Celebrating Twenty Years of ISO Certification

With an ISO audit recently completed in June, Caron Transportation Systems would like to thank everyone for helping to ensure everything went as smoothly as possible.

Called by some the fundamental ingredient for industry and business success, ISO 9001:2008 designation was first earned by Caron in November, 1995, and it reflects the success of our processes for constantly developing, maintaining and monitoring improvement in the quality of service our customers receive.

Much has changed since 1995 (the certification was called ISO-9002 back then), but remaining an active participant in this program has been a consistent priority for Caron.

Even before receiving ISO 9001:2008 designation, Caron was known in the industry for its quality of service. But the maintenance of ISO 9001:2008 designation for the past 20 years has been key to maintaining the legitimacy of this reputation.

This year’s external surveillance audit resulted in the identification of some key components that require our attention. Both the successes and the gaps are identified through the participation of employees during our audits. By understanding the requirements and working together to continuously improve; Caron, our customers, and our employees reap the benefits of maintaining our ISO certification.

ISO certification, the Caron name, and the word quality are all synonymous in the minds of the public – and especially in the minds of the people we serve. Another successful year of participation in the ISO program just puts it in technical terms that can be instantly understood. It is an essential element in our ability to attract and retain great clients – at a time when doing so is more important than ever.

So thanks again to every member of the Caron family for stepping up and doing what it takes. Another year as an ISO participant says a lot about who we are.

Caron Clinches 2015 Orica North America Truck Carrier Safety Award

The shiny red tractor-trailers that operate under the Caron moniker, and the team that oversees them, have once again been recognized for being a cut above the rest.

In October, Kevin Tetzloff, VP Sales & Marketing traveled to Denver, Colorado to accept the 2015 Orica North America Truck Carrier Safety Award for exceptional services levels and safety performance. He accepted the award on behalf of Caron at a glittering ceremony during Orica’s 2015 North America Transportation Safety Conference.

Caron edged out carriers from across North American who were contenders for the prestigious annual award.

According to Orica officials who presented the award, Caron earned top marks for: zero preventable accidents, on-board cameras in trucks, scoring 99% in the Orica Check-Point Audit. Caron also ranked best among carriers because the company has outstanding safety programs such as a fatigue management protocol, an in-house emergency response department and cutting edge vehicle safety equipment including automatic braking system (ABS) and roll-over protection.
On July 20, following an unusually nasty spring storm in the Edmonton region, Susan Mundreon set out to drive her husband Bob to the Caron Edmonton facility where he works as a driver - all part of their usual routine.

For the past three years that routine included observing a pair of Swainson's Hawks who had a nest about 40 feet up in a small group of trees in the Caron parking lot. Every year, the adult hawks come back to this spot. And every year, they laid eggs and raised their young. Over the years, the Mundreons had seen the hawks hatch two babies, and this year they had been thrilled to spot three nestlings. But on this particular day, they were in for an unpleasant surprise.

The wind and pounding rain the night before had kept Susan awake with concern for the hawks and she had been anxious to get to Caron that morning to check on them. When she arrived at Caron that day, her fears of the previous night were confirmed. They discovered two nestlings on the ground and one clinging to what remained of the storm-shredded nest still hanging in the tree.

“The mother hawk was terrified for her babies and was diving at us. My heart went out to her. My mother hen instincts kicked in right there,” says Susan. “I knew we needed to get these babies back into the tree. The Wildlife Rehabilitation Society of Edmonton is near the Caron facility. We went to them for help right away.”

Kim Blomme, Director of Wildlife Services was working at the Wildlife Rehabilitation Society that day.

“Afther Susan and Bob came to us, we went straight to where the nest had been. When we arrived on the scene we were amazed that Susan had even noticed the nestlings on the ground,” said Blomme. “They were not obvious unless you walked directly into the bushes where the stand of trees was located. We immediately picked up the nestlings and took them back to the rehab centre to check them over for injuries. They were in good condition so we fed them a meal.”

The rehab centre also sent word out through its network of bird banders they rely on in these situations. Banders are volunteers trained in how to band birds with unique identification numbers. They tend to be skilled tree climbers with experience putting birds back in nests.

