

THE PRIVATE TRUCK FLEET MAGAZINE

Summer 2020
vol. 8 issue 2

private

MOTOR CARRIER

Same Roads, NEW RULES

Trucking Industry Drives Change to Deliver During Pandemic



PM #40065075

Trucking: An Essential Industry

Learn how Roma Fuels Ltd. and Canada Cartage operated as an essential service during COVID-19

Pg. 17

Leading the Way

PMTc, Transport Canada and Industry work together through times of uncertainty

Pg. 20

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Horizontal

2. Mechanism for venting gases from an internal combustion engine.
3. Filters that typically remove 85% or more of the soot.
4. Unit, a better term is force couple.
5. Adjustment or modification of the internal combustion engine or Engine Control Unit (ECU).
6. Turbine-driven forced induction device that increases an internal combustion engine's efficiency and power.
8. Works by recirculating a portion of an engine's exhaust gas back to the engine cylinders.

Vertical

1. Unit of measurement of power.
2. Machine designed to convert one form of energy into mechanical energy.
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CHET has just completed the installation of a new program to deliver training on our Simulator that mirrors the effect of Surge and Slosh. This is a 1st for a training school in Ontario, and was developed for CHET by one of their simulation partners.



Whether you haul fuel, oils, liquids or bulk materials, there is now a training resource for your drivers or candidates.

The degree of Surge is variable to meet the needs of your specific demands.

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actually replicate the feel and movement of the load with this advancement."

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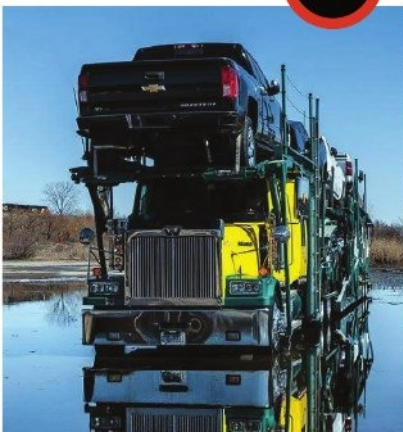
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MOTOR CARRIER

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Recognizing and Supporting Professional Truck Drivers

“ **LIVING THROUGH A PANDEMIC** really puts things in perspective: the importance of family, being surrounded by a community, and having access to the all the essentials. In a world of self-isolation, we as a society need to be closer and support one another more than ever before as we surpass COVID-19.

This includes recognizing and supporting our professional truck drivers.

Our members, our drivers are the reason why stores are stocked and our communities are served. Their dedicated efforts – leaving home, picking up a load and driving it to designated towns and cities across Canada – have ensured that we still have some means of normalcy during an abnormal time.

It's clear that the trucking industry is more relevant than ever and the Private Motor Truck Council of Canada is proud to represent and advocate for these professionals, who are the driving force across Canada and the backbone of our community.

Our Association offers our members the latest in COVID-19 information, that is both relevant and factually correct, and resources needed to keep drivers well-educated, informed and safe. As we persevere through these unprecedented times and adapt to all the updates and changes in safety regulations, our community of members is stronger and more united than ever. We have the knowledge, tools and resources available to navigate through and run the course in order to serve our communities.

In return, we ask the surrounding communities to equally do your part by recognizing, thanking and supporting our drivers: they need you as much as you need them. Thank a driver when you see one and show your support – by providing access to your facilities – while they are ensuring the rest of the world continues to have access to these items for their basic needs. We are all in this together! ”

Mike Millian, President



**Mike
Millian**
PRESIDENT



**Brad
Fletcher**
CHAIRMAN

Our Conference is More Pertinent Than Ever

“ **DUE TO THE IMPACTS OF COVID-19**, the Private Motor Truck Council of Canada (PMTC) has decided to reschedule the 2020 AGM and Conference to take place on September 8-10, 2020. The Conference will still take place in Niagara Falls and will now be held at The Marriott on the Falls. Registration remains open and there are sponsorship spots available for your company to proudly show its support for this important event.

Our Association takes great pride in hosting its annual Conference and this year's event is more pertinent than ever.

Our seminars will shed valuable light on all the changes, updates and restrictions that have taken place since COVID-19; educate members on the latest adaptations and uses of technology designed to keep drivers safe; and provide new tools and resources for effective employee-consumer relations.

Our Annual Luncheon on the Wednesday will honour the great drivers and dispatchers in our industry, who are leading us through one of the most trying times in history. Be sure to be here as CPC Logistics Canada and the PMTC recognize and induct up to four drivers into our Hall of Fame and honour a dispatcher with our *Rick Austin Memorial Dispatcher of the Year* award.

Our Chairman's Dinner will house the PMTC-AVIVA Private Fleet Safety Awards, to recognize the private fleets with exceptional safety records – an already significant achievement that has become even more significant today; we will announce one lucky member as the recipient of the PMTC-KRTS Driver Training Scholarship; and celebrate the individuals and their achievements in the second annual Driven to Lead program.

On the final day of our conference, we will honour some of the most colourful fleet graphics with our annual PMTC-3M Canada Breakfast Awards Ceremony! Our annual Conference is one of the many opportunities PMTC offers its members to connect, learn and come together as a community.

I look forward to welcoming each and every one of you at the annual Conference and connecting with you throughout the year as we navigate through these times together. ”

Brad Fletcher, Chairman

2020 PMTC CONFERENCE

September 8-10, 2020

Marriott on the Falls

Niagara Falls, Ontario

See you there!

CONFERENCE FEES

PMTC MEMBER RATES

- Full Registration¹
\$540 + HST = \$610.20
- One Day Registration
\$375 + HST = \$423.75
- Spousal Plan¹
\$235 + HST = \$265.55

¹ Includes all events and meals.

NON-PMTC MEMBER RATES

- Full Registration¹
\$640 + HST = \$723.20
- One Day Registration
\$400 + HST = \$452.00
- Cocktail Reception Only
\$70.00 + HST = \$79.10

ADDITIONAL TICKETS

- Hall of Fame Luncheon
OR
- Fleet Safety Dinner
OR
- Graphics Breakfast
\$180 + HST = \$203.40

To register for the conference or for more information on becoming a partner, please visit: www.pmtc.ca, email: info@pmtc.ca or call: 905-827-0587

TUESDAY, SEPTEMBER 8, 2020

ZAVCOR – PMTC PRE-CONFERENCE COCKTAIL RECEPTION

WEDNESDAY, SEPTEMBER 9, 2020

SEMINAR I: A LEGAL UPDATE

SEMINAR II: INTRO TO THE 2020 PMTC CANADIAN BENCHMARKING SURVEY, SPONSORED BY OTDS

SEMINAR III: REGULATORY UPDATES FROM THE MINISTRY OF TRANSPORTATION OF ONTARIO
REGULATORY UPDATES FROM THE FEDERAL MOTOR CARRIER SAFETY ADMINISTRATION

EXHIBITORS' SHOWCASE: Visit with our conference exhibitors and network with fellow registrants. Meet old friends, make some new ones, and see products and services that can make your fleet more effective.

LUNCHEON: PMTC – CPC LOGISTICS CANADA DRIVER HALL OF FAME – Every year we induct up to four professional drivers who have compiled outstanding safety records over the course of their career. Recognizing their individual achievements is always a conference highlight. Please join us and help honour the deserving drivers who will be inducted into the Hall of Fame for 2020!

RICK AUSTIN MEMORIAL DISPATCHER OF THE YEAR AWARD, SPONSORED BY CPC LOGISTICS CANADA

Right after the conclusion of the Hall of Fame Inductions we will present our 3rd annual Rick Austin Dispatcher of the year award. Dispatchers are an integral part of any fleet, and one that is often overlooked. Help us recognize this year's recipient, and honour Rick's memory.

SEMINAR IV: YLG SOURCED PANEL: ELECTRIC VEHICLES, THE FUTURE IS BEING BUILT NOW

YLG EDUCATION BURSARY AWARDS – Up to 2 YLG members will be awarded the 2020 YLG Education Bursary Award. Recipients receive the funds to complete 2 of the 4 courses needed to complete the "PMTC Logistics Management Graduate Program". The Courses are sourced through the CITT library of logistics courses.

SEMINAR V: DATA ANALYTICS & SOFTWARE FOR EFFICIENCY & FOR IMPROVING YOUR CUSTOMERS EXPERIENCE

EXHIBITORS' SHOWCASE: Another opportunity to network with your peers, continue conversations, & visit with exhibitors during our reception before the Chairman's Dinner.

CHAIRMAN'S DINNER: PMTC-AVIVA PRIVATE FLEET SAFETY AWARDS – Recognizing private fleets with exceptional safety records is an important part of the conference. Join us for the presentation of the 2020 awards & dine with the private fleet community.

PMTC-KRTS DRIVER TRAINING SCHOLARSHIP – One lucky PMTC member will receive the funds to cover a 200-hour TTSAO or PTDI Certified Professional Truck Driver Training course.

DRIVEN TO LEAD GRADUATION CEREMONY – This year marks the 2nd Young Leaders Group Driven to Lead Diploma Program. This program is an interactive, experiential 4 module program facilitated by Eagle's Flight. Join us in congratulating and recognizing the graduates of the 2020 Driven to Lead Program.

THURSDAY, SEPTEMBER 10, 2020

BREAKFAST: PMTC-3M VEHICLE GRAPHICS AWARDS – Following breakfast, you'll be treated to a video display of some of the best truck graphics to be found anywhere. These fleets are proud of their image and so they should be. Always a highlight of the conference!

SEMINAR VI: TRUCKERS AGAINST HUMAN TRAFFICKING (TAT)

SEMINAR VII: THE TRUTH ABOUT COMMERCIAL AUTOMOBILE INSURANCE

CLOSING REMARKS , CONFERENCE ADJOURNS

***Please note the Conference agenda and schedule are subject to change without notice.**

For more information about the listed seminars/events or to register, please visit www.pmtc.ca.

For more information and sponsorship opportunities, please contact Annette Kieft at info@pmtc.ca or 905-827-0587.

