



*Message
from the
Vice President
California*



Mark Zucker

As I write this article I cannot overlook that it should arrive to you and be read shortly after the start of a new year. For many of us it is a time to reflect, take stock of any changes we would like to make, and make resolutions that we all seem to break. Sound familiar?

While it can be a little cliché and overused, here at work we share time with another type of family relationship. Just like at home, work can be filled with joy, happiness, sorrow and conflict. And just like at home we get out of it what we put into it. The complication for us at work is that our success is dependent on so many others. It depends on cooperation, coordination, shared values and goals.

This past year in California, we have tried to focus on re-establishing our efforts to recognize the importance of cooperating and coordinating with each other. We have tried to refocus our efforts on probably the most important group in our family – our customers.

It is our customers that we must ensure we please. The Fontana branch has spent considerable time and focus in this area and their renewed customer growth is beginning to reflect it. Our Montebello branch has “its cup runneth over” as they say. Their focus and efforts on serving their customers has literally forced them to the point of over capacity.

Through the confidence and support of ownership we have invested in a new facility in San Diego and soon a new facility in Long Beach will open. In these startups we have carefully focused on building the sense of family and teamwork so important to our past success.

As we begin this new calendar year, I propose in addition to your personal resolutions, we all make a resolution to support our continued success at Inland. Let us recognize the importance to take the very best care of our customers and to take the very best care of each other. Let’s treat each other with respect and show our thanks for each others’ contributions. It is this focus that has built this company from the humble start by Lloyd Parker to one of the largest and most respected truck and equipment distributorships in North America. It is not easy to maintain the family atmosphere at times with an organization our size, but it is worth the effort.

Let’s make this a resolution we keep!

Congratulations
To our Campbell River & Farmington Branches

The October Health and Safety training bulletin covered ergonomics and muscular skeletal injuries. At that time we challenged all locations to review the ergonomic challenges faced in their job sites. We asked that you complete assessments to identify the top three hazards and then research and recommend some preventative measures to mitigate the associated risks.



CAMPBELL RIVER COMMITTEE

A big Thank You to the locations that took up this challenge and submitted some very thoughtful ideas.

Many of the submissions addressed the need for computer stations to be set up correctly to reduce neck, shoulder and back strain, wrist strain from keyboards at the wrong height, and chairs not adjusted correctly. These are all important control measures and ones that we should be aware of and make the necessary individual adjustments prior to prolonged use.

Also identified was the need to reduce injuries and strains in our Parts Departments when lifting, stretching and straining with heavy items. Two common corrective ideas were – correct storage, and correct lifting techniques. Others suggested the use of anti-fatigue rubber mats for parts personnel who stand on concrete floors, or possibly the use of standing chairs. Also mentioned was the use of scaffold ladders in the place of the regular A-frame ladders.



"Farmington Branch employees get set to enjoy their choice for lunch - BBQ Sandwiches, coleslaw, potato salad, baked beans, and cobbler for dessert"

Several ergonomic issues were brought forward for use in our shops. There were some ideas for removing and replacing heavy items such as clutches, flywheels, brake drums, fuel tanks, etc. These will be covered in future bulletins.

Congratulations to the Joint Health and Safety Committees and their teams in Campbell River and Farmington. Please enjoy your complimentary lunch for all Branch personnel. Remember, we can all make a difference by building safety into everything we do.

Submitted by Judy Cox

“Experience is the hardest teacher. It gives you the test first, and the lesson afterwards.” - author unknown

Branch

SPOTLIGHT

MONTEBELLO, CALIFORNIA BRANCH



MOVEMBER IN CRANBROOK

During the month of November each year, "Movember" is responsible for the sprouting of moustaches on thousands of men's faces, in Canada and around the world. With their "Mo's", men raise vital funds and awareness for men's health, specifically prostate cancer and male mental health initiatives. The funds raised are directed to programs run directly by Movember and men's health partner, Prostate Cancer Canada. Together, these two channels work together to ensure that Movember funds are supporting a broad range of innovative, world-class programs.

