

# CPX Pro Driver

COASTAL PACIFIC XPRESS NEWSLETTER

## Ownership Changes

By Jim Mickey

### Milestone day in the history of CPX...Glen Parsons in transition

Effective immediately, Glen Parsons has entered into an agreement to sell his interest in CPX. He will be closing out his obligations over the short period ahead and taking some vacation time to enjoy life and contemplate new personal challenges. He has recently completed his 14<sup>th</sup> continuous year in his role here and it is simply time to make some personal changes in his life.

His innovative concepts, hard work, intelligence, and ground-breaking service enhancements made us what we are today and we will surely value his informal contributions far into the future. This company simply would not be here in its present form were it not for his day to day involvement over the long years since he arrived. Glen was an integral part of growing this company >5000% in dollar size over the term of his co-ownership, in as much as every significant customer we have today came to us in large part because of his persistent (some would call it relentless!) marketing efforts. His contribution to our company and to the industry at large can only be described as that of a leader and an innovator.

It is not often in the business world that a person can count on true friendship to endure and grow through the challenges that threaten to tear it apart. I am deeply grateful for the decade Glen and I shared on this partnership, and I count him not only as a success as a "partner", but as a "good man" and as my "friend" as well. It is impossible to imagine we will not again do significant business in other arenas in due course. Everyone has a season in their career, and though his may be complete in the current capacity, he has much to offer the world in other ways. I can only hope when my time comes I have the grace and

good fortune to transition my working life as well as he is able at this time.

His departure is tied to a larger move within CPX that will see a succession plan for some new shareholding involvement which Glen acknowledges will propel the company into the future and assure continuity of the organization that he built. He is making room for a new generation and for a renewal of the youthful vigor which is so vital for any growing company. He intends to maintain close personal connections within the halls of our organization, as indeed he has many deep relationships with the men and women he has spent much of the past decade working with, and he has much to offer on an ongoing basis as a resource to us. It has long been a goal for Glen that any succession plan for either him or I would see the company culture and workplace environment protected following his departure and the chosen strategy says the time is exactly right today to make his transition. Although any such move in life is bittersweet, change is part of all living things and there are better and worse times for everything...both Glen and I agree this timing and the manner in which it is being done is about as good as it gets in life.



2009 Freightliner

Co-Owners;  
Hardeep Sohi—3yrs  
Paramjit Sarao—2yrs

### IMPORTANT DATES

#### Sept 3, 2009

HO BBQ Day-Beef,  
Chicken, Veggie Burgers

#### Sept 15, 2009

BBQ Day—Hot Dogs,  
Veggie Burgers

#### Oct. 2, 2009

HO BBQ Day-Beef,  
Chicken, Veggie Burgers

### PUBLIC SERVICE ANNOUNCEMENTS

Affinity Employee Family  
Assistance Program Services  
B.C.— 604-530-2660,  
Calgary—403-266-1605,  
Edmonton—780-482-4357  
For peace of mind for you  
and your family.

### Quote of the month

All you ever need in your tool kit is duct tape and WD40. If it moves and it's not supposed to, use the duct tape. If it doesn't move and it's supposed to use the WD-40.

- Tim "The Toolman" Taylor

# Dawn of the new era at CPx

By Jim Mickey

## ....the new senior management structure announced

It is with pleasure that I announce the welcome for Scott McIntosh into the ranks of ownership at CPX, as he has recently entered into an agreement to purchase the share in the company recently made available by Glen Parsons' retirement from CPX. Scott will be settling into a shareholding to correspond with my ongoing similar interest, and will assume the title of President (Operations), a job which places all the responsibilities for day to day operations and customer development onto his broad shoulders.

It is worthy of note that his most recent year with us has seen him based in Calgary (with his primary obligations and responsibilities focused on the prairie region), so his day to day presence in the head office has been by necessity limited. He will now have deep involvement in all aspects of the organization and will lead our way into our destiny of growth and innovation. In the new organizational structure, all ops staff in all centers will report to Scott. Will McLean will operate in his world, as Will now has total influence on our customer acquisition and development strategy. Scott will be relocating to the lower mainland to be based in the head office environment and extensive travel to our other locations is expected to be his weekly experience for a great long time to come. I consider us to be very fortunate to have his contribution locked in for the years ahead, as we have large potential and much opportunity that can now be solidly pursued with him at the forefront of the charge. For any that have not previously dealt with Scott, I can say with great confidence that you will find his operating style 100% in step with the core values that CPX was founded on and strives to live by today.

