



*Message
from the
President*



Bill Currie
President & COO

As we draw to the close of another Inland fiscal year, we can all look back on our many successes with much satisfaction. Almost every Branch is showing improvement as we continue to emerge from the North American and World financial crisis of 2009. Earlier this year we opened our new location in San Diego, and by the end of this calendar year we will open our newest location in Long Beach, CA. With modest growth and new locations come new opportunities. We have several employees who have accepted new challenges within our organization, and I would like to take this occasion to thank them and to welcome all employees who are new to Inland.

In this issue you will see a theme of wellness and work-life balance in both the health and welfare plans that are available to our employees, and in the activities some of us engage in during non-working hours! We thought the newsletter would be a good place to start improving our communications about what resources are currently accessible to you. You will see much more about this important topic in the months ahead.

As a team we can be proud of our increased focus and performance on safety. I want to acknowledge and thank all employees for doing their part to improve our safe work practices. The monthly minutes received from each JHSC are much more detailed, and I can see a lot of improvement in the area of hazard identification and risk assessment. Another good indicator of improving safety attitude and practice is that our workers comp claims are lower in both countries during this past year. I would like to acknowledge Frank DiBenedetti in Albuquerque in particular for the thoughtful sign he created that should now be prominent in every one of our work locations.

Thank You for all your hard work and dedication and remember to always Work Safe.

Cheers

The MUNDEN GROUP... *Ventures!*



On May 9th and 10th, the Kamloops branch and Kenworth participated in a unique factory tour. The customer was the Munden Group of companies. When Greg Munden first approached me with the idea of taking a busload of mechanics, drivers and office staff on a factory tour, my first reaction was how would we handle the logistics of such an event? To the rescue came Ron Geissler, who organized the Paccar Technical Center and Renton Plant tours, and Greg, who organized the bus and accommodations. We left Kamloops and Merritt on the morning of the 9th with 30 souls on board. After a brief stop for refreshments and a pep talk at the US Border service, we arrived safely at the Tech Center. Being such a large group, it was difficult to get everyone into vans for a track tour but Kenworth again came through and allowed us to take the bus out on the track. After a little unplanned scenic tour of Seattle (the bus driver lost his way), we went to Safeco field for a Mariners baseball game during which some of the younger crowd decided to visit the speakeasy next door for a little R & R. The plant tours the next morning went off smoothly. One of the highlights of the Renton plant is the off highway section and fortunately there was some big stuff for the guys to see.

The Munden Group is the largest customer we have in Kamloops with some 35 logging trucks, mostly doing short wood. Their history with Inland goes back to the 60's. This is the 3rd generation now to run the business and one of the reasons for their success is their commitment to their staff. This event was a real morale builder and we should encourage others to do the same.

Submitted By Reinhard Wilimek

Consider this short tale from Charles Osgood

"This is a little story about four employees named Everybody, Somebody, Anybody and Nobody. There was an important job to be done and Everybody was sure that Somebody would do it. Anybody could have done it but Nobody did. Somebody got angry about that because it was Everybody's job. Everybody thought that Anybody could do it, but Nobody did it, but Nobody realized that Everybody wouldn't do it. It ended up that Everybody blamed Somebody when Nobody did what Anybody could have done".

MAKING THE MOST OF MANULIFE

(for Canadian Employees)



HOW TO REGISTER ON THE MANULIFE WEBSITE

Did you know that we can submit extended health claims online, set up direct deposit for fast reimbursements and print off our benefits booklets and cards, all on the Manulife website? If you're not yet registered, follow these instructions:

1. Have your Manulife card on hand since you will need your **Member Certificate Number** (contact Michelle Brown at head office if you haven't received your card)
2. Go to www.manulife.ca/groupbenefits
3. Click on **Plan member website** (on right)
4. Click on **Sign in/Register** (green bar)
5. Enter **Plan Contract # (31240)** and Click on **Continue**
6. Click on **register**
7. Enter the **Plan Contract # (31240)** again
8. Enter your **Member Certificate Number** (starts with a 9....)
9. Fill out your personal details
10. Select a **Password** (enter it twice)
11. Click on **Submit**

You will not be able to log in until you receive your **Activation Key** in the mail, 3-5 business days after registration. Once you've received your activation key, repeat Steps 1 – 5 above and then:

1. Enter the **Plan Contract # (31240)** again
2. Enter your **Member Certificate Number**
3. Enter your **Password** (selected during registration)
4. Click on **Submit**
5. Click on **I Accept**
6. Enter the **Activation Key** that Manulife sent

You now have full access to the Manulife website including online claims and health & wellness. Once you've signed in, be sure to watch the short video (link is under the green welcome banner) which says "Watch the Plan Member Secure Site overview tutorial".