No matter the country or city, Movember will continue to work to change established habits and attitudes men have about their health, to educate men about the health risks they face, and to act on that knowledge, thereby increasing the chances of early detection, diagnosis and effective treatment.

This year, the Cranbrook Branch participated in Movember and managed to raise a grand total of \$660.00 which was donated to Prostate Cancer Canada. To make things interesting, a competition between the participants took place with prizes for the best and worst moustache. The winner for the best was Jason Taylor and the worst honors went to Roger Deatrach.

Submitted by Lori Cale



Front row:

Jason Taylor, Jason Havens, Glen Brown, Scott Smiley,
Ed Connah, Dale Felhauer.

Back row:

Jordan Miller, Mark Opperman, Brett Yates, Roger Deatrach,
Steve Reedyk, Jason Kostiuk.

Missing from photo:

Arie Vanderlind, Steve Carter, Terry Elliott, Darrin Brown,
Brett Grainger, Dean Koran, Jason Gorrie and Jock MacDonald.

Langley Remembers...

"Bruce Campbell started with the Inland Group January 15, 2001 and worked in the Langley paint shop as a Journeyman painter. Management and customers alike recognized and appreciated his superior skill at painting large trucks and motor coaches. In September 2012 Bruce became ill. After a brief but brave battle with cancer he passed away December 15/12. He will be sadly missed by his family & co-workers."

Meet MARY Thomas Montebello Parts Manager



"The ability to learn and be objective with employees and customers." Those words best describe Mary Thomas. She started her journey to become the Montebello Parts Manager in 1992 when she was hired as a temporary employee to work the parts counter in Fontana. Mary was recommended for that position by Russ Schmitz, our outside parts salesman at the time. Her progression continued as she

went to work in the purchasing department, then became Asst Parts Manager in 1996. Mary was promoted again in 1998 to Fontana Parts Manager. In July 2011, Inland Kenworth asked Mary to help coordinate the opening of the new El Cajon and Carson locations, and named her Special Projects Manager. The chance to mentor others and train employees on day to day operations made this opportunity very special for her. Mary brought her talents back to the parts department when she became Montebello Parts Manager in July 2012. Mary says her biggest challenge is maintaining customer loyalty in spite of stiff competition and low competitive pricing.

CAMPBELL RIVER HOLIDAY LIGHTS



We have participated in the Campbell River "BIG TRUCK PARADE". This is the 3rd year Campbell River has done this. It is usually the last Friday of November or first Friday of December. It kicks off

the downtown Christmas shopping and the lighting of the big tree in the Plaza mall parking lot. 30 to 40 trucks participate from companies all around Campbell River. Probably 2,000 to 3,000 people line the streets on the 8km drive around town. Myself and Rik Sharples decorate the truck and then it spends December parked in front of the shop all lit up.

The first year was the gravel trucks and Case excavator, second year the green truck with Case skid steer and this year the KW drive logger.