Very quickly, Blomme got in touch with banders, Richard Chamberlain and Cory Winkelman, who made their way the Caron facility. Ray Cromie, a veteran bird bander and mentor to Richard and Cory accompanied them.

Wearing a thick leather jacket and a helmet for protection from the distraught parents, Richard climbed the tree to where the damaged nest was located and put the third nestling into a knapsack and lowered the bird down to the team below. He then began rebuilding the nest using a premade wire basket and remnants of the original nest.

While the rehab team examined the bird retrieved from the nest, Ray and Cory placed bands on the two nestlings waiting to be reunited with mom. The third bird, which turned out to be in good health, was also banded.

Now that it was determined that everyone was healthy — and with the added bonus that they were also banded and identifiable, the three nestlings were put back into the knapsack and Richard carefully pulled them back up to the nest site — where they were gently placed into their new, improved home. All the while, mother hawk was circling and screaming at the strangers near her nest site.

“The whole process took less than an hour,” says Blomme. “Bird banders are unsung heroes. They are volunteers who play such an important role in protecting and saving wildlife.”

Blomme was also impressed with the attentiveness, compassion and quick thinking shown by the Mundreons’

“It is pretty awesome the way everything came together the way it did — and so quickly - all driven by Susan and Bob, who found the distressed birds and knew exactly what to do. This was a case of exactly how things should go.”

Susan and Bob still check in on the hawk family and everything seems to working out fine in the new nest. The Mundreons have also informed the larger Caron family of their adopted feathered friends, and have asked that we all keep an eye on them, and sound the alarm should anything go awry.

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**About Swainson’s Hawks:**

Diet: Small mammals and reptiles in early summer, large insects in other seasons. They hunt by soaring over grasslands or perching and scanning.

Courtship: Display flights of circling and steep dives. Build nests hidden in the foliage 15-30’ up in trees.

Young: Egg incubation is 34-35 days, and is presided over by the female. The male brings food for the female during incubation. Once eggs are hatched both males and females hunt for food. Young can fly 42-44 days after hatching.

Migration: In fall, Swainson’s Hawks depart for Argentine wintering grounds — one of the longest migrations of any American raptor — forming flocks of hundreds or thousands as they travel.
To: Caron
From: Erco Hargraves
Subject: Kudos for Caron driver Dale Besser

Dear Caron,

We spotted a stainless steel trailer at Erco Hargraves a couple of weeks ago while their caustic tank is down for repair. They ordered a load today and requested that the same driver deliver it who had delivered the trailer. The driver was very knowledgeable about the product and equipment.

This was nice to hear. The driver was Dale Besser (Caron’s driver based in Saskatoon), I will pass on our thanks to him.

To: Caron
From: Husky Energy, Pikes Peak South SAGD
Subject: Great job, driver Dennis Rein

Hello Caron,

I just wanted to send along my official thanks to Dennis Rein (driver based in Sherwood Park facility). He delivered (and often delivers) a load to our site outside Lloydminster. As a new employee at Husky, Dennis was great to take the time to walk me through the off-loading process, explain the safety procedures in place on Caron’s end.

I’m happy to be able to work with Dennis! Thanks for hiring such a great employee.

To: Caron
From: District PE Service
Subject: Performance

Hey Rick,

As per my discussion this morning, Shell called me and advised that the Shell Transportation safety advisors have been auditing (Caron Grande Prairie facility drivers) and are extremely pleased with their performance. They indicated that their log books, safety performance and attitude have been excellent. They only had one minor seat belt violation which was corrected immediately and driver was very receptive to comments.

I would like to thank you for the work you have done with your drivers. Your efforts are showing dividends. Keep up the good work.

To: Caron
From: Univar
Sent: May-08-15 09:16
Subject: Excellent Service!