HEALTH & WELLNESS

Did you also know that the Manulife website provides a wealth of information and useful tools on health & wellness? I took some time recently to really explore a section of the website called **Health eLinks**. (Log in and click on **Health eLinks** on the right)

HEALTH RISK ASSESSMENT

I started off by doing the Health Risk Assessment, an interactive survey designed to provide you with a customized picture of your overall health, called an HRA Profile, including potential risks and tips for improvement. Be sure to have your height, weight, waist and hip measurements ready before starting the assessment! Your HRA profile gives you a picture of how well you are taking care of your health related to such areas as weight, eating, smoking, alcohol, sun habits, sleeping and coping with stress. The red bars tell you where you are most at risk and there are links provided to help you set an action plan for improvement. Your HRA Profile is stored for future access and can only be accessed by you. Neither Inland nor Manulife staff can access your private information.

HEALTH LIBRARY

Health eLinks also has sections where you can look up various medications, conditions, tests & procedures, and there are 15 Health Centres with topics



such as heart health, stress, physical activity, women's and men's health. Health Features gives you current information on many relevant health issues. Do you want to know what the different types of Yoga are or what the DASH diet is? How about setting up a low-budget home gym? How does the lack of sleep affect your body? Should you get a flu shot? Take some time to explore Health eLinks and you'll be surprised at how much you can learn! Questions? Email me at lwillcox@inland-group.com.

By Lori Willcox,
Human Resources Manager



Pat Wilson

A Tale of Triumph!



Pat Wilson has been with Inland for a long time. He began with Inland Kenworth in 1976 at the Ft. St. John branch as an apprentice mechanic where he stayed until 1978 when he transferred to IK Langley on Logan. Pat left Inland in 1994 for a brief stint but was back again in 1995 as a mechanic. Shortly after his return Pat became the lead hand and by 1997

Pat was the service manager at IK Langley. In 2003 Pat made the move to Inland Kenworth PacLease where he remains today in the role of District Manager – Fraser Valley. Pat Wilson is an extremely well respected and liked member of the Inland team.

In February 2011 Pat was diagnosed with Colon cancer and with scans for that it was soon discovered that he also had liver cancer. The mass on Pat's liver was huge and he was in for some tough months of chemotherapy to attempt to reduce the size of the mass before surgery could be attempted. Finally on November 1st Pat had his surgery to remove the cancers. He was released from hospital only to return two days later. Pat's bowels had ruptured and had released 6 infections including 2 super bugs into his system. This time he was in big trouble. Pat's wife, Bev, was told that "this time he may not make it off the table"; his body could not handle any more. Nobody told Pat how much trouble he was in and he never doubted himself. He returned to work on February 6th, 2012!

Through everything Pat was always at work. He could be seen sitting in his chair working away with his chemotherapy bottle hanging from his waist. Everyone around Pat was amazed by his positive attitude and his certainty that he was going to be ok. He approached the cancer with the same positivity and stellar attitude as he approaches everything in his life and he has triumphed. He fought an amazing fight and he is an inspiration to us all.

Submitted by Tony Laurie

Pat reaches out...

Thank you to everyone in the Inland family for the support I received throughout my experience, make sure you are diligent and follow the recommended checks and tests for cancer as you age. If anyone is ever touched by cancer and wants someone to talk to please call me!

Adventure Racing in Fort St John

"Some folks walk for fun and to stay in shape, some hit the gym to build muscle and strength, others hit the Pilates studio at lunch for whatever they do?!?! Stretching and stuff I suppose..."

Here in FSJ, we have employees that participate in the **NORTH FACE CANADIAN DEATH RACE** (nicknamed the World's Toughest Race, as if a race with DEATH in the title needs a nickname!!).



Since the start of the millennium, elite racers from around the world have come to the Canadian Rockies to cheat death in one of the world's toughest adventure races. The 125km course begins and ends on a 4200 foot plateau, passes over 3 mountain summits and includes 17,000 feet of elevation change and a major river

crossing at the spectacular Hell's Gate canyon at the confluence of the Smoky and Sulphur Rivers.

During this past August long weekend, Fort St John employees Lee Gray (Technician), Peter Schar (Outside Parts Sales Rep), James O'Neill (Truck Shop Foreman) along with Lee's wife Kelly and former Inland FSJ Technician (turned Snap-On Sales Rep) Dale Szoo, rose to the challenge and pushed themselves to the limits of their endurance against the breathtaking background of the Canadian Rocky Mountains.

Please join our branch in congratulating these fine folks for giving all they have in a race where there are no big prizes for winning, where finishing is hard enough...and where the bragging rights are PRICELESS!!

This was certainly no ordinary feat...Well done!!!!

