



*Message
from the
President*



Bill Currie
President & COO

Happy New Year everyone! 2011 was a great year and 2012 should be just as exciting. In the year ahead we will build on the initiatives that we have started and begin a lot of new ones. We will continue to expand our presence and position Inland as one of North America's premier Truck and Equipment Dealerships.

Inland was started in 1949 on the premise that success can only be achieved if we satisfy our customer's needs. Customer satisfaction is at the core of everything we do. It is that driving mission along with a simple statement of "do the right thing" that has got us to where we are today and will guide us in the future.

We would not have achieved the level of success we have enjoyed without the hard work and dedication of all our employees. We have had a number of retirements this year, and I would like to thank those employees for their contributions to Inland. While it is impossible to replace their knowledge, I am very happy with the bright and energetic employees that have joined the Company.

There is one retirement that I would like to formally recognize. Dave Douglas has worked in every facet of our business and on both sides of the border. He has been successful in every task including his most recent accomplishment of leading the turn around of our Parker Pacific Equipment division. Dave, All the Best and Thank You for everything you have done for Inland.

Cheers

Idea Generator

The Idea Generator Contest was created as a result of input from all of you via our April 2011 employee survey. The ideas submitted were fantastic and provided input on everything from administrative processes to ensuring customer post experience satisfaction (and every point in between). It was exciting to see not only the ideas, but also where the ideas came from. Almost every region of Inland was represented, as well as every department. The judging committee was very impressed with both the quality of the ideas, as well as the obvious passion of our employees to help Inland continue to improve and be the best that we can be. The scores were so close that in many cases single points separated the rankings. We had many runner-ups, with the winner being Derrick King. His idea is simple to implement and is based on improving the communication process with service customers.



DERRICK King

Derrick came to Inland in March, 2010 and brought with him many years of experience in the leasing business. We asked Derrick a few more questions and thought you would enjoy getting to know your co-worker in beautiful southern California:

- **Family info** – Lisa (wife) and children; Devin (13), CJ (8), Quincy (3)
- **Favourite sport/Team** - Football (Oakland Raiders)
- **Favourite food** - Mexican Food
- **Like to do on your days off** - Snowboarding, spending time outdoors at lakes around my home town

- **What you like about working for Inland or about Inland** – I like the "family" atmosphere. I worked for a large global company for the majority of my career. I like the fact that the decision makers are local. But I would have to say, above all, that the people that I work with are what I like best!
- **What made you come up with your idea?**
I had been observing how we communicated with our customers. It became apparent that there was no consistent process to keep customers informed on the status of repairs on their vehicles as we had them in our shops. I also noticed that we did not call customers to let them know their vehicles were done consistently. From my experiences in talking with customers I knew that, from the customer perspective, the most important thing a maintenance provider can do is keep the customer informed of the status of repairs. This allows the customer to plan the use of their human capital/employees and equipment/trucks etc. accordingly.
- **How do you like the iPad? Who uses it most? Best feature of the iPad** – I love the iPad. However my sons use it more than I do; Quincy mostly! They enjoy the apps that are available, and as people continue to think of new things, there will be more and more new apps!

A copy of Derrick's idea, as well as all of the others, are in your dealership now. Your Dealer Manager has them in a binder, and we encourage anyone to review these and see if you may be able to implement them in your dealership.

Congratulations to all and thank you to those who participated....and for those that didn't, you will have another chance...in Spring 2012!

"Innovation has nothing to do with how many R & D dollars you have. When Apple came up with the Mac, IBM was spending at least 100 times more on R & D. It's not about money. It's about the people you have, how you're led, and how much you get it."

Steve Jobs

Branch

SPOTLIGHT

Nanaimo Branch



Cranbrook has been very busy these last couple of months. One of our main industries in the area (Tembec Industries) announced their sale of both sawmills to Canfor. We have no idea what impact this will have in Cranbrook or the surrounding area but let's hope it will be a positive one, as a large portion of our customer base are contractors in the Forest Industry.