2020 CONFERENCE PARTNER PACKAGES

MARRIOTT ON THE FALLS, NIAGARA FALLS, ONTARIO

SEPTEMBER 8-10, 2020

Why become a Partner?

These packages provide fantastic opportunities to be closely associated with senior fleet management, to promote your products/services, and to show your support in a visible manner.

	Levels				
	Diamond	Platinum	Gold	Silver	Bronze
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Non-PMTC Member	\$6,500	\$4,270	\$2,230	\$1,390	\$1,000
Benefits					
Full conference registration(s) for:	5	4	3	2	1
Partner designation with logo on onsite signage, conference guide and PMTC <i>NewsBriefs</i> , <i>Magazine</i> & <i>Website</i>	✓	✓	✓	✓	✓
Exhibit area space	8d x 10w booth	8d x 6w booth	6' table + 1 pop-up banner	6' table	6' table
Power to exhibit space	✓	✓	✓		
Company logo featured on banner in premier location	✓	✓			
Company logo featured on banner in main event area	✓	✓	✓	✓	✓
Partner designation with logo on screen in rotation during luncheons and dinner	✓	✓	✓	✓	✓
Company logo & 100 word editorial in the conference guide	✓				
Company logo & 50 word editorial in the conference guide		✓			
Advertisement in conference guide (<i>you provide</i>)	½ page	¼ page			
Company promotional items inserted in delegate bags	✓	✓	✓	✓	✓
Printed literature piece inserted in delegate bags	✓				
Additional ticket(s) for the Hall of Fame Luncheon or Fleet Safety Dinner or Graphic Awards Lunch (<i>your choice</i>)	4	2			
Reserved seating at the Hall of Fame Luncheon, Fleet Safety Dinner and Graphic Awards Dinner	✓				
Company logo on centerpiece at Hall of Fame Luncheon, Fleet Safety Dinner and Graphic Awards Luncheon	✓	✓			
Partner designation with logo on pre-conference electronic communication	✓				
Sponsorship of one issue of <i>NewsBriefs</i>	✓				
Additional ticket(s) for non PMTC members you would like to introduce to the association	2	1			
Discounted registration for ten of your customers	12.5%	10%	7.5%		

All pricing plus HST

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PMTC and OTDS Announce Extension for Submitting Benchmarking Results

Update Announcement

The Private Motor Truck Council of Canada (PMTC) and Ontario Truck Driving School (OTDS) have announced an extension to the date to submit your Benchmarking results. The COVID-19 pandemic, and its affect on our day-to-day lives and business requirements, has been dramatic and all encompassing. As a result, the amount of submissions we normally receive for this survey has decreased significantly. Since the PMTC Annual Conference has been moved from June to September, and the result of this report is presented at our conference, we are able to extend the deadline for people to complete and submit the Benchmarking data to us. The new date to submit this data is July 15, 2020. We hope you will be able to find the time to contribute to this very valuable tool. For more details, please see the original press release below, with updated dates and information.

Original News Release

The Private Motor Truck Council of Canada and new Benchmark Sponsor, Ontario Truck Driving School, have announced that the fourth annual PMTC Canadian Private Fleet Benchmarking Survey Instrument is live as of February 3. This study is open for completion by all Private Fleets that have a base of operations in Canada. PMTC membership is not a requirement.

"For the last three years, the PMTC has partnered with the National Private Truck Council (NPTC) and re-introduced the first Canadian-specific private Benchmarking Survey reports since 2011," remarked PMTC President Mike Millian. "The response to these surveys and the quality of the Benchmarking report produced have been gratifying and provide a valuable tool and resource to our membership. As a result, we are once again partnering with the NPTC for the 2020 Survey. The NPTC has been producing a private fleet benchmark survey in the USA, annually since 2005, and by partnering with them again the PMTC feels it is guaranteeing another quality and highly-respected report for our members."


The PMTC has a Benchmarking Committee, made up of Canadian operators who review the survey annually. The

Committee works on shaping and updating the survey to ensure it is reflective of the current Canadian marketplace. This input is invaluable in ensuring the survey instrument is current, relevant and valuable to Canadian fleets. This year, we have also added a short section on youth employment statistics.

The Survey is designed for the benefit of PMTC members and its results will only be provided, at no charge, with their PMTC membership. The Survey is yet another value add that will allow private fleets to benchmark their operations to other best-in class performers. A performance evaluation/validation and opportunity identification guide, based on industry standards of excellence. This free value to our members would not be possible without the support of our new Sponsor for 2020, the Ontario Truck Driving School. "We are thrilled that OTDS has chosen to partner with the PMTC and its members. This sponsorship helps to cover the costs of the report, which allows the PMTC to provide this report free to its membership," continued Millian.

"As a Registered Private Career College, who prides ourselves on maintaining the highest education standards resulting in the best 'in class' entry-level drivers to the trucking industry, we at OTDS feel sponsoring a survey, that allows fleets to compare best practices and benchmark their operations to help them be best in class at what they do, was a natural fit. We are proud to help the PMTC make this resource available to its members," stated OTDS President and CEO Gus Rahim.

The results of the Benchmarking Survey will be released on September 10, 2020, and an overview will be provided at the PMTC's Annual Conference on September 9. Participants in the survey, who are PMTC members, will be invited to sit in on a special pre-release webcast to review the results in detail. In addition, those member companies that participate in the survey are welcome to request specialized, customized reports to better calibrate their operation against best-in-class performers.

To complete the survey, please visit <http://www.pmtc.ca/cmfiles/2020pmtcbenchmarkingsurvey.pdf>. **Carriers will have until July 15 to complete and submit their responses.** The PMTC Benchmark Study can also be found on the PMTC website at www.pmtc.ca under the 'Publications Tab.' 



PMTC 2020 AWARDS

Deadline Extension

The Private Motor Truck Council of Canada (PMTC), in conjunction with its awards program sponsors, is announcing an extension to the deadline to enter your employees and company for our 2020 Awards Program. With the recent announcement of the postponement of the PMTC Annual Conference until September, the Council felt extending the deadline to enter made sense. "Entries are down this year, no doubt as a result of the COVID-19 pandemic that is affecting all of our lives, both personally and professionally. We hope this extension will allow people the time to nominate some of their team for these awards. At a time like this, taking the time to appreciate your employees is more important than ever," said PMTC President Mike Millian.

The 2020 Private Motor Truck Council of Canada Awards Program is currently open for entries. Each year the PMTC teams with member companies to celebrate the *Best in Trucking* through the presentation of awards that recognize excellence in trucking.

The awards are presented during the Annual Conference, rescheduled to take place at The Marriott on the Falls in Niagara Falls, ON, from September 8-10, 2020. Competition entry forms and information are available online at www.pmtc.ca. Deadline to enter is now July 15, 2020.

The 2020 Awards Program includes:

The Rick Austin Memorial Dispatcher of the Year Award, Sponsored by CPC Logistics Canada

The Rick Austin Memorial Dispatcher of the Year Award was established in 2018 as a tribute to the memory of Rick Austin, Fleet Dispatcher at CPC, who passed away suddenly in March 2017. Rick was assigned to the John Deere Fleet.

This award is designed to help recognize the exceptional, and often under-appreciated, efforts of dispatchers who have made an outstanding contribution to their company in the past year or over the course of their career.

PMTC & 3M Vehicle Graphics Design Awards Competition

Sponsored by 3M, Canada's Commercial Graphics Division, the Annual Vehicle Graphics Design Awards recognize fleet operators and graphic design companies who graphically enhance their vehicles. Awards are presented in several categories. Please see our website for all categories.

PMTC & CPC Logistics Canada

Hall of Fame for Professional Drivers

The Hall recognizes superior, over the road performance of drivers employed by PMTC members. Someone in your organization, or someone you do business with may be a candidate for induction to the Hall, and we need you to nominate that person.

PMTC & AVIVA Canada Private Fleet Safety Awards

The Private Fleet Safety Awards program was created by the PMTC to encourage improved road safety and to promote best practices in private fleet safety management. The awards recognize the private truck fleets most committed to safety improvement, especially where they exceed National Safety Code requirements. This competition is open to all Canadian private truck fleets. PMTC membership is not a requirement.



PMTC-KRTS Professional CMV Driver Training Scholarship

PMTC and KRTS will award a PMTC Member with a Professional Commercial Motor Vehicle Driver Training Scholarship which will cover the costs for the recipient to complete a full Training Program through KRTS, or another registered training provider should the candidate be from outside of Ontario. This program is an intensive minimum 200-hour course which, when completed, will arm the new Professional Driver with a high level of training, as set by the Professional Truck Driver Institute (PTDI) and the Truck Training Schools Association of Ontario (TTSAO) mandatory requirements. This course will provide the student with the skills and confidence necessary to become a successful Professional Driver. The award will help promote investment in the training needs of our great industry.

The PMTC Young Leaders Education Bursary Award

PMTC will award up to two PMTC Young Leaders an Education Bursary, which will cover the costs for the recipient to complete two of the four courses that are required to complete the PMTC Logistics Management Graduate Program.

This program is an intensive four-course program that, when completed, will equip the new emerging leader with the skills and confidence necessary to successfully climb the ranks in his or her company and become a successful leader in their organization. The award will help promote investment in the training needs of the future young leaders of our great industry.

Courses are selected from the CITT library of Certified Logistics Management courses.

For more information, contact:

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Email: info@pmtc.ca 



2020 AWARDS PROGRAM

Entries Open: January 1st, close on July 15th/2020
Full details and entry forms available at www.pmtc.ca

PMTC Annual Conference September 8th - 10th 2020

- PMTC - 3M VEHICLE GRAPHICS DESIGN AWARDS
- PMTC - AVIVA PRIVATE FLEET SAFETY AWARDS
- PMTC - CPC LOGISTICS CANADA HALL OF FAME FOR PROFESSIONAL DRIVERS
- PMTC - KRTS DRIVER TRAINING SCHOLARSHIP
- PMTC - YOUNG LEADERS EDUCATION BURSARY
- CPC LOGISTICS - RICK AUSTIN MEMORIAL DISPATCHER OF THE YEAR AWARD



CCT AUTO-TRANSPORT



CCT Auto-Transport is a premier Canadian-based auto transport expert that ships over 150,000 vehicles annually throughout Canada and the United States. Established in 1999 by Cliff, Chad and Todd Doiron, CCT Auto-Transport remains a family-operated company.