Submitted by Greg Negus

Cycling in Burnaby

Len PUNCHAK
Inland Kenworth
PacLease
Service Manager

Len has raised over \$6,000.00 and cycled 540+ kms during the 2011 & 2012 Rides to Conquer Cancer and he will be back at it in 2013.



"When I ride and I feel the pain in my muscles I remind myself that it is nothing compared to cancer and then I can ride on."

"I do the ride to conquer cancer because it makes me feel like I have made a difference in somebody's fight against cancer. Even if I don't know them."



MAKING THE MOST OF EBC ONLINE

(for US Employees)



HOW TO REGISTER ON THE EBC ONLINE WEBSITE

Did you know that we can view Explanations of Benefits, print our benefits booklets and ID cards, and access wellness tools, all on the EBC Online website? If you're not yet registered, follow these instructions:

1. Have your medical ID card on hand since you will need your **Plan Group Number** and **Social Security Number**
2. Go to www.ebctpa.com
3. Click on **Member Login** (upper right)
4. Click on **New User Sign Up** (left)
5. Click on **Agree** to continue set up
6. Enter **Employee SSN** (no dashes or spaces),
7. Enter our **group number, 212102**
8. Complete all other fields, then click **Continue**

If you already registered, but forget your username and/or password, follow the steps below:

1. To have your username sent to the email address provided to establish the account, click **Forgot your username?** link on the login page
2. To have your password sent to the email address provided to establish the account, click **Forgot your password?** link on the login page

You now have full access to the EBC Online website including online customer service, detailed claims information and a robust wellness program. Visit the different areas of the using the menu links on the left.

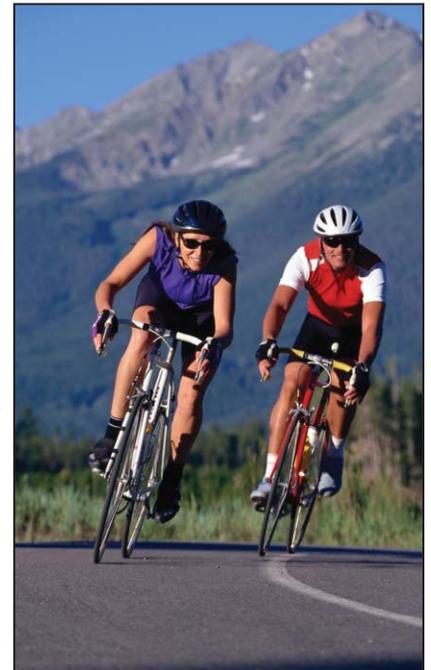


WELLNESS RESOURCES

A Healthier You is your source for a wealth of information and useful wellness tools. Take some time to explore a section of the website called **Key Care Guide** by clicking the **Personal Wellness Advisor** link on the left.

HEALTH RISK ASSESSMENT

One of the best wellness tools available is the Health Risk Assessment, an interactive survey designed to provide you with a personalized Health Summary Report, as well as an Action Plan based on your results. Be sure to have your vital statistics (height, weight, etc.) ready before starting the assessment! Your Health Summary Report gives you a picture of your wellness, targeting important factors such as weight, eating, smoking, alcohol, sun habits, sleeping and stress. Your Action Plan helps you set personal goals and recommends health lessons to improve your overall wellness. Your Health Summary Report is also stored for future access and updating, but can only be accessed by you. Neither Inland nor EBC staff can access your private information.



OTHER TOOLS & RESOURCES

In addition to programs covering the Five Essential Elements of Wellness in the Lessons Library, the Key Care Guide also includes current health news and links to Self Care Resources such as an Encyclopedia, medical animations, a Pregnancy Center and The Body Guide. Among the many useful tools available to you are the Body Mass Index, Target Heart Rate and Nutritional Needs calculators. I recommend that you take some time to explore the wellness tools and resources available to EBC Online and you'll be glad you did! Questions? Email me at IrmaCastellanos@inland-group.com.

By Irma Castellanos
US Payroll & Benefits Manager



Branch

SPOTLIGHT

TUCSON, ARIZONA BRANCH



WHITEHORSE TEAM

comes to the rescue!

Hey everybody!

We had a very happy customer leave our branch the other day. It's not every day that a family with a motor home wants to take a photo with the tech.



Dabrowski family with Inland Tech Collin Lloyd

My family and I wanted to say thank you to all of you for the hospitality, kindness and professionalism. Our motor home broke down at Otter Falls. The air dryer and a high pressure valve had broken, locking the brakes up. Fortunately, we were able to steer off the road into a parking lot. We were towed 24 hours later on a lowboy and dropped off at Inland Kenworth for repairs. Five days later, we were repaired and ready to continue our journey back home to Palmer, Alaska.