Employee news:

Mark and Amy Opperman were married on September 17th

Kevin and Amy Janzen had a baby girl Sept. 18th

Brett and Heidi Grainger had a baby boy Sept. 28th

Colin Begin – Service Technician came back to us on November 23rd

Ryan Pocha has gone to Kelowna to continue his apprenticeship training.

Our Christmas staff party is just around the corner. Our venue this year will be a guest ranch where we will be able to have a private party instead of sharing a venue with other companies. Photos will be taken and submitted for another issue.

We are anticipating our building expansion which should begin in the early spring.

Have a Very Happy New Year everyone!

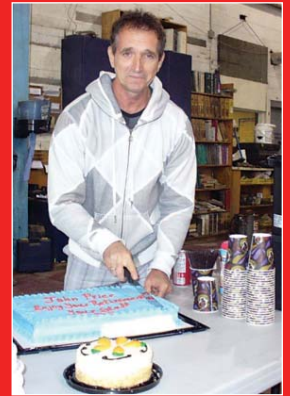
Here in Tucson AZ, we just had our Christmas party. It was held at El Corral which is a very good Prime Rib restaurant. We had some great prizes that were given away and some great food.

Everyone had a great time, also had a white elephant gift exchange which is always a good time to see people's reactions. No pictures though all came out way too dark.

But all in all it was a very fun event. Temperatures here have been down to low 30's which for us is pretty cold weather but still not as cold as some places I bet.

Just want to wish everyone a Happy New Year.

On October 7, 2011 the Inland Kenworth Vernon BC branch had a retirement luncheon for John Price. We had a Roast Beef BBQ to celebrate his retirement after 39 years of service with Inland Kenworth. The staff all chipped in and sent John and Cathy to a Vancouver Canucks game. So far John is enjoying retirement and he is keeping busy with golfing, hockey and hanging out with his grandkids.



We would also like to congratulate Tavis Mann on a good job with selling 9 Terex TA400 rock trucks, this is the biggest single order to be delivered out of the Vernon branch

We would like to welcome Jay Jebb to our Parts Dept, Tavis Mann as our Equipment Sales Rep, and Alicia Marchand as our new Service Writer.

The Langley Staff Party was held at the Coast Hotel & Cascade Casino. In the photo, L-R are Gerry Cotton, Dealer Manager Ray Cotton, Service Manager Larry Seebach, and Betty Seebach. They are competing in a table game as a team to identify as many common household items as they can that are contained in the Christmas stocking by feeling from the outside only.



The Employees in Phoenix ran a toy drive this year to help raise the spirits of some very special children at Hacienda Health Care. Delivering the gifts was an emotional and uplifting experience.



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



Employees on the move!

