports us way beyond the sale of the lease. He makes recommendations and provides technical expertise that improves our business. We are really pleased that Paddy has been our PacLease Account Manager for the last nine years”



Pat (Paddy) Wilson (right) has been an Inland Employee for over 30 years, starting his career at our Fort St John dealership as an apprentice technician. He relocated to Langley and progressed to a journeyman technician and then later to a Service Manager at our Langley facility in 1997.

Paddy transferred to our PacLease division in 2003 and throughout his tenure with PacLease has had much success in lease sales and has provided superior account management.

Last year Ken Johnson Trucking Ltd. celebrated their 20th anniversary and in the same year relocated to a new terminal.

This British Columbia Corporation transports bulk commodities including chemicals, lubricating oils, asphalt, dust palliatives and special waste throughout North America.

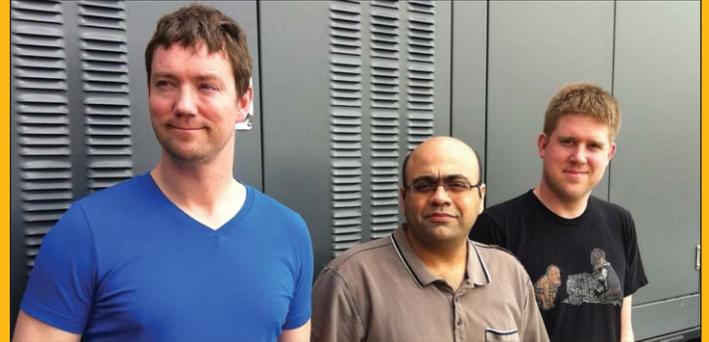
An eighteen year customer of PacLease and with over thirty-five years of doing business with Inland Ken Johnson concludes that, “it has been a great partnership.”

5 Truck January 2012 Sale to William Thomas Trucking in Albuquerque, New Mexico



IT...701!....

The Home Office paging system seems to light up every two minutes with this ever cheerful page! What the callers can't see is that all of the employees who spend a good portion of their days responding to Branch IT calls are already juggling more than one caller each! It takes a very special combination of communication skills, technical knowledge, and patience to work in this arena, and Inland is very fortunate to have three of the best! We thought you might like to meet them on a more personal level....



Left to right
Guy Ovington, Ajay Advani and Greg Rinsma

GUY Ovington has been an Inland employee since 2001. “When I started there were only a couple of servers for our dealer business system and for email”, he reminisces. “I have always liked the atmosphere here at Inland, the fact that I can be surrounded by good people makes my job that much better.” While off duty Guy enjoys listening to music, playing guitar and being around family and friends. He has a handsome Yellow Lab / Husky cross named Rocky who is nearly 14 years old, and maintains a saltwater reef aquarium at home.

AJAY Advani started with Inland in the IT department in November 2006. “I love this job because it gives me firsthand experience with the newest technology.” Ajay goes on to say “The most exciting part of my work is connecting staff to the technology and fielding their queries.” One of the benefits Ajay enjoys is getting out into the field to assist and support a Branch with a large installation or particular hardware or software challenge. It provides a great opportunity to meet fellow employees in Branch operations, and a good insight into what the field challenges really are within the walls of each building. Ajay grew up in Bombay, India and I moved to Canada 12 years ago. He likes to spend time with his family during the weekends.

GREG Rinsma started about a month after Ajay. He likes helping people with their issues and the fact the users are kind and patient makes it easy to respond and work through them. He does a decent amount of tech support for friends and family as well so clearly it's something he enjoys doing! Greg likes the challenge. “Every facet of my job I guess is more or less problem solving and critical thinking. User support calls are simply the lightning rounds of my day. While learning and configuring new infrastructure or solving large corporate wide issues and concerns, I get phone calls peppered throughout that generally have limited information and need to be solved quickly. My passions are as much my career as they are my hobby.” Greg also enjoys riding his bike. He bikes to work 80+% of the time. He adds “Stereotypically (for a geek) am an avid board gamer (collectively I believe me and two friends own over 85 board games). I have a cat, it's a cat. I'm getting married May 4th to a wonderful woman named Melissa.”