Thank you Julian, Gordon and Collin for all the coordination, work and repairs. You guys did a great job!

Thank you,
Brian & Karen Dabrowski & Family

Submitted by Amy Piper

GET READY...GET SET... HERE THEY COME!



TRUXPO 2012, BC's Premium Truck Show was held at Tradex in Abbotsford, September 20-22.

The above picture is of our employees from both the Langley and Burnaby branches getting ready for a huge turnout for this 3 day event.

PENTICTON PARADE

We participated in the Peachfest Parade on Saturday, August 11 where there were approximately 50,000 people in attendance. This gave us huge community support and exposure of our brands. The weather was hot and we all had water guns to soak down the crowds of people watching. We had a gravel truck in the parade and we had the box lined with plastic to hold water so we had lots to go around!



Submitted by Rick Datoff

FARMINGTON CELEBRATES 10 YEARS!

On June 13, 2012 the Farmington branch celebrated 10 years in our new facility by hosting an open house. There were 26 respected vendors, including Cummins, Kenworth, and Paccar. Rudy's BBQ out of Albuquerque catered the food, helping us serve over 350 customers!

Submitted by Daisha Easley



FONTANA T680 LAUNCH

Our customer event was a huge success as we had around 150 people attend, which included several of our fleet customers. Costco participated in providing us their new T680 day cab and Dalton Trucking brought over two of their antique Kenworths to show how the industry has changed and modernized through the years. We had a great turn out of vendors supporting our new product and growing our relationships with them. We had a great participation among our employees which reminds us all what a great company and product we have to sell.

Submitted by Tiffany Galloway



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

Work safely today

As somebody expects you home tonight



Over the last few years we have seen a vast number of changes all around us. We have made much progress in many areas, but especially in one area of serious concern to all of us – health and safety. Gone are the days when we could all but ignore health and safety, a time when it was viewed as a hindrance and an annoyance to our everyday lives. Now we are all better informed and know of the very real health implications in our personal lives of smoking, drug and alcohol abuse, poor diet and of the importance of safety controls such as

seat belts and bike helmets. The good news is that statistics tell us we are living longer, healthier and more productive lives.

Having a stable and secure job gives us not only a steady pay check, but a sense of identity, purpose and hope for the future. It also gives us a chance to grow as individuals, learn new things and connect with others. In conjunction with this, we all need to have a safe place to work as this is where we spend a large part of our everyday lives. Therefore, it is vitally important that Inland provide us with a safe and healthy environment at all times.

Fiscal year 2011/2012 has seen the successful launch of our new Inland Health and Safety Manual and the corresponding policies and programs. Real progress is being made, not only in reducing accidents, but in raising the awareness of Corporate Health and Safety at all levels. However, there is always room for improvement. I have asked every one of our Senior Management team to increase their focus on safety issues with every interaction at all branch levels. They, in turn, will be asking the same from their branch teams. We have put into place procedures to monitor and assess this process, which will be reviewed by me.



With this renewed focus and drive, we will continue to reduce accidents, incidents, near misses and lost time. This is no small task and, to be truly successful, we need your full support. We are all members of the Inland family and my hope is that every

single one of you makes it your personal goal to make a difference, to take on this commitment to health and safety in every part of your daily lives, both at work and at home. I always look forward to meeting with employees whenever I am in the branches and I would like to invite you to contact me if you have any ideas or suggestions on how we can make Inland the best it can be. Remember, a safe workplace is no accident.

Bill Currie

WHAT'S YOUR ADDRESS?



Recently the fire department was called to respond to an emergency very near Home Office.

The fire captain observed that our address sign was not in good repair and easily visible from the street.

Boyd McConnachie is pictured replacing the old numbers and letters with a much more visible, reflective sign.

One of those things that we look at every day without seeing!

We need to apply emergency response thinking to our business environment as well as to our homes and families.

What would a fire captain say if he needed to find your home address? What if it was at night?

SNOW IN PHOENIX?

Here at the Phoenix branch, things have been cooling down quite a bit. In July we celebrated the release of the new Kenworth T680 with a winter wonderland themed party. There was a trailer that was set up as a walk through T680 display and showed the truck's

new features and designs. If you have ever been to Phoenix, AZ, you know that our temperatures can soar all the way to a scorching hot 120 degrees Fahrenheit. We decorated the lot with 20 tons of snow, an ice slide and sleds, penguins, a snow cone machine and delicious food from our local El Pollo Loco. The T680 tour was a great event as customers



and our family members from all around town came to check out the new truck and enjoy our winter in the middle of summer. I've included a few pictures that we snapped to show you some of the fun.



Submitted by Cindy Rojas