DATE	BRANCH	EMPLOYEE NAME	EMPLOYEE TITLE
Sept. 6	Montebello	Sergio Nevarez	PacLease Service Technician
Sept. 8	Fontana	Brittany Fraser	from P/T Admin. to F/T Receptionist
Sept. 10	Fort St. John	Karlee Allen	Office Clerk, P/T
Sept. 10	Parker Pacific - Langley	Brandan Datoff	Service Shop Helper
Sept. 12	Farmington	Jim Crago	Service Technician
Sept. 12	Fontana	Antonio Treto	Customer Service Advisor
Sept. 12	Prince George	Bruce Tuffnell	Equipment Parts Person
Sept. 12	Prince George	Rick Morris	Parts Person
Sept. 12	Vernon	Tavis Mann	Equipment Sales Consultant
Sept. 13	Langley	Josh Perri	Apprentice Service Technician
Sept. 14	Parker Pacific - Langley	Rod Stumpf	Parts Product Support Representative
Sept. 15	Langley	Pat Hoey	Parts Driver, P/T
Sept. 15	Phoenix	Marco Antonio Ortigoza	Used Truck Sales
Sept. 18	Tucson	Amanda Murray	from Parts/G&A Asst. to P/T Marketing & Sales Dept. Asst.
Sept. 20	Farmington	Marcella Nez	Parts Driver, P/T
Sept. 26	Fort St. John	Brook Phillips	Parts Shipper/Receiver
Sept. 26	Langley	Ranjit Hargun	Service Technician
Sept. 26	Parker Pacific - Langley	Christopher Kelly	Parts Delivery Driver
Oct. 1	Burnaby Head Office	John Chang	from Intermediate Accountant - Paclease to Senior Accountant & A/P Supervisor
Oct. 1	Burnaby Head Office	Oksana Mamenko	from Senior Accountant & A/P Supervisor to Business System Analyst
Oct. 1	Campbell River	Bill Morrison	from Fixed Operations & Service Mgr to Asst. Dealer Mgr in Campbell River & Sales Mgr for Van. Isl.
Oct. 1	Fontana	Robert Perez	from Service Advisor to Paclease Shop Foreman
Oct. 1	Vernon	Larry Cormier	from Equipment Sales Consultant to Dealer Manager
Oct. 1	Whitehorse	Amy Anderson	from Receptionist to A/P Clerk
Oct. 1	Whitehorse	Linda Mason	from A/P Clerk to Credit Manager
Oct. 3	Farmington	Raquel Morgan-Finch	Service Administration
Oct. 3	Fontana	Leonardo Cervantes	Parts Counter
Oct. 3	Fort St. John	Jeremy Comte	Credit Manager
Oct. 3	Langley	Terry Friesen	Medium Duty Truck Sales
Oct. 3	Nanaimo	Ryan Middleton	Service Technician
Oct. 3	Tucson	John Bell	Service Technician
Oct. 3	Whitehorse	Cindy Kellington	Receptionist
Oct. 3	Whitehorse	Raymond Roy	Parts Shipper/Receiver
Oct. 4	Nanaimo	John Evans	Equipment Service Technician
Oct. 10	Tucson	James Apalategui	P/T Parts Driver
Oct. 11	Fort St. John	Kaylie Siever	P/T Administration
Oct. 12	Phoenix	Erik Krenz	from Truck Sales Consultant to Truck Sales Manager
Oct. 15	Burnaby - Goring	Corinne Gilmore	from A/R & Payroll to Credit Manager
Oct. 15	Burnaby - Goring	Debbie Lundquist	from Credit Manager at Burnaby-Goring to Credit Manager - Langley
Oct. 15	Langley	Trish Cliff	from Office Manager/Payroll to Credit Manager at Parker Pacific
Oct. 17	Parker Pacific - Langley	Chris Stokes	Parts Product Support Representative
Oct. 17	Parker Pacific - Langley	Trevor Lowney	Service Manager
Oct. 17	Prince George	Jason McKague	from Equipment Parts Pre-Apprentice to Equipment Parts Apprentice
Oct. 24	Burnaby - Goring	Scott Galbraith	Product Support & Sales Consultant
Oct. 24	Fontana	Gus Sanchez	Journeyman Technician
Oct. 25	Albuquerque	James O'Rourke	Service Technician
Oct. 31	Burnaby - Goring	Sukhdeep Dhadha	Service Technician
Oct. 31	Burnaby - Goring	Travis Dickson	Apprentice Technician
Oct. 31	Prince George	Kim Thrift	Parts Journeyman
Nov. 1	Montebello	Patricia Alvarez	from Service Secretary to Service Secretary/Mobile Advisor
Nov. 1	Phoenix	Steve Pendergast	Truck Sales Consultant
Nov. 1	Tucson	Brandon Henry	Janitor / Lube Technician
Nov. 2	Phoenix	Gilbert Lee	Service Parts Runner
Nov. 4	Fontana	Luis Lopez	Paclease Service Technician
Nov. 7	Fontana	Justine Back	Parts Delivery Driver
Nov. 7	Langley	Jason Teichrib	Journeyman Body Technician
Nov. 7	Phoenix	Richard Zeininger	Partsman
Nov. 7	Whitehorse	Colin Lloyd	Apprentice Technician
Nov. 7	Whitehorse	Sheldon Cebuliak	Parts Shipper/Receiver
Nov. 9	Campbell River	Joni Davison	Service Advisor / Warranty Admin.
Nov. 9	Phoenix	Garrett Greenhalgh	Service Technician
Nov. 10	Phoenix	Mary Sargent	Temp. Accounts Receivable
Nov. 14	Fontana	Darin Bishop	from Service Manager to Fixed Operations Manager
Nov. 14	Fontana	Matt Allen	from Body Shop Manager to Service Manager - San Diego
Nov. 14	Fontana	Ray Angel	from Assistant Parts Manager to Parts Manager
Nov. 14	Fontana	Sean Dardis	from Assistant Service Manager to Body Shop Manager
Nov. 14	Fort St. John	Garrit Kelm	from Partsman to Equipment Sales Consultant
Nov. 14	Phoenix	Luis Leon	from Paclease Partsman to Paclease Rental Agent
Nov. 15	Montebello	Bob Zeppenfeldt	Used Truck Manager - CA