We serve automobile manufacturers, remarketers, auctions, dealers and single individuals. CCT Auto-Transport specializes in cross border shipping of finished and used vehicles, between Canada and the United States, and domestic dealer deliveries from rail heads and OEM plant origins throughout Ontario and Québec.

CCT Auto-Transport's vision is that of not being the biggest in the industry but being the best with on time, damage free shipments.

We are committed to providing quality overland automotive logistical service to its customers and a safe and happy work environment for its employees. We will accomplish this level of service by employing the best possible team, sustaining a well-maintained fleet, and growing to meet the needs of our customers.

Our vast knowledge of this specialized industry, with proven professionals, and many years of experience has made CCT Auto-Transport a leader in the finished vehicle logistics market.

We take pride in our state of the art fleet of car carriers and our patented VLS management system that enables order visibility, tracking, invoicing, real-time event reporting, and delivery confirmation with every automobile shipment. CCT Auto-Transport takes

pride in an excellent safety rating in both Canada and the United States.

CCT Auto-Transport employs highly trained driving professionals to handle every vehicle with the upmost of care, maintenance and repair technicians, field operators and well experienced executive personnel.

Services

At CCT Auto-Transport, we offer services for car carriers, solutions for overseas transportation, shipping options for your personal or specialized vehicle, including oversized/heavy haul transportation items (boats, campers, trailers, farm equipment, and dimensional pieces).

Safety

At CCT Auto-Transport, we take the safety of our equipment, personnel,



customers and general public very seriously. We make every effort to ensure the highest level of safety from the time we pick up your load to the final point of delivery.

In order to ensure the safety and proficiency of our drivers we have an intensive driver training program which focuses on safe operation of individual trucks as well as personal health and wellness while on the road. Our drivers are trained to handle the vehicles they are transporting with the utmost care and our entire fleet is soft tie equipped to ensure damage free delivery.

With our new state of the art maintenance facility in Courtice,


Ontario, just north of the 401. Our team of skilled licensed mechanics are dedicated to maintaining our fleet to surpass regulatory standards and ensure our fleet is in excellent condition; allowing us to provide our customers with continued service and safety on our roads and highways. Safety is our number one priority and our rigorous maintenance program is proof of our commitment to you.

We take pride in maintaining an excellent MTO/DOT ratings and will continue to do so with the help of our professional team which is monitored by our well educated and up to date safety and compliance officer.

Equipment for Sale

At CCT Auto-Transport, we sell used equipment from time-to-time.

We invite you to check our website (www.cctautotrans.ca) regularly to see the latest in available used equipment.

For more information about CCT Auto-Transport, contact us at 905-792-9003 or sebreana@cctautotrans.ca. 



PMTC Fall Golf Tournament

September 29, 2020 | Glencairn Golf Course

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\$275 + HST

Tour great day includes:

- Access to private golf course
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8:30am Shotgun

Registration and/or
Sponsorship Opportunities:

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info@pmtc.ca www.pmtc.ca

We Run This Ad... So You Will Run With Us.

As a leading provider of safe professional Drivers to fleets of all sizes, CPC Logistics Canada is eager to help in this unconventional time. If your team is experiencing a need for additional Drivers, or other transportation professionals to keep your fleet running, contact us today.



FLEET DRIVERS | SUPPLY CHAIN TALENT

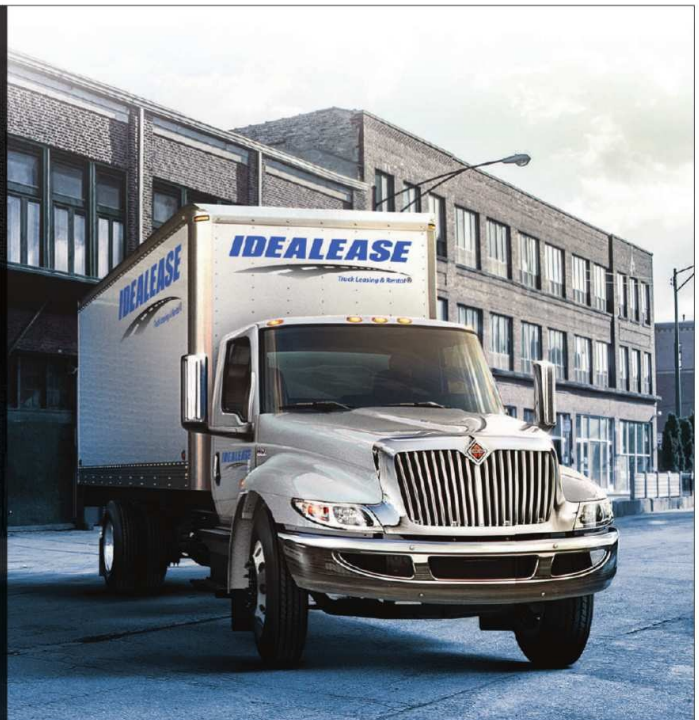
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TRUCKING: An Essential Industry

Roma Fuels Ltd. and **Canada Cartage** share their stories about rising to the occasion, keeping their workers safe and serving others during a pandemic

When COVID-19 became apparent in Canada, all of us – governments, associations, industries, businesses, communities, families, individuals – had to figure out our place in an ever-changing world caused by unprecedented circumstance. While some industries were forced to close their doors to weather the storm, others became defined by how they could provide for and serve communities throughout the country and all over the world. The trucking industry was one of them.

Private fleets adapted to the changes, enforced their safety measures and worked hard to ensure that sectors were served, deliveries were made and shelves were stocked – all while ensuring that every single employee, operator and driver, on or off the road, was safe and cared for.

Private Motor Carrier had the opportunity to connect with two members of the Private Motor Truck Council of Canada (PMTCC) – **Lino Rollo, Chief Financial Officer of Roma Fuels Ltd.**, and **David Zavitz, Chief Administrative Officer of Canada Cartage** – and hear their stories of how each company rose to the occasion to operate as an ‘essential service,’ keep their team safe and continue to serve others through a time of uncertainty.

Describe the current landscape/operations of your company in response to COVID-19.

Lino Rollo – Roma Fuels is a fuel distributor and our main clientele is commercial businesses that either own trucking or construction fleets; those are the two main sectors that we provide fuel to. We also do heating for homes in rural areas – furnace oil and propane – which is also important during these difficult times.

We own a fleet of fuel trucks and we do ‘wheel to wheel’ fueling (i.e. direct to equipment) for the trucking and construction industry. That is, we go to their place of business during non-productive hours and fill their trucks or equipment directly, usually at night time. This allows companies to improve their fuel management and better utilize man hours. We also deliver diesel exhaust fluid (DEF) direct to equipment. For construction customers, we will go directly to their construction sites and fill their bulldozers, excavators, etc. Some companies have their own larger fuel tanks on site and we fill those as well.

“We did everything we could to make them feel safe and keep them out of harm’s way.”

David Zavitz – Overall, Canada Cartage is doing ok through the crisis. We’re a dedicated contract carrier, and our customer base includes a lot of large retail chains in the grocery, beer and liquor, pharmacy, and healthcare sectors. They’ve been busy, so we’ve been busy. In the early days of COVID-19, there was a lot of panic buying of groceries and alcohol, so it threw a massive wrench into the logistics planning for our customers and for us. But we got through those first few weeks, and we are now seeing a return to more normal volumes with the essential products businesses.

But while we are still busy in the food and beverage sectors, other parts of our business – raw materials, manufacturing, and finished products – have slowed considerably. But we are seeing signs of optimism as these customers start – slowly – to gear up their production.

Have you implemented any new precautions to protect your drivers?

Lino Rollo – Our drivers are operating under reduced hours. Rather than laying people off, we asked the drivers if they were willing to share the remaining hours amongst themselves. So we went to a reduced workweek, where drivers would take off a day or two, depending on how that week went. The feedback has been good so far, which is encouraging to know that people are willing to work with each other to get through this together. All for one and one for all, so to speak.

We secured PPE for the drivers – masks, hand sanitizer, and sanitizing wipes – and made sure that they had enough of each. We also ensured that the area, where drivers go to change, is completely sanitized and all the trucks have been detailed and completely cleaned, from top to bottom.

Anything we can do to make the drivers feel safe – this was very important to us: to ensure that we did everything we could to make them feel safe and keep them out of harm’s way.

We staggered their start times, so there was only one driver in the driver room at a time to maintain social distancing.

“There were four keys to our plan to help protect our drivers and front-line staff: process changes, physical environment changes, procurement, and communication.”

We told our customers that during this time, please maintain social distancing from our drivers, and we suspended collecting signatures for now – not sharing paper, tablets, pens – to reduce any risk of spreading the virus.

David Zavitz – There were four keys to our plan to help protect our drivers and front-line staff: **process changes, physical environment changes, procurement, and communication.** All four of these elements are necessary to protect our people.

On the process side, we implemented truck sanitization SOPs for dispatchers and drivers to be followed at the start of each shift. This includes giving drivers a pre-soaked ‘rag in a bag’ with a disinfectant that is approved by Health Canada to kill the coronavirus within three minutes of contact. They apply it to their key fob and all high-touch areas of their tractor. We changed our dispatch processes to eliminate hand-to-hand paperwork transfers. We also created a ‘Facility Action Plan,’ which guides local management on the steps to take should an employee be suspected or confirmed of having COVID-19, with cleaning protocols and communication procedures so that we keep all staff safe and informed of what’s happening.

For physical environment changes, we have done a number of things. The first thing we did was get as many staff working from home as possible, which we accomplished very quickly. We also have instituted physical changes in our terminals and distribution centres, including installing plexiglass in many dispatch areas, floor markers to remind staff to stay apart, physical barriers to eliminate close contact, and limiting or eliminating seating in our lunch rooms. We also increased the frequency of regular cleaning and disinfecting of our buildings.