Good Morning Ron,

I just wanted to pass along some praise we received regarding one of your drivers. This was for an order delivered to Penn West. Please see the details below:

Good morning Kaitlyn,

We had a very good driver from Caron Transport. His name was Pat Cuthbert (Caron Sherwood Park driver). While he was unloading our load of Xylene 8-15-71-4w5, he noticed that the man door was leaking. He stopped unloading and called Bruce, our operator, to explain the situation. Pat was instructed to suck back and empty the tank so the door gasket could be repaired. Pat was very helpful.

If (Caron driver) Pat had not noticed the leak we could have lost the whole load of Xylene in our containment.

I would love to let Caron know that we do appreciate the great service.

Thank you, Kaitlyn

We always seem to deal with bad news in our line of business so to hear such high praise is always fantastic. I wanted to thank you on behalf of Penn West for the excellent service. Thanks again!

To: Caron
From: Petro-Canada Lubricants Inc.
Subject: KMC driver

Hi,

We watched (Caron driver, Sherwood Park) Yuri Yakovlev unload yesterday and Klemke Mine Corporation was happy with Yuri. He called ahead that he was coming, he read the clock gauge to make sure there was room in the tank and then pumped the product out without air blowing. KMC wanted Caron to know that Yuri did a great job.

The clock gauge may be something new to some drivers and I’ll prepare a chart on how to read the gauge.

*Edited for space, context and privacy.
RICK CARSON’S LONG ROAD TO CARON

Born in Nova Scotia, Rick Carson now resides in Grand Prairie where he works as terminal manager. A lot has happened in between those two places. But let’s work backwards. Here’s how Rick sees his responsibilities at Caron in his own words.

“My primary responsibility is the Caron operation in Grande Prairie. That facility services the oil and gas industry in Alberta and British Columbia and we haul frac sand, nitrogen, CO2 and various industrial chemicals. The terminal has 49 trucks and a full staff of mechanics. I also manage two transload facilities in Grande Prairie. In total, I am responsible for a staff of 65.”

Rick comes into his responsibilities with logistics and transportation experience that spans continents.

Prior to joining Caron toward the end of last year, he wrapped up four years in Mauritania, West Africa where he worked as port and logistics manager in the capital city of Nouakchott. Mauritania is Africa’s newest oil producing nation and Rick was responsible for running the port’s 24/7 operation. His duties included overseeing discharge of heavy lifts from vessels and coordinating deliveries that encompassed moves by truck, rail and sea. During much of that time he was handling logistics for a sizable gold mine expansion, and he is particularly proud of the 5 million man-hours with no Loss Time Injuries (LTI) record he built there.

Before Africa, Rick worked in the Canadian Arctic running heavy project cargo logistics for remote mining operations.

His success abroad, which he enjoyed with his wife Heather, fed his adventurous spirit – as well as his hunger for the satisfaction that comes with overcoming difficult challenges. But in the end, the importance of spending time with friends and family took precedence. It was the allure of a place to call home that ultimately brought him to Caron.

“While the operations I oversaw in Africa were very large and the work was rewarding from a professional standpoint, I was away from friends and family in Canada too much. When I decided to come back, I also decided I would be very selective about where I wanted to work. I knew Caron’s reputation and they were at the top of my list.”

My first official meeting with a company representative cinched the deal.

Coming to Caron was also a return to the familiar in another way for Rick. Earlier in his career, he had owned and managed a trucking operation in Halifax, Nova Scotia. He says he now has the best of both worlds. He’s happy to get back to his transportation roots, but he also gets the constant changes and challenges of oilfield work.

Today, Rick and Heather – who have been married for 10 years – enjoy their new home. Between them they have six children ranging from 18 to 30. They also have five grandchildren. At present, the only dependent living with them is their little dog, Bruiser.

It is a quieter life than they once had, but there are always ways to find adventure. For now, along with managing oilfield operations, fishing in the Caribbean and skydiving seem to be enough.
Great Chemistry with Recochem Inc.

While Recochem may not be a household name, the same is definitely not true of the products they make. Prestone, STP, Armour All, Reco-Cool, Varsol, Turbo Power, HD Diesel are just a few – and chances are you’ve heard those names before.

As a producer, formulator, contract packager and wholesale distributor of household chemical products and automotive fluids, Recochem products are everywhere. But how do they get everywhere? Well, that’s where Caron comes in.