2011 Employee Anniversaries

35 Years

Ed Connah
Hire Date: Feb 1976
Cranbrook
Truck Sales

35 Years

Robert Charlton
Hire Date: April 1976
Penticton
Service

35 Years

Rob Lawrence
Hire Date: May 1976
Parker Pacific
Parts Mgr.

35 Years

Glenn Crawford
Hire Date: May 1976
Parker Pacific
Parts

30 Years

Dean Koran
Hire Date: Jan 1981
Cranbrook
Service

30 Years

Heather Arkley
Hire Date: Jan 1981
Head Office
Credit

30 Years

Terry Robertson
Hire Date: Feb 1981
Langley
Parts

30 Years

Vince England
Hire Date: June 1981
Langley
Service

30 Years

Patti Lawton
Hire Date: July 1981
Penticton
Admin.

25 Years

Ken Kuva
Hire Date: May 1986
Langley
Service

25 Years

Ken Roberts
Hire Date: May 1986
Vernon
Truck Sales

25 Years

Vincent Serrao
Hire Date: June 1986
Montebello
Parts

25 Years

Terry Pennington
Hire Date: Dec 1986
Phoenix
Parts

20 Years

Luis Velasquez Jr.
Hire Date: April 1991
Montebello
Parts

20 Years

Corey Dunn
Hire Date: May 1991
Vernon
Parts

20 Years

Monte Albersworth
Hire Date: July 1991
Fort St. John
Parts

20 Years

Jason Havens
Hire Date: Aug. 1991
Cranbrook
Parts Mgr.

20 Years

Steve Burks
Hire Date: Oct 1991
Fontana
Parts

15 Years

Enrique Zuniga
Hire Date: Jan 1996
Montebello
Parts

15 Years

Daniel Chauvin
Hire Date: Feb 1996
Nanaimo
Warranty

15 Years

Karen Donlea
Hire Date: Feb 1996
Phoenix
Sales Co-ord.

15 Years

Don Blake
Hire Date: May 1996
Phoenix
Dir Mgr.

15 Years

Garrett Spaulding
Hire Date: June 1996
Tucson
Service

15 Years

Dave Dimaio
Hire Date: Aug 1996
Phoenix
BS Foreman

15 Years

Robert Fry
Hire Date: Sept 1996
Montebello
Sales

15 Years

Gerald Stotler
Hire Date: Sept 1996
Phoenix
Parts

15 Years

Dave Dennie
Hire Date: Nov 1996
Langley
Service

15 Years

Dennis Hamilton
Hire Date: Nov 1996
Phoenix
Sales

15 Years

Allan Jack
Hire Date: Dec 1996
Langley
Body Shop

Congratulations to our 15+ year milestone long service employees

Employees on the move, con't

DATE	BRANCH	EMPLOYEE NAME	EMPLOYEE TITLE
Nov. 15	San Diego	John Stone	Parts Manager
Nov. 16	Albuquerque	Mike Schreiber	from Dealer Manager to Used Truck Manager - NM
Nov. 16	Fontana	Mitch Casey	from Credit Manager -Fontana to Dealer Manager-Albuquerque
Nov. 21	Burnaby Head Office	Anne Sekulich	from Accounts Payable to A/P & Payroll at Burnaby-Goring
Nov. 21	Burnaby Head Office	Monica Gabbassova	from Sales Accounting Clerk to Accounts Payable
Nov. 21	Nanaimo	John Fleming	Partsman
Nov. 21	Quesnel	Tyler Broughton	Service Technician
Nov. 22	Phoenix	Spencer Elliott	Service Technician
Nov. 23	Cranbrook	Colin Begin	Service Technician
Nov. 28	Burnaby Head Office	Rudolph Korompis	Sales Accounting Clerk