For procurement, our safety department has done an amazing job securing PPE and sanitization supplies for our staff. To date, we have purchased:

- 6,000 Litres of Health Canada-approved disinfectant,
- Over 30,000 face masks – both disposal and re-usable,
- 63,000 pairs of nitrile gloves,
- 5,000 bottles of hand sanitizer, and
- 140,000 alcohol-based wipes in individual packs.

And finally, we are trying to communicate with our drivers and staff as frequently and openly as possible. To get immediate information to and from the field, we were holding daily 30-minute calls each morning with managers from across the country to see how our employees and customers are doing. We’re continuously updating staff on personal safety measures to take. We’ve distributed seven COVID-19 email updates to all employees, and recently, we held a ‘Town Hall’ conference call and invited all 3,500 employees to attend. Our drivers are on the road all day, and it’s scary times, so we want them to know that we’ve got their back and are doing everything we can to protect their safety.

What is it like for your fleet on the road right now?

Lino Rollo – With our office staff, we’ve asked some people to work from home so we only have a skeleton staff in the office to maintain operations. The rest of the staff are home and, luckily enough, all of our IT systems are ‘in the cloud’ now. A few years ago, we decided to move everything over to the cloud in the event that there was a business interruption such as this one. If the servers are all on-site, and there’s a fire in the office, you can’t operate; so everything is on the cloud, which has helped us facilitated working from home.

We also had a meeting with the staff to speak openly about what their concerns and fears are – in terms of the current environment – and it allowed for everyone to hear what each of us was feeling and for us to mitigate any risk and concerns people had. We went around the table and everyone had the opportunity to say how they were feeling, what their concerns were, what they’re worried about, and what they’re doing to mitigate the risks at home. It’s fine to put controls and procedures in place at work but what are people doing at home? If you’re not being responsible at home, you can bring the virus to work and expose the few people that are there. I thought that really eased the tension here in the office and everyone felt at ease after that.

David Zavitz – There is a certain amount of anxiety for our drivers on the road right now, but they are a resilient team and are continuing to get the job done. Finding restaurants and rest stops that are open is a challenge, but many of our customers are understanding and offering facilities for our drivers. On the bright side, drivers are loving the fact there’s less traffic!

Roma Fuels Ltd. has operated for over 50 years!
50 years in the industry must have presented its challenges – could you share a story or two that shows how resilient Roma Fuels is, 50 years strong?

Lino Rollo – Nothing compares to what we’re seeing in this current crisis now – not just in our industry but across the world – but for us, there was a point in time during the 80s, where we were at a fork in the road. The Government introduced a program for people to convert from furnace oil to natural gas in their home; so they started building a pipeline and giving grants to people. At that time, in Roma Fuel’s history, we were mainly a home heating company, not handling commercial fuel. We were delivering furnace oil to homes in Toronto. When the Government implemented this new program, there was a rush and people started accepting the grant. So when that happened, our home heating business started to go into decline.

After thinking, “What are we going to do?” we decided to venture into the commercial business. 90% of our business was home heating so we had to pivot away from that sector to service the commercial fuel business, which is mostly transportation and construction-related businesses. That was a major obstacle that we faced in our 50-year history.

Since Canada Cartage has operated for 106 years and faced other challenging times in history – World War One, The Great Depression and World War Two – could you share a story or two that shows how resilient Canada Cartage is and has always been?

David Zavitz – Canada Cartage was founded in 1914, so the company has survived some incredibly tough periods in our country's history – World War One, the Spanish Flu, The Great Depression, World War Two, and all the other economic downturns since then that are a natural part of the economy. This pandemic is the biggest economic, societal, and health challenge to face our generation. It's easy to get pessimistic and worry that the future may not be bright but I think it helps to belong to a company that has seen worse, and endured it for longer periods, and got through it. Doesn't mean it was easy then, or that it will be easy now, but we did get through it. That history can serve as a guidepost for people: we did it before and we can do it again.

What is Roma Fuels doing to ensure that fleets are fuelled during these times?

Lino Rollo – 15 years ago, we decided to offer wheel-to-wheel refuelling, which is different than fuelling tanks. We go and directly fuel fleets at night by filling up trucks with diesel and diesel-exhaust fluid. In this environment, one thing we're trying to do is service trucks so drivers don't have to go to a rest stop, gas station or a commercial car lot to fuel. If we do the fuelling for them, that's one less touch point to contracting the virus.

This is something we want to emphasize with our customers: if you're concerned about your drivers and want to keep them safe, we'll do the fuelling for you. We'll come at night so that your drivers don't have to go to a public rest stop, gas station or truck stop. People are seeing the value of that now and I think even more so in the future, given that the virus might be with us for awhile.


What is Canada Cartage doing to ensure that businesses and communities are served during this time?

David Zavitz – I have to say that we are incredibly proud of our entire team – drivers, dispatchers, managers, and all of the back-office staff who keep the company humming. Our people realize how critical they are to keep the shelves stocked for our neighbours and our own families. In spite of the uncertainty and risk, they continue to work hard for our customers. It's amazing to see. It reminds you that going to work can mean more than just 'a job' – it can serve an important purpose in helping others during these chaotic times.

How would you like to see the industry and the public recognize the trucking industry today and in the future.

Lino Rollo – I like a lot of things that are going on right now. You have #thankatrucker on social media and I'm glad to see that a lot of truck and rest stops are open and people are trying to help by serving and having food available to them. Because at the end of the day, these guys are on the road – long-hauling – and they need places to stop, eat and rest. If places are closed down, it's very difficult for them to stay on the road. I think that's very important to keep those truck/rest stops open and have food available for them.


I'd also like to see truckers grouped with the other front line workers and have immediate access to testing and PPE. It wasn't easy for us to find our PPE; we had to look far and wide for it. These things need to be available for the trucking industry – especially when they're deemed essential, front line workers.

David Zavitz – It's natural that we all take a lot of everyday things for granted. We don't think very often about how we get our food, gasoline, medicine, toilet paper, or other essentials. They are just 'there' when we need them. COVID-19 has been a wake-up call for the public to recognize the vital role that truck drivers and trucking companies play in our everyday lives. I hope people will remember this for a long time. 



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LEADING THE WAY

Through Times of Uncertainty

The presence of COVID-19

created a time of uncertainty, where many questions suddenly couldn't be answered. The Private Motor Truck Council of Canada (PMTCC) had to act quickly, decipher through the daily reports of information and communicate the latest updates on safety measures, restrictive hours, and means of access to PPE, supplies, food and shelter to its members – all while advocating for the industry's safety and well-being amongst levels of government.

Meanwhile, the industry showed resiliency by rising to its definition of 'being an essential service,' adapting to the ongoing evolution of safety measures, and protecting its employees and customers alike from contracting COVID-19.

It was a time that introduced new obstacles and created a 'domino effect' – showing the chain of impact from industry-to-industry, industry-to-business, and business-to-consumer – but the PMTCC and industry had a powerful advocate in their corner: Transport Canada.

Transport Canada led the charge in developing educational resources, safety measures, guidelines and requirements for the industry and worked with PMTCC to ensure that the industry's needs were met and drivers were safe, while operating on the front line.

Private Motor Carrier had the opportunity to connect with Transport Canada and ask some questions about working with PMTCC and the industry, responding to the impacts of COVID-19 and leading the way during uncertain times.

What precautions have you put in place to protect drivers in the trucking industry? What is Transport Canada doing to ensure that the trucking industry is operating safely and that businesses and communities are served during this time?

The COVID-19 pandemic has posed unprecedented challenges to the trucking industry, and Transport Canada recognizes the work that has been accomplished by all Canadians working in the commercial vehicle and logistics sectors. The dedication and commitment of these essential workers have ensured the continued movement of goods and the ongoing delivery of essential services to Canadians across the country, and they have helped maintain access to essential goods and helped the economy during this difficult time.

Transport Canada recognizes the need to keep drivers and passengers safe as they travel to carry out their functions delivering essential goods and services. Transport Canada, together with the Public Health Agency of Canada, Employment and Social Development Canada, the trucking industry, and unions, has developed federal safety guidelines to protect commercial drivers, which provides essential information to drivers and passengers to help them limit the spread of COVID-19 in commercial vehicle operations. It offers public health information, as well as tips on disinfection, hand-washing, wearing face coverings, and self-monitoring to limit the spread of COVID-19.

Transport Canada also developed an employment confirmation template

letter for essential transportation workers in the commercial motor vehicle and automotive industry to help identify critical service employees during the COVID-19 epidemic. This letter can be presented to authorities at checkpoints should they wish to verify essential transportation employee status. Note that this letter should be used exclusively for the purpose of identifying essential transportation workers as defined in the Government of Canada's Guidance on Essential Services and Functions in Canada During the COVID-19 Pandemic.

While commercial drivers are exempt from the 14-day quarantine requirements for business purposes, when off-duty, they should follow the recommendations established by local and national public health authorities. For more information, please refer to www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html.

The full range of COVID-19 measures, updates, and guidance are also available and regularly updated and made available on the Transport Canada website, www.tc.gc.ca/en/initiatives/covid-19-measures-updates-guidance-tc/covid-19-measures-updates-guidance-tc.html.

Are you working with other connected sectors/businesses (i.e. rest stops) to ensure that supports, services and accommodations are in place for those on the road?

Transport Canada is maintaining daily contact with the trucking industry, other key industry partners, labour representatives, U.S. counterparts, and

provincial and territorial governments to support direct assistance efforts in response to COVID-19. Together we worked collaboratively to find solutions to logistical challenges that have emerged since the onset of the pandemic, including those posed by the closure of rest stops. Several steps have been taken to improve the availability of rest stops and washrooms, such as:

- Transport Canada is collaborating with governments to ensure that the washrooms at gas stations and restaurants remain open and allow access to truckers. Work is also continuing with the provinces and territories to explore options to increase accessibility and fill gaps where possible;
- Transport Canada and Employment and Social Development Canada (ESDC) are working together with industry partners to encourage restaurants and other service providers to support commercial drivers' needs and provide them with access to restrooms; and
- ESDC is also developing communication campaigns with the support of Transport Canada to raise awareness of the need for restroom access.