Submitted by Carl Sweet

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

2012 Employee Anniversaries

40 Years

Glen Brown
March 16, 1972
Cranbrook

35 Years

Doug Parchomchuk
June 15, 1977
Williams Lake

35 Years

Lawrence Connolly
July 4, 1977
Vernon

25 Years

Rick Gurnett
Jan. 2, 1987
Nanaimo

25 Years

Andrew Thompson
Feb. 16, 1987
Kamloops

25 Years

Terry Elliott
March 2, 1987
Cranbrook

25 Years

Carlyn Pflum
April 20, 1987
Phoenix

25 Years

Rick Bruniski
May 1, 1987
Prince George

25 Years

Troy Gendron
May 11, 1987
Prince George

25 Years

Wendall Moore
May 19, 1987
Kamloops

25 Years

Daryl Sommerfeld
May 19, 1987
Vernon

25 Years

Bob Curtis
May 19, 1987
Langley

25 Years

Marla Coleman
June 1, 1987
Montebello

25 Years

Dale Felhauer
June 22, 1987
Cranbrook

25 Years

Lori Willcox
June 23, 1987
Home Office

25 Years

Cesar Carrillo
June 29, 1987
Montebello

25 Years

Don MacLean
Aug. 8, 1987
Nanaimo

25 Years

Todd Oakley
Sept. 8, 1987
Campbell River

25 Years

Peter Benisch
Oct. 5, 1987
Williams Lake

25 Years

Judy Cox
Nov. 30, 1987
Home Office

20 Years

Vic Stiller
Jan. 1, 1992
Phoenix

20 Years

Robert Rice
Jan. 1, 1992
Albuquerque

20 Years

Royden MacDonald
April 11, 1992
Prince George

20 Years

Mary Thomas
April 20, 1992
Montebello

20 Years

Colette Mondin
April 27, 1992
Home Office

20 Years

Pat McCotter
May 11, 1992
Prince George

20 Years

Boyd McConnachie
June 1, 1992
Home Office

20 Years

John Vermeer
July 13, 1992
Langley

20 Years

Reinhard Wilimek
Sept. 1, 1992
Kamloops

20 Years

Kennith Moffet
Sept. 1, 1992
Fontana

20 Years

David Clarkson
Sept. 2, 1992
Campbell River

15 Years

Brad Seefried
Jan. 7, 1997
Nanaimo

15 Years

Opjit Dhinjal
Jan. 28, 1997
Langley

15 Years

Terri Smith
Feb. 14, 1997
Home Office

15 Years

Fred Gates
March 17, 1997
Penticton

15 Years

Jesus Calderon
March 31, 1997
Albuquerque

15 Years

Nicole McGlynn
April 17, 1997
Home Office

15 Years

Carl Sweet
April 28, 1997
Campbell River

15 Years

Wade Donkersley
May 26, 1997
Nanaimo

15 Years

Jeannie Bespoyasny
June 2, 1997
Home Office

15 Years

Michael Stull
June 16, 1997
Nanaimo

15 Years

Ivan Kornelsen
July 7, 1997
Fort St. John

15 Years

Pablo Gonzalez
July 14, 1997
Carson

15 Years

Dale Eyben
Aug. 1, 1997
Fort St. John

15 Years

Tom Marshall
Aug. 5, 1997
Quesnel

15 Years

Mark Segura
Oct. 22, 1997
Albuquerque

15 Years

Jose Campos
Nov. 6, 1997
Montebello

15 Years

Vivian Biederman
Nov. 13, 1997
Prince George

15 Years

Ken Byrd
Dec. 1, 1997
Albuquerque



**THE
INLAND
GROUP**

SNOWBALL EFFECT

is a figurative term for a process that starts from an initial state of small significance and builds upon itself, becoming larger.

The Mainroad Group has recently taken delivery of nine 2013 Kenworth T800's for their fleet of road maintenance and snow clearing trucks. Mainroad is an employee owned company with a fleet of 855 vehicles of which 380 are medium and/or heavy duty trucks. When the Request for Proposal (RFP) initially was published, we looked at it very closely and weighed our chance of winning this high visibility fleet. There were doubters but we forged ahead.

Working with the customer to ensure the right truck was bid, many variables needed to be engineered and re-engineered, then option priced to show value and not just the end price. Items including frame strength, frame length, PTO, REPTO or FEPTO, Cummins or PACCAR, sloped hood or straight, and which one of three Wheatland Yellow's was the correct shade were some of the many challenges. Mainroad was very good to work with, allowing the needed time in getting the right truck for the job. Kenworth was not the lowest bid, but was the truck that met their requirements. Winning this conquest account could not have been done without the help of Reinhart Wilimek at Inland Kamloops, Bill Van Nes in Langley parts, Wally Crum in Langley service, Jason Wheeler and the sales staff at Langley, as well as Canadian Kenworth and Cummins Western Canada.



During the Driver Orientation day, we were told that even though there were newer brand X and brand Y in the yard, the 1997 Kenworths are still the first trucks out. We were also told that the drivers were doing back flips when they heard that Kenworth was the winning bidder. That was before they even knew that the trucks were going to have Allison Automatics, Alcoa aluminum wheels, AM/FM/CD stereo, cab air suspension and leather Smart Wheel steering wheels.