RELIABILITY, RELIABILITY, RELIABILITY.

Those are the three words that Robert Ortega, Southern Region Fleet Supervisor for OnTrac Delivery, uses when describing why OnTrac chose PacLease over Penske Leasing. OnTrac recently signed for nine units with PacLease in Montebello-three T660 day cabs and six T270 24' vans. The OnTrac units are on the road at all hours of the day and night. "Thirty minutes downtime cost us \$10,000" Robert went on to say. "The service I receive from Al Gutierrez, PacLease Service Manager, and his staff gives me great peace of mind. I know when the vehicles come out of their



Stan Ellis, Michael Flaherty, Tracy Boyce, Al Gutierrez

shop they are safe and ready to go-no questions. I can call Al at any hour of the night and he gets involved, and takes care of us."

Michael Flaherty, PacLease Account Manager, has been handling the OnTrac account for little over a year now. Michael has been in the leasing business twenty years and started with PacLease eighteen months ago. He immediately hit it off with Robert and this helped us solidify the relationship. Robert trusted Michael with his fleet and we were able to get this deal done.

OnTrac is a regional overnight and time-critical delivery company. They started in business 20 years ago shipping packages out of a garage. The first day they shipped 11 packages. Today they deliver to six western states and have over twenty locations.

Which Branch is This?

Enter the following link into any computer's web browser and make your guess about which Inland Branch's trucks are in the picture.



<https://www.surveymonkey.com/s/3X97RBN>

While you are thinking, take a minute to give us some feedback about the newsletter!



VERNON MAKES HUGE SALE



Our Vernon location completed a large sale of Terex articulating rock trucks in November. The delivery of 9 - TA400 trucks to Arthon Industries Ltd is one of the largest Terex orders in our company history. A great start for salesman Tavis Mann who began his Parker Pacific career in September 2011. Arthon is a well respected contractor in operation for over 50 years; they have completed large projects valued in excess of 50 million dollars. These 40 ton trucks will work on various sites, and will be expected to perform in several demanding applications. Terex engineers these trucks to haul a diverse payload, and transport over rugged terrain. Some of the proud Vernon staff were available for a photo in front of the trucks before delivery. This picture illustrates the enormous size of these machines. Terex regional manager Robert Franklin has made special mention of the entire Vernon staff, and especially equipment techs Daryl Fishbrook and Roger Smith regarding their workmanship and care during the pre delivery inspection for these trucks.



Communications Task Force Membership

If you have any newsworthy items you would like to see in the quarterly newsletter let your local representative know.

Prince George - Darwin McConnell - Parts Dept
 Penticton - Duncan Dube - Service Admin
 Kamloops - Suzanne Tiessen - Branch Admin
 Goring - Tony Laurie - Leasing Sales
 Williams Lake - Andre Bosecker - Branch Admin
 Quesnel - Ken Taylor - Branch Admin
 Nanaimo - Brad Seefried - Parts Dept
 Cranbrook - Lori Cale - Branch Admin
 Vernon - Larry Cormier - Branch Admin
 Fort St John - Garrit Kelm - Equipment Sales
 IK Langley - Bunny Patterson - Parts Dept
 PP Langley - Mike Beiderwieden - Service Admin
 Whitehorse - Amy Anderson - Branch Admin
 Campbell River - Bill Morrison - Branch Admin
 Phoenix - Cindy Rojas - Branch Admin
 Montebello - **Volunteer Required**
 Fontana - **Volunteer Required**
 El Cajon - Matt Allen - Service Department
 Tucson - Garrett Spaulding - Service Dept
 Albuquerque - Zuzana Patterson - Branch Admin
 Farmington - Daisha Easley - Branch Admin
 Corporate Office - Steve Goodman - Accounting
 Corporate Office - Kent Brownlow - Human Resources