Roadside rest areas fall under provincial and territorial responsibility, and each provincial and territorial government may provide additional information regarding this matter for their respective jurisdictions.

Are you working with the Private Motor Truck Council of Canada, the Infrastructure Health & Safety Association, and other Associations to put forward communication and/or develop or support programs and resources that will aid the industry during this time? If so, could you provide an example of two?

Transport Canada would like to recognize the important leadership role of the Private Motor Truck Council

of Canada (PMTC), among other associations and stakeholder groups, with respect to safely supporting the supply chain during the pandemic, and managing a safe and orderly restart of the transportation system. To support this collaborative approach, Transport Canada holds daily calls with key industry associations to discuss challenges related to commercial vehicle operations during the pandemic. Our partners were consulted as we developed guidelines that are posted on our website, and we will maintain this ongoing dialogue with respect to any additional documents that may be produced.

Transport Canada continues to count on the PMTC to play an important role in the industry and by supporting ongoing efforts to prioritize road safety during these uncertain times.

Is Transport Canada putting forward any funding to support the industry in response to COVID-19? If so, how much funding is being dedicated to the industry and where is it going?

With respect to economic impacts on the trucking industry, it is important to note that Finance Canada has announced a number of financial assistance programs during COVID-19, which are available to the trucking industry and drivers (e.g. Business Credit Availability Program, Canada Emergency Wage Subsidy, and measures to defer tax payments for businesses). These programs are described at www.canada.ca/en/department-finance/economic-response-plan.html#businesses.

Looking ahead, how will Transport Canada recognize and support the trucking industry in the future?

Transport Canada will continue to work with provinces/territories and industry partners to advance a consistent, national approach to commercial

motor vehicle safety through the Canadian Council of Motor Transport Administrators (CCMTA). This includes oversight and maintenance of the *National Safety Code for Motor Carriers* (www.ccmta.ca/en/publications/national-safety-code/national-safety-code-single-standards). This Code sets out a number of operational safety standards for commercial vehicles, including carrier and driver profiles, safety ratings, hours of service, and facility audits.

Of note, at the February 2020 meeting of the Council of Ministers Responsible for Transportation and Highway Safety, Ministers approved a national standard for entry-level training for commercial drivers. This standard will help to ensure that drivers have the necessary knowledge and skills to safely operate commercial vehicles across Canada. Development of a national standard represents an important milestone for road safety in Canada, and is now a key feature of the *National Safety Code*.

During this same meeting, Ministers approved a series of updated standards that cover knowledge and performance tests for drivers, driver examiner training, and the classified driver licensing system. These updated standards support reciprocity and consistency across Canadian jurisdictions with respect to the testing and licensing of commercial drivers.

Transport Canada is looking forward to making progress on these important truck safety initiatives with trucking industry stakeholders and provincial/territorial partners.

The department would also like to thank the Private Motor Truck Council of Canada and the industry associations, and our provincial/territorial counterparts for their commitment to service and ongoing collaboration throughout these trying times.

“The teamwork and spirit of Canadians always prevails; when this is over, relationships like this will help us rise to new heights once again as we recover our lives and economies together.”

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Follow-up with


PMTC President Mike Millian

During the unprecedented times of COVID-19, which progressed and changed the way we lived our lives almost overnight in Canada, the trucking industry and governments came together quickly to work on solutions for the issues our industry was facing.

Transport Canada and our industry began to work together on guidelines prior to shutdowns beginning. The team at Transport Canada connected with our office and were available on evenings and weekends as the rapidly-changing environment of this pandemic became a 24-hour, all-consuming issue for everyone.

The work that our industry and governments have done together to ensure the industry is able to work through these issues have been incredible. We at the PMTC cannot say enough about how our governments and governmental departments have come together to quickly respond and act to any changes that industry has asked for.

Transport Canada has been a leader on this front, and we can't thank its team enough for the work they have done and how (in many cases) they have gone above and beyond their required duties to help us, our members, and our drivers.

Although all of our lives have been dramatically affected and forever changed as a result of COVID-19, the teamwork and spirit of Canadians always prevails; when this is over, relationships like this will help us rise to new heights once again as we recover our lives and economies together.” 




#ThankaTrucker



In recognition of the #ThankaTrucker campaign, the Private Motor Truck Council of Canada (PMTc) dedicates this edition of *Private Motor Carrier* to you, our members, and all the men and women who are out on the roads, working on the front lines and serving communities in response to COVID-19.

The PMTC wish to express our gratitude to the great men and women who are keeping our essential supplies stocked and our essential needs and services continuing to be met, your sacrifice and selflessness is appreciated, and we can't express in words how truly grateful we are for the service you are providing to our communities. You, along with all of our frontline workers, are truly amazing and have earned our unwavering support and respect. We would also like to thank the CTA for their #thankatrucker campaign and encourage you to use this hashtag when you are thanking truckers through your various social media platforms!

– PMTC President Mike Millian 

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Doug DeGrow of Hagersville, was named the PayBright/Truck Training Schools Association of Ontario (TTSAO) Instructor of the Year.

KRTS Employee **Doug DeGrow** Named Instructor of the Year

By Sheila Phibbs, The Haldimand Press

Kim Richardson Transportation Specialists, Inc. (KRTS) has been in the business of training for over 30 years and as an industry leader that believes in quality education, it is no surprise that one of its long-time employees, Doug DeGrow of Hagersville, was recently named the PayBright/Truck Training Schools Association of Ontario (TTSAO) Instructor of the Year.

DeGrow has been with KRTS for almost 15 years.

In his capacity as Master Instructor, he delivers a wide range of education and training offered by the company. This includes truck, in-yard, and in-class student training to individuals seeking commercial licenses, such as AZ, DZ, and F. He also delivers in-field and in-class training for heavy equipment,

as well as forklift certification.

Corporate training, which encompasses education, safety, training, and consulting to companies, is also part of DeGrow's portfolio.

From pre-hire driver evaluations to safety meetings for more than 100 drivers, DeGrow is able to provide all of the KRTS services. He even had the opportunity to travel to Jamaica in 2019, to educate hundreds of individuals from the All Islands Trucking Associations on a range of trucking-related topics.

DeGrow has attained several certifications through his career including LLLC Defensive Driving Instructor from Avatar Fleet and North American Training Management Institute (NATMI) Certified Driver Training (CDT). He also holds a Certified Train the Trainer for the NATMI Certified Driver Training program and a Human Resource Management Certificate from Mohawk College.

Matt Richardson, Sales and Operations Manager at KRTS, describes DeGrow as, "The true definition of a professional instructor. He is always looking for ways to master his craft, often putting in his own time to prepare for educational deliveries or tweak things within programs."

He further explains that DeGrow is relied upon by the team of instructors and he provides feedback on ideas or situations, giving advice and support without hesitation.

DeGrow is also well respected within the industry. Scott Rea, President of Avatar Fleet, says, "Doug is one of the best I've seen in action at using stories and questions to push the adult learner to achieve self-realization of the desired learning outcomes."

This opinion is shared by Gary Murray, retired Senior Manager with National Resources Canada, who states, "I would recommend Doug DeGrow to any audience who wanted to increase their knowledge and understanding of the trucking industry."

These accolades are echoed by those who have benefited from DeGrow's instruction.

“ The true definition of a professional instructor. He is always looking for ways to master his craft, often putting in his own time to prepare for educational deliveries or tweak things within programs. ”

“ Doug is one of the best I’ve seen in action at using stories and questions to push the adult learner to achieve self-realization of the desired learning outcomes.” ”

According to Richardson, who nominated DeGrow for this award, “Over the years we have received thousands of positive comments via feedback forms, emails, or phone calls from students and corporate customers raving about their experiences with Doug. He is a very valuable member of the KRTS team!”


DeGrow also shares his knowledge and experience with Truckers Against Trafficking (TAT), a non-profit organization that trains truck drivers to recognize and report human trafficking. As a passionate advocate and certified trainer for TAT, DeGrow was responsible for ensuring that all individuals pursuing tractor trailer (AZ) training at KRTS also receive the TAT training and certification.

Like so many award recipients, DeGrow is humbled to receive this recognition from his industry. He says, “I’m not sure I can express how honoured and proud I am to have been named the TTSAO’s 2020 Instructor of the Year.”

He is quick to attribute credit to the people he has worked with who shared their knowledge and experiences with him. He explains, “I have borrowed sayings, methods, and techniques from others to pass on to my students. Mostly the support I receive from Kim and Matt Richardson, the backup from our ladies in the office, and the teamwork with the other instructors, past and present, has made this job so satisfying. Every student I train is learning from my mentors, my support system, and from my fellow instructors. It’s definitely not all about me.”

DeGrow’s support system includes his wife, Bridgette, who also works in the transportation industry with her position at Harwil Farms in Hagersville. As he reflects on this award and all that it represents, Doug DeGrow is grateful for the honour and the opportunity to do a job he loves and that he

considers to be of infinite importance. He firmly believes that in the times we are living, training new drivers and training them properly is more important than ever. He says, “To be a small part in the

improvement in my students’ futures is incredible. I get to play with big trucks, work with a fantastic group of people, have fun – and then I get an award for it? Mind boggling!” 

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Big Wheels Keep on Turning:

The Canadian Immigration System, The Trucking Industry, and Foreign Drivers and Related Industry Workers

By Benjamin A. Kranc, Canadian Corporate Immigration Counsel,
Certified by the Law Society of Ontario as a Specialist in Immigration Law

Canada, through a patchwork of both federal and provincial programs, maintains a balancing act: on one hand, protecting Canadian workers, and on the other hand, allowing Canadian companies to secure foreign workers where there is a demand. Not unlike other legal systems, tweaking one element of the system often throws another element off kilter; therefore, there is a constant re juggling of the systems. The interplay between the multiple jurisdictions involved – provincial and federal – only complicates the situation even further.

Nowhere are the positive and negative aspects of this balancing act revealed then in relation to the trucking industry.

Background

There are many foundational concepts that require consideration before delving into the Canadian immigration system.