When the trucks were at the body builder being outfitted with front, belly and wing plows, another road maintenance company, Capilano Highway Services requested an inspection of the trucks under construction, liked what they saw and now have four T800's on order. The snowball effect continued with a heavy construction company touring the body builder, requesting a quote, and ordering a T370 with a work body.

As the first group was being delivered, Mainroad had another RFP on the table for similar trucks for a new division, and Inland Kenworth was recently awarded a second order for nine more T800's. Snowball reality - twenty three trucks to date.

Submitted by Terry Friesen

Canadian Truck Sales Meeting

The Canadian Region held its truck sales meeting this year on December 4th & 5th in Kamloops, BC. One and a half days were filled with over 20 hours of presentations and meetings. It was a marathon effort by all the presenters and participants but everyone stayed awake and engaged. Awards were given in four categories for a strong effort in 2012. Please join me in congratulating the following top performers.

Vern Boyle (Fort St. John)

Truck Sales Performance Gold Award

Dennis Townsend (Prince George)

Truck Sales Performance Silver Award

Jeff McNeal (Fort St. John)

Truck Sales Performance Bronze Award

Milena Bileck (Langley)

Highway Truck Sales Gold Award

Pat Wilson (PacLease)

Highway Truck Sales Silver Award

Terry Friesen (Langley)

New Customer Conquest Gold Award

Ed Connah (Cranbrook)

Used Truck Sales Performance Gold Award

Thanks to our presenters and supporters Meritor, Magnum, Eaton, Dana, Cummins, Paccar Financial, Hendrickson, Horton and Kenworth.

Submitted by Jason Wheeler



Pictured left to right:

Jason Wheeler, Pat Tougas, Vern Boyle, Dennis Townsend, Pat Wilson, Milena Bileck, Terry Friesen, Ed Connah, Jeff McNeal and Barry Kroeplin (Canadian Kenworth).

Montebello to the Rescue

Eighteen employees from the Montebello Branch recently completed First Aid, CPR, and AED Training. Employees were given hands on training along with a movie that outlined emergency situations and how to react to them.



Kenworth's World's Best

In September 2012, approximately 90 sales consultants and sales managers from the Kenworth Dealers in North America were invited to attend the 2012 Kenworth World's Best meeting. This time it was held at the beautiful Montage Resort (elevation 8,300 feet!) in Park City, Utah. This event is hosted by Kenworth to recognize the special achievements of dealer sales consultants across North America. The ring pictured in this article is presented to each sales consultant when they are invited to attend this event for the first time, and a small diamond is inserted into the bezel on the occasion of each subsequent invitation.



Inland Kenworth was well represented at this meeting by Scott Pease and Bob Fry from Montebello, Don Blake and Jeff King from Phoenix, Milena Bileck from Langley, and Jeff McNeal from Fort St. John. Jeff McNeal was the Kenworth North America grand prize winner in the 2012 "Quest for the Best" sales competition and received a \$15,000 first prize.



Left to Right
Kenworth's Jason Skoog, Jeff McNeal,
and Kevin Tobin of Kenworth



Bob Fry

In another category of special recognition, Bob Fry received accolades as the top salesman for "Green Technology".

Congratulations to these sales consultants for their achievements over this past year!

Note to all of our sales consultants – the criteria for the 2013 "Quest For The Best" is posted on PACCAR eportal under the Truck Sales tab. If you have not done so already, please register to participate and be eligible to win!

Timely Technician Training

TransCDA is short for Transportation Career Development Association of BC. Their mission is to enable high-quality training, skills and career development services to employers and workers in transportation sectors in British Columbia. Their vision is to be the recognized leader in developing a highly skilled workforce that supports the growth and vitality of British Columbia's transportation industry. TransCDA has a Board of Directors with a broad cross section of transportation expertise from business, labor unions, educators, and government. Inland is represented on the board by our former President, Jim Beiderwieden. TransCDA has a paid staff of about ½ dozen people with various expertise in transportation, education, and government affairs. TransCDA also has sub-committees with specific task assignments.

One of the current sub-groups is focused on trying to find out how to attract more students and young workers into our industry to learn the various trades. Jason Wheeler, GM – Truck Operations Canada is representing Inland on this committee.