SAFETY FIRST

650,000 PEOPLE DIE ANNUALLY

in North America of sudden cardiac arrest

Sudden cardiac arrest is the abrupt loss of heart function in a person, and while there is no way to predict when such a medical emergency will occur, we do know that CPR and defibrillation with an AED (Automatic External Defibrillator) within three minutes, has shown to increase the chance of survival by 70%.

With an aging population and because of these startling facts Inland has contracted to have AED's installed in every Canadian Branch. Our US branches have had them in place for some time. In addition to installing the AED's, Inland employees are stepping up to take the necessary training to assist should such an emergency occur in any of our branches.

Sudden cardiac arrest is the leading cause of death in North America and it can affect people of all ages – anytime and anywhere. This new program is just one more way that Inland is stepping up and leading the way, to aid and assist Employees, Customers and visitors in every branch.

We certainly hope that we never have to use one of these devices, but if called upon to do so, we now know that we have the skills and tools to do our very best to save a life.



meet your

CREDIT MANAGERS

This past March, the BC & Yukon Credit Managers met in Langley for the day. It was a great opportunity to meet with finance partners, Inland management and themselves as a group to discuss various credit-based topics.



In the picture from left to right is:

Steve Levy – Quesnel, Vance Waller – H/O,
Trish Cliff – Parker Langley, Suzanne Tiessen – Kamloops,
Corinne Gilmore –Goring, Harry Kwiatkowski – Vernon,
Erica Steinman – PG, Doug Miller – Cranbrook,
Deb Lundquist – Langley, Linda Mason – Yukon,
Donna McQuaid – Vanc Isl, Steve Goodman – H/O,
Peter McClain – Penticton, crouching in front is Jeremy Comte – FSJ



PARKER PACIFIC

A member of The Inland Group

Link-Belt Cranes have a history dating back to 1874; when William Dana Ewart, a young farm implement dealer in Belle Plaine, Iowa, conceived an idea of a square detachable "link" for a chain belt ... a "linked belt." William Ewart recognized that harvesters with continuous chain belt drives made up of square links and flat links would wear unevenly and break in one spot. Once broken, the entire chain belt had to be taken back to the barn for needed repairs, thus delaying all harvesting. His continuous development of drive chain and the patent for drive chain improvement are the foundation for Link-Belt Cranes and innovation remains the core of the Crane product we are proud to represent today.



PETER Popoff

Parker Pacific made a bold move in January 2011 to hire a dedicated crane representative for the BC & Yukon market. The addition of Peter Popoff, located in our Langley facility has been very positive for Link-Belt Cranes and Parker Pacific. Over the past 15 months we have delivered 8 new cranes and 3 used cranes with a combined value over \$8,000,000. These cranes sold have been of various models, Lattice Crawler, Rough Terrain

wheeled, and Hydraulic Truck cranes implemented in several industries and delivered from Cranbrook, Nanaimo, Prince George and many locations in between.



Link-Belt

C R A N E S

Which Branch is This?



The Survey Said.....

29% of those who responded to the survey correctly identified the Branch pictured in the last issue as Farmington, New Mexico.

Here is more feedback about INLAND INFO from the survey:

10% of our total employee population responded to the survey
87% had read the first issue that was published in October 2011
81% believe that publishing every 3 months is about right
47% prefer the printed version but would read an online only version

Other Comments:

Many comments asked for more coverage about what's happening in the Branches, more personnel features, pictures, achievements.

Many commented that the employees on the move section could be eliminated.



INLAND KENWORTH

A member of The Inland Group



PARKER PACIFIC

A member of The Inland Group



INLAND PACLEASE

A member of The Inland Group