Among other important concepts is the ‘NOC’ – the National Occupational Classification. This is essentially a listing and classification of all possible occupations and a categorization of the occupations into a hierarchy of levels. The NOC is divided into five broad levels:

- **NOC O:** Managerial-level occupations.
- **NOC A:** Occupations typically requiring a university degree.
- **NOC B:** Occupations typically requiring a post-secondary diploma or similar credential.
- **NOC C:** Occupations requiring secondary school or occupation-specific training.
- **NOC D:** Occupations that have on-the-job training.

For reference, note that truck drivers are considered NOC C. Any understanding of the ability to secure foreign workers in Canada requires a recognition of the NOC categories. This is one ‘gate’ (of many) by which Canada decides what types of workers may be in more demand at a particular time, or to whom exceptions may apply, but it is a thread which runs through all other considerations.

Temporary Work General Considerations

In order to understand the issues that impact the trucking industry specifically, it is important to step back and get a bird’s eye view of the immigration system in general. As noted, a prime consideration of the immigration system – at least in terms of allowing foreign workers into the country – is protecting the Canadian labour market. As such, the real starting point in the system is a general disallowance of foreign workers from entering the country. This may sound draconian, and given the fact that so many workers do come to Canada, this stating point may seem hard to believe, but this is indeed the starting point.

However, the law then essentially relents in certain situations and provides a system to overcome the disallowance when certain conditions are met. This process is what is known as the ‘LMIA’ process – a Labour Market Impact Assessment. This is a process whereby an employer must show (through recruitment efforts, etc.) that it could not find a Canadian candidate for

a position and is seeking government permission to allow a foreign worker to apply for the job. This would be the primary tool for seeking to bring a foreign worker – and notably a truck driver – to work in Canada.

NOTE: As of the time of preparation of this article, the federal government has announced that due to the COVID-19 situation, truck drivers have been classified as an essential service and the recruitment requirement has been waived until October 31, 2020. See more on COVID-19 related issues below.

In some situations, beyond the scope of this article, the law will relent even further and allow some people to work in Canada even though the employer has not sought an LMIA. As just a brief overview for the sake of general consideration of the issues, there are numerous exceptions to the LMIA requirement – and indeed, where an employer can find a relevant exemption, it is essentially without exception that they should take advantage of it. Some LMIA exemptions include:

- **Intra-Company Transfers.** In situations where a person holds a senior managerial or specialized knowledge position in a foreign affiliate of a Canadian company, he/she can work in Canada.
- **Treaty-based professionals.** Under various agreements, certain professionals can work in Canada as well. Some of the relevant treaties include NAFTA (soon to be the USMCA) for Americans and Mexicans, CETA for European Union citizens, and CPTPP for citizens of various other Pacific Rim countries. There are other treaties with other countries that can be of value, and should be researched when applicable.
- **Reciprocal Benefit.** In some cases, where a large employer shows that it is giving opportunities to Canadians outside Canada, it may be allowed to seek a foreign worker in a kind of ‘tit-for-tat.’
- **Francophone Mobility.** Among other more novel exceptions, and some that come and go is a program that allows some French speakers to work in Canada in any province outside Québec.

In each of the above categories, there are certainly other criteria, and applicants will typically need to be working in relatively higher-level fields – NOC O, A, or B. Though these categories may not work for truck drivers per se, they should not be overlooked for industry-related cases – for example, more senior company personnel in larger organizations and professionals/technicians supporting the company in any way.

The Trucking Industry

With the general concepts relating to work permits now considered, an employer can consider issues relating to its industry specifically. In terms of trucking, the key will be to substantiate a shortage in the field. As noted, this is done through an LMIA. To show the shortage, evidence will be required. This will certainly require advertising but can also

include industry information, published statistics, or any other evidence of a shortage. It will also be important to identify foreign candidates that will be able to fulfill the obligations – including consideration of language, experience, etc. Having an LMIA is important but so too is ensuring that the worker is qualified. Both elements must be approved for the foreign worker to be able to seek employment in Canada.

Permanent Residence

Under both federal and provincial systems, there are opportunities to seek permanent residence in Canada (and ultimately, citizenship).

Federal Immigration

Under the federal system – in addition to family-based opportunities and business-related applications – there is the ‘Express Entry’ system for most workers. Though this term is thrown about a fair bit, Express Entry is not really a system itself but rather an umbrella for selecting immigrants from three categories it encompasses. Those categories are:

- **Federal Skilled Workers.** Workers in NOC O, A, or B occupations who meet certain minimum criteria relating to factors including experience, education, language ability, etc.
- **Canadian Experience Class.** Workers in NOC O, A, or B occupations who have worked in Canada for at least one year
- **Federal Skilled Trades Program.** Workers in various trades, who would be at a NOC B level (and also meet certain criteria re language and other factors)

Yet again, none of these may be applicable for drivers per se, but may be useful for other workers in a trucking organization.

Provincial-based Immigration

Through a series of provincial-federal agreements (and in the case of Québec, a separate selection system), each province and territory has its own immigration system, which allows it to nominate a specified number of permanent immigration applicants each year. Each province has its own programs and criteria but, in general, each province has a business-related scheme – which allows businesses that invest in the province to secure immigration for qualified business candidates – and an ‘economic class’ – which allows nomination based on various employment-related criteria, generally sponsored by an employer in that province. It should also be noted that a common (though not unanimous) thread in relevant provincial programs is a point system based on selection criteria set by the province, which garners entry into a pool; the province will then select candidates with minimum scores set for draws held from time to time.

A brief review of the western provinces’ programs, as they may relate to truck drivers or related occupations (e.g. mechanics, technicians, etc.) is as follows:

i. Alberta

The primary legal vehicle to seek permanent residence is the 'Alberta Opportunity Stream.' Alberta maintains a list of ineligible occupations – and truck drivers are not on the list, meaning they are eligible. Selection criteria then include that the driver must already have been working in Canada (at least 12 months in Alberta or 24 months elsewhere), must meet criteria for minimum language ability, must have a high-school diploma, and must have a full time job offer (as an employee – not a contractor, etc.) from an Alberta employer.

ii. British Columbia

B.C. maintains an 'entry level and semi-skilled worker' category. Selection in this category requires that the driver have been working with a B.C. employer for nine months, have a high school education, and meet certain language criteria.

iii. Manitoba

Manitoba maintains an in-demand occupations list. Truckers are not on the list. For occupations not on the list generally, it is still possible for workers to apply, again with an evaluation of various factors and a point system. The government of Manitoba does recognize the need for long-haul truck drivers and does allow employers to recruit foreign truck drivers through its provincial nominee program – but they have stringent requirements to verify that such recruitment is done – only after an appropriate attempt to find Canadians has been made, that the credibility of the employer can be established, and that the prospective driver meets criteria re experience 'comparable' to North American experience, and also meets other criteria re language, high school education, etc.

iv. Saskatchewan

Saskatchewan recognizes the demand for long-haul truck drivers and has a program to allow them to seek permanent residence through its provincial nominee program. To qualify, the driver must have worked with a Saskatchewan trucking company for at least six months, hold a Saskatchewan Class 1A licence, have an approved full-time job offer from the employer, and show sufficient language skills. Targeted draws are then held to allow qualified candidates to seek permanent residence.

COVID-19 and the Trucking Industry

Since the commissioning of this article, the world has changed – dramatically. In addition to other modifications to our daily lives, the immigration system has been impacted. Here are some issues that temporarily impact the industry during this crisis.

Work Permits

Separate from the issue of trucks entering Canada for delivery of essential goods, and allowing those drivers to carry out

their duties without the need to self-isolate for 14 days (as others entering Canada are required to do), the general work permit system is still operating. LMIA's are being issued as are work permits. The system may have slowed a bit and we do see some officers, who are under the respectfully, incorrect and/or overzealous, impression that those seeking work permits must be doing so in industries defined as 'essential,' but pronouncements from Immigration Canada indicate that the system continues to operate. People who cannot come to Canada are those coming for leisure but those coming to work, are still permitted entry. One interesting caveat though is that they must be entering Canada – whether by air or land – from the United States. Further they must self-isolate for 14 days once they arrive (though they must be paid for this time in self-isolation).

Given the foregoing, the statements above about the work permit system generally, and vis-à-vis truckers, remain true. As noted above, however, the recruitment requirement for truckers has been waived until October 31, 2020.

Permanent Residence


The federal system discussed above also remains open. Certainly, it may be less applicable to truck drivers per se, but in theory, nothing has changed in the federal system.

In terms of provincial programs, the general rule across the country is that the programs remain open, but slowed. In some cases, selection draws have been postponed and, in some cases, staffing has been reduced, which is the cause of the slowdown but it does not seem that any program has closed. There are some provinces that have actually not declared any kind of emergency or otherwise indicated any changes that may impact provincial nominee programs (in terms of western provinces, Manitoba has not declared any emergency as of the time of preparation of these materials).

Summary

This article of course can only glean the surface of the complex issues involved in hiring foreign truck drivers, or others connected to the trucking industry. The information, however, should allow employers to get a broad picture of the issues, allowing them then to drill down as necessary for their own purposes when the need arises.



Benjamin A. Kranc is principal of Kranc Associates, a Canadian corporate immigration law firm. Ben obtained his LL.B. from Western University. Ben was called to the Bar in 1988, and certified as a specialist in immigration law by the Law Society of Ontario in 1997. Ben is author of 'North American Relocation Law', and lectures at the University of British Columbia Immigration Program. For more information, please see www.kranclaw.com. Ben can be contacted at bkranc@kranclaw.com or 416-977-7500. 

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BACK TO BUSINESS: PROTECT YOUR BUSINESS

Five Top Legal Practices to Implement Now



By Heather C. Devine, Partner, Alexander Holburn Beaudin + Lang LLP

Every business is about to transition again, as our respective provinces phase in a return to the new 'normal' during COVID-19. When a business is in transition, it is particularly vulnerable: whether through loss of talented employees, customers, or unexpected, significant expenses and lost revenue.

Consequently, many businesses are vulnerable at this time. Armed with this knowledge, it is prudent to implement sound legal practices that will provide protection in the event of a challenge or crises. A few steps taken now will both save significant monies and provide peace of mind.