Bruce Neville is Plant Manager for Recochem in Nisku, which has been in operation since 1987.

“We have 78 employees at the Nisku plant, and I probably hear something nice about Caron on a daily basis. They do about 90 per cent of our shipping, a lot of it out of Nisku and Port Coquitlam. We ship a lot of DEF, which can be a finicky product, and Caron works with us to ensure it is always handled properly. Our staff has come to really appreciate their due diligence, commitment to service, emphasis on safety and professionalism and a friendly, personal approach.”

Recochem, using Caron’s stainless division, has been a customer for over fifteen years and Bruce has always been impressed with service quality.

“From management and dispatch through to the drivers at the dock, our staff can’t say enough about service levels from Caron. When I get mayday orders from customers, there is never any question that Caron will come through – in situations that would be impossible for any other provider. And they almost always do more than we expect of them.”

Bruce cites two specific examples of Caron going above and beyond.

When Recochem asked Caron to install a certified weight meter on truck trailers because they needed to confirm how much was being offloaded at customer sites, Caron installed the equipment, no questions asked.

When new products are launched that require careful handling, Caron will dedicate drivers to the job so they can be trained on expectations and proper handling by Recochem.

“In one situation, training involved having the Caron driver conduct a special testing procedure before accepting an ingredient from a supplier,” says Bruce. “If the driver didn’t think the product complied with our standards, they would contact us to give us a heads up. There were huge process savings in not having to return bad product shipments – savings made possible by typically amazing customer service from Caron.”

The feeling is certainly mutual. The Caron team will continue to offer its very best in its relationship with Recochem. It’s easy to do when you have great chemistry.

Caron Clinches 2015 Orica North America Truck Carrier Safety Award

Once back at home in Sherwood Park and asked to reflect on why Caron received the award, Kevin Tetzloff was quick to give credit to the team at Caron’s Calgary facility which is led by Mike Topp, Calgary Terminal Manager.

“The real reason we won this award is because of the dedication put forth by the men and women who work at our Calgary Terminal. Mike Topp has very good people working with him and for him. This award is a direct reflection of his leadership and his team’s hard work and dedication.”

“The award also mirrors the corporate-wide commitment to safety and excellence that exists at every level of the organization.”

Caron has provided weekly transportation services to Orica for about eight years. The company’s fleet of highly recognizable red trucks pick up product at Orica’s Carseland, Alberta operation and delivers to mines in British Columbia and Alberta. Orica also relies on Caron to deliver emergency loads to all parts of Canada, the United States, Northwest Territories and Alaska.
ROAM ON THE RANGE

Albert Spaerman grew up on a Saskatchewan ranch. And if his high school dreams had become reality he would still be on one.

“When I finished high school I wanted to buy a ranch of my own,” he says. “But at that time the government was buying up all the land that came up for sale, making it nearly impossible for a young person to get into ranching.”

Like many young ranchers, Albert was also exposed to trucking. His rancher father had a single-axle three-tonne and did a bit of driving on the side. So, as fate would have it, Albert Spaerman didn’t end up at home on the range, he ended up roamin’ it.

“I really liked that I could make a living travelling the prairie provinces. I travelled far enough to enjoy the sights, but not so far that I couldn’t get back to my home and my family in an emergency.”

Born in Wood Mountain, Saskatchewan, Albert - and Joan, his wife of 33 years - now call Warman home. It’s a small town just north of Saskatoon and the Caron facility there. His son, Jason, is 25-years-old and is apprenticing to become a heavy equipment mechanic.

Albert started at Caron the same year he got married: in 1982.

“I had gone to driving school in Moose Jaw and started working for a company driving general freight when the recession hit in the early eighties and I was out of work,” he says. “Two of the guys I was working with at the general freight company went to work at a place called Evenson Trucking. I applied there too, and got hired to haul chlorine. That company was bought by a gentleman named Bruno Muller and eventually became Caron Transportation Systems.”

The favourite leg of Albert’s journey with Caron was the time when he was hauling chlorine full-time as far north as Yellowknife and east to Thunder Bay and many points between.