In light of the reorganized structure, I will continue to hold the balance of the responsibilities beyond daily operations and customer strategy. These include all matters of an administrative and finance nature, including asset management, risk, property and facilities, IT, general HR policy, legal, banking, etc...pretty much all the areas that are supportive in nature. Marcelo Bohm and Laurie Forbes will report to me as always and they are intended to continue to totally manage all their current areas of accountability. I am not contemplating any changes in my share ownership nor in my day to day presence at work, other than the deference to transition any part of the operations world to Scott. This new structure will allow my greater personal concentration on building stronger foundational support for the growth we expect to come out the other side of the current economic slowdown. I will use a title of President (Administration) when I am trying to sound important.

Concurrent with the entry of Scott McIntosh, I am pleased to announce that he and I (in conjunction with, and highly supported by, Glen) have recently

created room for a senior management shareholding group to participate in our long term growth and success. Will McLean (VP Marketing), Laurie Forbes (VP Administration) and Marcelo Bohm (senior finance leader and VP Strategic Initiatives), all large contributors to past successes within our organization, now have a stake in CPX that will assure us of a dedicated and committed senior team far into the future. In keeping with our stated intentions that our culture was too important to trust to a sale to outsiders on retirement, both Glen and I are pleased to have jointly crafted a succession plan which all but guarantees that our efforts over the past ten years will continue on into the future in the good hands of these people. Since this company is far too large to trust to any fragile "single person" succession plan, we now know we have a depth and breadth that can carry us through any future challenge with ease. This group is the finest solution to the matter and we can rest easy in the knowledge we have resilience and capacity for growth and success beyond anything we have done to date.

## New Main Surrey Yard



We're pleased to announce that CPx has secured a new home for our main Surrey yard which will be operational as of September 8, 2009. It may take us a few months to work through the on site improvements but, once completed, they will include an on site shop as well as an expanded office and driver's lounge. Located at 9697 190<sup>th</sup> Street in the Port Kells area, this fully paved facility is designed for improved traffic flow and equipment storage. It will, undoubtedly, provide a world class solution to our needs for many years to come. For further details, see maps on Page 5.

As a recognized leader in global workplace consulting, The Great Place to Work Institute (GPTW) publishes annual Best Workplaces lists in over 40 countries. In Canada the list is published each spring in the Globe and Mail while the US version is published annually in Fortune Magazine. With a focus on trust, the Best Workplaces program helps employees and management **work together** to operate more effectively, serving as a source of enduring advantage for the organization and everyone involved.

For the past several years CPx has participated in the survey from which the list of acknowledged Best Workplaces is derived by asking employees to take a few minutes each to

complete the anonymous survey. The surveys are collected and returned to GPTW where the results are tabulated in order to identify the companies that make the list, with the list of Best Workplaces then published in the Globe and Mail. The survey information also provides GPTW with the data required to produce the "Trust Index Feedback Report", a key resource that provides a functional gauge for comparing how CPx stacks up against Best Workplaces in core areas of the workplace environment. As a company CPx has been fortunate to be recognized as a Best Workplace in Canada in past years, ranking as # 33 in 2007 and # 26 in 2008. It is important that your voice be heard as we look to improve our organization and culture

together for the benefit of all concerned. As most drivers and warehouse employees don't have ready access to a computer in order to complete the survey online, survey forms are available through key contacts at all CPx locations. These key contacts are...**Brandon (Bev Stone), Edmonton (Mac Fredrickson), Calgary (Chris Aos and Tanya McLaughlin), Surrey Yard (Cory Thompson), 152<sup>nd</sup> Warehouse (Chris Fowler), Nanaimo (Cathy Cunningham)** and they will all have drop boxes into which your completed surveys can be deposited. Please ensure that completed surveys are returned via these key contacts on or before September 18<sup>th</sup>. Thank you for playing an important role in the positive evolution of CPx.

**Best Workplaces 2010**  
By Laurie Forbes

# Service Awards

DRIVERS



Claudio Nonis  
Years of Service—2



Len Munter  
Years of Service—5  
Independent Contractor



Steve Doucet  
Years of Service—5



Norman Manweiler  
Years of Service-2



Bernie Loewen  
Years of Service-2



George Broad  
Years of Service-2

Congratulations  
and Thank YOU!



## DISPATCH



Vonda Nguyen  
Years of Service—5



Zoran Maksimovic  
Years of Service—5



Heather Morais  
Years of Service—5



Earl Cavanaugh  
Years of Service—5

## Announcements

Rod & Jane Gunther welcome with love their new baby boy born Aug 13 @ 10:49 am. Baby Dainiel weighed 6 lbs and 19 " long. Both Mum and baby are doing very well