I know that it is difficult to predict what crises or challenges a business may have to overcome as it transforms from crises management to stable profitability; however, now is the time to strategically fortify one's business to withstand the crises. In fact, it can be both facile and economical to do so if fortifications are implemented as part of doing business.

Here are the five legal practices I recommend a business should implement – to both fortify and lessen vulnerability. Once the business is stable, in the new 'normal,' the legal practices will be commonplace and ready for when and if they are needed.

1. Communicate With Openness, Security and Privacy

Many businesses are conducting meetings using videoconferencing services. While the frequency of meetings has increased, and people can attend meetings without travel or personal contact, the question is if video conferencing services are secure.

The number of daily users of Zoom has grown from 10 million to 200 million from December 2019 to March 2020. Suhauna Hussain, staff writer for the LA Times, described some of the security concerns reported by Zoom users: "Trolls have crashed meetings, flashing porn or racists slurs on screens. Security researchers released report after report on newly discovered vulnerabilities including leaked emails and bugs that might have allowed hackers to access webcams."

In response to security concerns, Google warned employees not to use Zoom's desktop application on their work computers. Some Canadian insurance companies have asked their lawyers not to participate in Zoom meetings; however, I am advised that Zoom is used for at least some U.S. Federal Court hearings.

Some businesses use Zoom and others have turned to other services – this is their choice. It's important to choose the service that suits the business but implement certain protocols to provide protection in the new 'normal' of virtual meetings.

There are many ways to protect your business regardless of the meeting service provider you choose:

- Only share meeting IDs in the confidential invitation.
- Generate a new ID for every meeting and require a password.
- Use a waiting room feature – in this way hosts control attendees making them wait to be approved to join the meeting.
- Learn how to mute and unmute when appropriate.
- Consider disabling the private chat feature.

If you choose to communicate by video meeting, ensure that the business's privacy, cyber security, and meeting attendees are protected.

2. Stabilize Your Contracts

Avoid uncertainty and potential instability by ensuring that agreements with customers and third parties are captured in clear, concise enforceable contracts. Here are a few considerations when reviewing existing contracts or putting business relationships into writing:

- Contracts should reflect the agreement between the parties. If you do not have a written contract, consider implementing one that sets out the bargain or business conducted by the parties.
- If a contract is already in place, review it to ensure that its application is timely.
- Is there a termination provision – a suitable notice period for termination or an 'evergreen' renewal provision that you wish to change, clarify or retain?
- Finally, is there a valid and enforceable force majeure clause? What happens in the event the parties cannot perform? Termination, suspension of mutual (or one party) obligation, or perhaps a penalty?

Agreements and formal contracts can provide security and stability with customers and third parties. While a business cannot compel a party to remain within a contract, the termination notice and force majeure clauses can delineate both parties' expectations in the event of a breach of contract or non-performance due to government restrictions or illness.

3. Nurture and Protect Information

For the last three months, valuable and talented employees may have become accustomed to working in a different environment: remotely, with increased responsibilities, or perhaps more freedom. Consequently, some businesses are learning that their talent is leaving for more lucrative opportunities, or simply a change.

In the event of the loss of a key employee, it is very helpful to be able to rely upon employment agreements which clearly set out what will happen when the employee and business part ways.

It is a good time to check employment agreements for the following – it can be daunting to learn one's talent is leaving, unless one knows exactly what will happen in that event:

- On first review, check the employment agreement for the following basic clauses which are often referred to as 'Restrictive Covenants': non-compete or non-competition; non-solicitation; and protection of Confidential Information.
- Once you find Restrictive Covenants, take the time to understand them: how broad are they, how will they work, what activities do they restrict or prohibit and how? Restrictive covenants should be enforceable – there is little point in having restrictive covenants that are unenforceable. Consider that many U.S. drafted restrictive covenants are actually unenforceable in Ontario – often because they are overly broad or punitive.
- A **non-compete clause** acts to limit the ability of the employee to compete with the business post termination by restricting where the former employee can work and by limiting what employment or work activities the departing employees can engage in. These can be difficult to enforce; to be enforceable, a non-compete must be reasonable and limited in
 - Geographic scope;
 - The length of time the clause is valid (usually three to six months); and
 - The type of activities prohibited.
- A **non-solicit clause** usually prohibits employees from approaching or 'soliciting' clients of their employer. It is best to ensure that the clients who are prohibited from being approached are identified in the agreement (usually as the employment agreement), and this prohibition should be time limited to be enforceable as well (usually three to six months).
- The most useful and enforceable protection in a restrictive covenant is to protect the business's **Confidential Information**. Some thoughts to look for in the employment agreement:
 - Define and identify the extent of protection for the Confidential Information;
 - Ensure that the protection of Confidential Information survives the termination of the Agreement; and
 - The employee should agree to injunctive relief (in addition to damages) if Confidential Information is taken from the business; this enables the business to bring urgent injunctive relief for the return, destruction or protection of the Confidential Information.

4. Health & Safety

The return to business will affect people differently. The Ontario Ministry of Labour, Training and Skills Development advises that employers have obligations to protect workers from hazards in the workplace as set out in the Occupational Health and Safety Act (OHSA). There are also regulations and directives being constantly issued by the Chief Medical Officer of Health. It is important to stay up-to-date on these obligations.

An employer must take every reasonable precaution to protect its employees. Some of the areas to consider are:

- **Hygiene and Cleaning:** This includes hygiene notices being posted; access to clean handwashing facilities with soap and hand towels; and for commercial drivers, in the vehicle there must be hand sanitizers, tissues, and wipes. Cleaning products must contain ethanol (at 62-71%, 0.5% hydrogen peroxide or 0.1% bleach); the timing of cleaning must take place at the end of the shift; and work wear should be laundered and not worn home.
- **Social (Physical) Distancing:** Employers are required to organize work to restrict people from work who are unwell or returning from international travel and enforce 14 days of self isolation; reduce numbers of people wherever possible at pick up and delivery; maintain a two meter distance; waive customer signatures; and create spaces to separate workers who become ill at work before they leave.
- **Personal Protective Equipment (PPE):** PPE is essential for all health care settings but for other workplaces, it may be that facemasks and gloves can cause a false sense of security and offers limited protection. It may be that improper use of PPE can increase the risk of infection.


5. Risk Management

It is very important during any time of crises and vulnerability to review the insurance in place for one's business. Is there coverage for business interruption during a pandemic?

In Canada, the Insurance Bureau of Canada notes, "generally, commercial insurance policies and traditional business interruption policies do not offer coverage for business interruption or supply chain disruption due to a pandemic such as COVID-19."

However, some policies do cover business interruption expenses specific to pandemics.

The bottom line is that each commercial insurance policy is unique. So consider carefully what is included or excluded in your policy.

These five action items will assist businesses with providing fortification and lessen vulnerability. Once your business is stable in the new normal, the legal practices will be commonplace and ready for when and if your business needs them. 

¹ "Is Zoom safe to use? Here's what you need to know", by Suhauna Hussain, April 13, 2020 www.latimes.com

GET READY FOR A Rebound From COVID-19

By Angela Splinter, Chief Executive Officer, Trucking HR Canada

COVID-19 has affected our industry and workforce in unprecedented ways.

Seemingly overnight, trucking and logistics firms transitioned from busy offices and terminals to remote work and virtual meetings. We shifted from acute labour shortages and packed trailers to layoffs and uncertain times for businesses and workers, all the while, this industry has kept essential goods moving.

Canada's truck drivers have become national heroes. Warehouse workers, dispatchers, safety personnel, accountants, IT staff, and business leaders have also been catapulted to levels of public appreciation that none of us has ever experienced.

HR Steps Up to the Plate

And another group has had to adapt suddenly and significantly too – our HR colleagues.

HR professionals have had to manage staffing changes, develop new working arrangements, ensure physical-distancing measures, check-in on the physical and mental well-being of employees, and navigate massive business relief programs sometimes all in the same day.

Their role has been and will continue to be essential to staff morale and business continuity.

As May flowers begin to open, it looks like our economy will, too (albeit slowly). Here are some ways that HR managers and their organizations can be prepared.

Remote Working

Remote working is a new and perhaps enduring reality for many of us. For businesses, the current situation has shown that it's possible for employees to be productive without coming into an office. HR folks are busy figuring out how and when to bring people back safely – if at all.

Now is the time to review your HR practices and policies and be ready for requests from employees who want to continue to have a flexible work arrangement.

This includes identifying which jobs and roles are best

suited to remote working, and how to manage scheduling, reporting, technology, and issues like the security and confidentiality of information given the blurry lines between work and private life.

New Workplace Policies

There are legal ramifications to consider when it comes to overtime, leave, workplace safety, and financial arrangements between employers and employees who work remotely.

Self-isolation and quarantines will require new policies for reporting illnesses and returning to work. What are your protocols if an employee tests positive for COVID-19? What are the next steps to ensure the health of the individual and others that he or she may have come into contact with?

And procedures regarding layoffs, furloughs, and pay adjustments should be immediately reviewed in light of the circumstances.


Focus on Technology

While employees will demand safe work environments that minimize human contact, so will health authorities. From health-assessment apps to digital documents and no-touch business processes, technology can help businesses be prepared for the predicted second wave and changes to the way we work in the future.

Having technology in place is just one piece of the puzzle.

HR people will need to ensure that the company has skilled staff to assess, manage, and analyze IT systems and processes. All kinds of businesses are scrambling now to hire IT people to support this shift, so be ready to commit the time and resources necessary for your HR team to compete and tackle the problem sooner rather than later.

It's hard to know when the economy will rebound and more freight start to flow through supply chains again. But trucking and logistics companies that have their HR teams preparing for those days now will be best positioned to respond and profit when it does.

Until then, stay healthy and stay (virtually) in touch. 

10 essential tips for building your ROAD SAFETY PROGRAM

01

Understand your obligations to your drivers

All employers are legally required to protect the health and safety of their workers. This includes taking every reasonable precaution to make sure the workplace is safe, training employees about hazards and the safe use of equipment, and immediately reporting all critical injuries. Road safety can be complicated because it involves both provincial and federal law. Know your responsibilities!