“Simpler times, beautiful scenery, and good people - trailers were pre-loaded, and customers were very friendly. There was a real sense of adventure - and a kind of frontier camaraderie that I really appreciated.”

In those more adventurous days, Albert also ran the Dempster Highway.

“I got to drive it in 1985 and it was one of the highlights of my career.” He says. “I made a delivery to Fort MacPherson, NWT (south of Inuvik). Everything was so remote and the scenery was so different from any other place I’d been. The weather was fine until I reached Whitehorse. Then it got bad. When I arrived in Fort MacPherson it was -52 celsius.”

Having experienced the realities of the Canadian wilderness firsthand, Albert can confirm two truths that all frontiersmen can attest to. You need good equipment and you need teamwork. And he gets enthusiastic when he asserts that Caron always provided both.

“Caron always has really good equipment. That is one of the reasons I stuck around as long as I have. I never had a problem getting equipment serviced. And the people you work with are second-to-none. Caron has good people as well as a good culture. I think this comes in part from management that leads by example. Bruno was always willing to sit down over coffee and talk with his staff. If work had to get done, Bruno was never afraid to put on a pair of blue jeans and get his hands dirty when the job required it. Working in a place where the owner gets right in there makes a big difference.”

“I’d like to give Bruno a bouquet. He brought the company from a four truck outfit to what it is today. And he hasn’t lost the common touch.”

Albert may have missed his chance to become the rancher he dreamed of being in his youth, but to hear him talk about his life with Caron, it sure seems like he found another kind of home on the range.
Fleet Resolutions

COMPANIES UNITED TO BUILD A SAFE TRUCKING CULTURE

Fleet Resolutions is the name given to the insurance consortium that Caron Transport Systems, along with 21 other safety-minded Canadian trucking fleets, formed in 2002 with a mandate to build and support a safe trucking culture.

The Heartbeat – the newsletter published by the consortium – reflects the attitudes, beliefs, perceptions and values that all consortium members share in relation to safety. It is published twice a year and circulated to all employees who work for the consortium companies across Canada.

Lilie MacInnis is Safety and Compliance Manager at Caron.

“The next Heartbeat will focus on distractions and the safety risk they pose. Not just when you are behind the wheel, but even when you are sitting behind a desk, distractions don’t just result in losses to the bottom line – they can also result in loss of life,” says MacInnis.

Awareness building and fostering discussion around these types of topics is part of the way the consortium supports a culture of safety-mindedness. Meeting twice year in Toronto, Fleet Resolutions develops strategies that collectively affect 7,010 tractor-trailers and similar commercial vehicles that share our roads.

What is an insurance consortium?

A fully insured consortium purchases a contract from an insurance company that is responsible for collecting premiums and administering the plan. A self-funded consortium pools together financial resources from member organizations to cover claims. It collects premiums and also administers the plan itself.

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In 2012, Caron Transport Systems launched their Obstructive Sleep Disorder (OSD) – Sleep Apnea program. The purpose of the program was to help improve the health, quality of life, and safety of our staff – specifically our drivers.

Under the program – by partnering with an OSD treatment provider – Caron provides full screening, diagnosis, treatment, and compliance monitoring relating to sleep disorders. All new drivers are oriented, screened, and tested during New Hire Training week, and it is understood that regular screening and treatment (where necessary) is a regular part of working at Caron.

Studies have shown that truck drivers are more prone to OSD and Sleep Apnea than the general population. Taking this to heart, Caron has strived to be a leader in providing information and support to employees who might be experiencing distress from sleep related ailments. There are wider public safety implications as well. By providing therapy to treat OSD and Sleep Apnea, Caron can rest assured that our drivers are healthier, better rested, and safer on the road.

After a recent review of our program, Caron has partnered with Respiratory Homecare Solutions Canada Inc. (RHS). Effective September 1st, 2015, RHS’s Registered Respiratory Therapists (RRTs) are available to assist Caron employees at all of our locations.

Details about the Wide Awake Worker program (WAW), were provided by the HR team at the fall facility visits. For more information, please do not hesitate your local HR representative.