Another sub-group is focused very specifically on significantly changing the way we approach apprenticeship training of commercial transport mechanics. Glen Larsen, Service Manager, Quesnel Branch, is Inland's Technical Advisor on this project, responsible for developing the core curriculum with educators at Thompson Rivers University along with his colleagues from Peterbilt Pacific and Cullen Diesel Power. Kent Brownlow, GM – Human Resources, is contributing to the overall direction of the program and recruitment / hiring policies of potential apprentices.



The new program that will start in pilot mode in September 2013 will be 17 months spent almost entirely at Thompson Rivers University in Kamloops, BC, then into the workplace to complete the requisite work experience hours to achieve their Red Seal certification as a transport mechanic. The objective is to have all of the technical / theory knowledge possible, then apply all that knowledge in practical shop situations for the next three years under the coaching and mentoring of the senior experienced Inland TQ's and supervisors.

This first program will have 16 students – 8 will be selected by Inland. The 8 candidates Inland selects will be offered jobs with us upon completion of the formal educational part, and they will know which of our dealerships will be taking them in right at the start.

Know someone who might be a good candidate for the pilot? – invite them to apply through the TransCDA website at www.tcda.ca.

Parker Pacific Partners with Local Mushroom Grower!

Parker Pacific Langley is pleased to celebrate the continued relationship with Rossland Mushroom thanks to the hard work of Mike Beiderwieden – Service Manager and Dan Meester – Sales Consultant.

Tan Troung from Rossland Mushrooms started dealing with Parker Pacific about 13 yrs ago. Mike Beiderwieden was his Sales Consultant involved from almost the beginning of the relationship. Mike was instrumental in Rossland Mushrooms' changing over their Bobcat skid steers to Case skid steers, starting with two at a time back when Case introduced the new XT models. Parker Pacific was able to build the relationship to earn Tan's trust in the dealership and the equipment purchasing decisions to fit the needs of Rossland Mushrooms. Since then,

Rossland Mushrooms has worked through 3 models of Case skid steers - the 95XT, 450SSL, and is currently running the SR250 model. Rossland Mushroom is operating 7 Case skid steers on a daily basis, as well as a Case 850L dozer, and a used excavator. The team at Parker Pacific Langley has earned the trust of Tan to maintain all of his equipment needs and has been able to show value in updating 2 to 3 skid steers annually to help him keep his maintenance costs down. With Case's introduction of the new model SR250, Tan decided to update all of his skid steers in order to have a matching fleet. In July 2012, Dan Meester ordered 7 new Case SR250 skid steers for Rossland which were delivered in mid November 2012.

Submitted by Darren Brook



Left to Right - Trish Cliff (Credit Manager), Marc Gamelin (Case), Bill Jorgenson (Ridge Lowbed), Dan Meester (Equipment Specialist), Mike Beiderwieden (Service Manager), Hai Nguyen (Maintenance Manager Rossland Mushroom), Jordan Fennema (Product Support)

INLAND HALLOWEEN 2012



PHOENIX



ALBUQUERQUE



PHOENIX



PHOENIX



HOME OFFICE

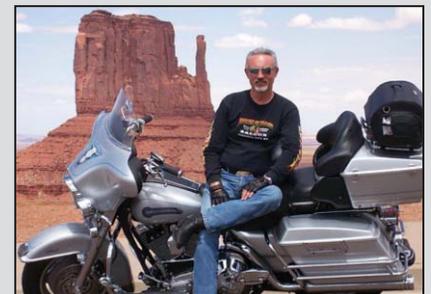


FARMINGTON



Calling All Riders

From Whitehorse to Tucson, many employees enjoy the open road on motorcycles. For the April 2013 Inland Info, share your favorite ride with your fellow employees by sending in a picture with your name, Branch location, and description of your ride. Here's Ray Cotton to get us started! Images and info can be emailed to kbrownlow@inland-group.com by March 15, 2013.



Ray Cotton – Langley
Monument Valley, Utah
2006 HD Electra-Glide Classic