SAFETY FIRST

In the 20 branches in Canada, and the US, we have approximately 114 Joint Health and Safety committee members. That's 12% of our total employees actively working on health and safety issues for their fellow employees. In addition, we also have approximately 60 trained First Aid Attendants. This shows that we have an excellent safety foundation in place from which we will continue to build. Inland provides training and support to these valuable and very necessary employees, who are working hard to make sure that we all have the safest possible workplaces as they continue to evaluate, eliminate, and control workplace hazards and practices.

If you think that you might be interested in joining your branch's JHSC, or taking some first aid training, please see your Dealer Manager.

Judy Cox Reports on Branch Health & Safety Visits

It's October, colder weather is on its way, and it is suggested that now would be a good time for me to start out on my initial visits to all of the branches for their annual joint health and safety training. Remember, I live in Vancouver, and some years we don't even see any snow except up on the mountains, and temperatures below 10°C / 50°F are not something I enjoy!

I seem to have managed to get in and out of most Branches before the serious winter weather struck, and it has been a wonderful experience. It really does help to be able to put a face to a voice! I have been most warmly welcomed by each Branch, and have had the privilege of meeting some great fellow employees. The training has been well received; everyone now has copies of the new Health and Safety Manual and will be able to use it as a resource and guide. The message that Health and Safety is every single person's responsibility from senior management on down is better understood. It has empowered JH&S committees to actively promote and encourage safe work practices, and it has allowed the sharing of challenges and successes between the Branches.

Since returning from my travels, I am hearing from the Branches more often as they continue to set new programs and practices in place. By the time this newsletter is published I should have visited every branch in BC and the Yukon and developed a schedule to visit the US Branches in January. There is always room for improvement, there is always more that can be done, but together, we can all make Inland the best and safest place to work!

What to look for in the next issue

- The Land of the Midnight Sun
- Inland's Newest Location Opens
- Customer Profile - Scamp Industries
- Parker Pacific News & Views
- Meet the Management Team
- Numbers You Should Know

SPOT ON!

This story is taken from a real life experience of Jason Wheeler, GM – Truck Operations for Inland Canada. Jason is an avid rock climber who recently incurred a serious injury in a remote mountain area..



"I was using hiking poles and traveling pretty quickly and smoothly. Then it happened. I stepped, slipped, corrected, then "CRACK!" and I went down. I knew my leg was broken before I even hit the ground. What the hell was I going to do now? It's 12:30pm. I'm on a steep, very loose, rocky gully and anyone coming down from above is likely to kick big rocks down on me. My leg is completely flexible between the ankle and the knee. I know both bones are broken and I presume there is more than one break. I do my best to straighten my leg and turn my foot back in the right direction, then place the SAM splint under my floppy leg. I use climber's tape to try and support the leg between my knee and boot. By this time, a young climber who was just starting up a route, had heard me swear and called out to see if we were OK. I told him I had broken my leg, so he made his way down to us and offered to let me use his SPOT device to send an SOS....."

SPOT helped achieve Jason's helicopter rescue in a very timely manner. SPOT is a one-way, quite inexpensive satellite communication device. Inland Canada's field techs, especially those who work on logging equipment, often work in remote locations. Several months ago one of our Branches decided to try SPOT as an extra margin of security and safety for our employees who work in those areas that might require urgent air evacuations if a serious incident took place. News of this new technology spread, and all of the Northern Branches now equip their field techs with SPOT technology for routine check-in and emergency use. Hopefully it will never be required as it was in Jason's adventure! You can learn more about SPOT at www.findmespot.com/, and you can read Jason's complete story at <http://www.outdoorresearchverticulture.com/2011/09/accidents-happen-rescue-on-washington-pass/>