05

Develop policies and safe work procedures

An effective road safety program needs policies that describe the plan for action. Clearly state that management is committed to carrying out the road safety program and describe the duties of all managers, supervisors, and employees. Safe work procedures should describe the steps employees need to take to minimize the risk caused by a hazard. For example, what drivers need to do before getting behind the wheel, and what is expected of them while they are driving.

02

Establish your commitment

The success of your road safety program depends on your commitment to safety. You need to give your drivers the necessary resources and training, and be actively engaged in implementing road safety measures. Management must be seen as being 100 per cent in support of the safety plan, and always leading by example.



03

Engage and communicate with your employees

The active involvement of all employees is essential for a successful road safety program. You must rely on your employees to contribute to your program, as they will know the most about the hazards they encounter regularly. Be sure to engage them with regular safety meetings, listen to their suggestions, and respond to their comments. Communicate *with* your workers rather than *to* them.

04

Identify hazards, evaluate risks, and define safety measures

Ask your drivers what they regard as dangerous. Have them think about hazards posed by the driver (fatigue, distraction, or skill limitations); the vehicle (sub-standard equipment or maintenance); and the journey (road, weather, or traffic conditions). How well you recognize, evaluate, and understand these hazards will define how well you can build safety measures to prevent them.

06

Establish a driver selection and review process

How often does your organization require its drivers to submit a current driver's abstract? Who reviews them? How do supervisors evaluate skills and driving behaviour to confirm that the drivers are qualified to do the work you assign? All of these factors should be a part of your driver selection and review process.





07

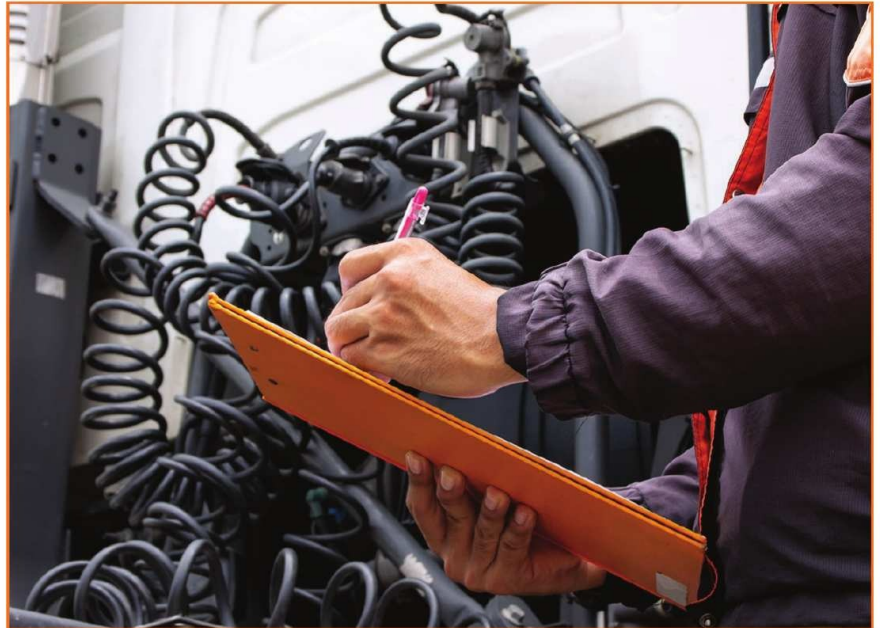
Adopt vehicle selection, inspection, and maintenance processes

Decide what safety features and equipment are necessary for the vehicles your organization uses. Vehicles used for different purposes will require different features and specifications. When buying new vehicles, look for safety features that help drivers avoid collisions or reduce the severity of injuries (such as electronic stability control and forward collision warning systems). Obtain crash-test rating information from reputable insurance companies and vehicle manufacturers. Conduct regular vehicle inspections and maintenance.

08

Implement an incident-management process

As unwelcome as they are, motor vehicle incidents are an opportunity to learn about the gaps in your road safety program (such as something that might have prevented the incident). Take steps to make sure similar events don't happen in the future. Decide what events will be reported (for example, near misses and collisions), how they will be investigated, who will be involved in the investigation, and how the follow-up actions in the report will be taken and tracked.



09

Decide how you will put your safety program into effect

Who will manage and administer the program? Set up a document management system or, if possible, adapt existing processes to include road safety. Create tools to explain procedures and track results. For example, both online reporting and hard copy forms may be needed. Make sure drivers have the training, equipment, and resources necessary to follow the right procedures.

10

Evaluate your program and make improvements to it

Designate a group of individuals, such as Health and Safety Committee members with management and employee representatives, to review the organization's results every year. This includes evaluating the effectiveness of the existing measures and proposing ways to improve future performance. Road safety is a process of continual improvement.

Did you know?

IHSA has a Road Safety Plan template.

Go to ihsa.ca, scroll to Topics and Hazards, click on Road Safety Solutions, then on Tool Kit and Resources.

Or visit ihsa.ca/pdfs/rss/rsp-get-ready



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FLEET SAFETY, Training and Programs

By Andrew Stacey CDS, and Derek Swartz P.log, Aviva Risk Management

As fleet specialists, we have the opportunity to meet with owners, operators and safety professionals across the country who manage various types of fleets. These engagements give us a broader perspective of what is considered to be a negative trend with in-house driver training.

Companies and corporations that operate large commercial fleets tend to offer a variation of programs. What about those that operate the smaller units, the cube vans or messenger type vehicles: are they considered professional. It is key to remember that our laws do not differentiate between large and small professions with both corporations and persons equally subjected to the same fines, penalties and financial impacts as a result of violations or incidents.

Just because training is not mandated by a government regulation, it does not absolve a company of their due diligence to provide proper training to their drivers. In addition, to those commercial carriers that are required to provide specific training, it is imperative to be well informed and understand the standards in the National Safety Code.

A sound driver-training program can and will make this task more manageable while at the same time promote driver safety and collision prevention. Companies should consider the following items when developing a sound driver-training program.

General driver training considerations

- Offer all training topics consistently to all drivers. Online training can aid in providing a concise clear, constant message to all driving staff.
- The entire process must be documented/signed and added to the driver's training file immediately. Commercial carriers are required by regulations to do this.
- Topics should be specific to the function of the driver. For commercial carriers, the National Safety Code provides specific training to be administered.
- A knowledge evaluation of material reviewed should also be a part of a proper training program. Setting a pass/failure rate is industry standard and considered best practice.
- Proper, informative, and constant training is proven to minimize unnecessary costs from incidents, reduce disruptions and downtime whether it be large or small and minimize equipment abuse. This process also has the added positive benefit of driver retention.

When developing training it is important to consider the point of view of the people who will be subject to the changes during development.

Create a Company Training Policy

A fleet safety policy, (a requirement for fleets that operate under a carrier profile or USA DOT number) is the cornerstone of a company. It defines the policies and

procedures to all employees – including intermediate and senior management. When developing a fleet safety program, it is important to analyze all aspects of fleet operations, to ensure that no specific duty or safety concern is missed.

Once the policy is complete, review it periodically to make sure that it is still relevant to the company's operations. Best practice would be to review policies annually and update it as required.

If changes are made, it is mandatory to communicate the changes to all employees and management. For a policy to be successful, safety and compliance must be prioritized before performance.

The policy should include all the critical areas of operator training.

- Driver training should be listed as a separate program within the policy and supplement other programs such as driver selection.
- Outline initial training and details of ongoing training.
- Facilitate the implementation of the policy by having a representative from each department take part during development. This should include a union representative if applicable. Employees will be more open to the new policy if they know that their peers participated in its development.
- Stay focused on safety and compliance within the company. The end users should not dictate the contents of the policy to accommodate individuals or department's needs.

- Create a driver responsibility agreement. Agreements set out parameters for what drivers and independent contractor are responsible for.
- Make it clear and concise so all employees can easily understand it.

Orientation and Ongoing Training

- Always use your training resources when a new employee is hired.
- Review individual company policies with each employee to ensure they are properly informed of all potential risks and hazards.
- Ensure drivers have been properly trained in all key areas and equipment for their position.
- Have every driver sign the responsibility agreement after orientation and following consecutive training sessions.

- The role of a driver is complex and ever changing. Be sure to train regularly on changes to rules or jurisdictional regulations.
- The amount of training needed will depend on the complexity of the job, knowledge and experience of the driver. Having an effective training program ensures a level of competency and skills necessary to perform in a professional and safe way.

Remedial and Enforcement Training

- Training should be available at the request of drivers who feel they may need it.
- Post Incident and Accident training is critical and is effective tool correct behaviours.
- Post Infraction training is a must where a driver receives a ticket for a violation.

Driver training should be compulsory in all fleets. More so than ever there are numerous online training platforms and technology available to implement effective and cost conducive training for both management and drivers alike.

The safety of every professional driver not only helps the bottom line but the overall well-being of your employees and everyone else using Canadian roads.

Disclaimer: Readers should seek specific advice when dealing with particular situations. Aviva Canada Inc. accepts no responsibility for action taken as a result of information contained in this publication. The information in this bulletin is correct at the date of going to press. PMC

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HOW TO ENSURE LONG-TERM PARKING Doesn't Become a Long-Term Problem

By the Northbridge Risk Services team, Northbridge Insurance

In normal situations, fleet owners manage assets that are essentially in motion; however, there are times when a significant portion of the fleet may need to be parked for an extended period of time – whether it's because of a long weekend, a summer vacation, a sudden economic downturn, or a far-reaching global event (like we've seen with COVID-19). Just because a vehicle isn't on the road, doesn't mean it's no longer facing any risks. In fact, during times like these, parked equipment could be more vulnerable to risks such as fire, theft, and vandalism.

That's why it's vital that additional steps are taken to help ensure vehicles are safe – even when they're off the road.

Protect Your Fleet Against Fires

One of the key risks parked vehicles face is fire. While the chance of a fire breaking out cannot be eliminated entirely, there are several steps one can take to help limit the risk.

Where and How to Park

- Park vehicles in a dry, safe, well-lit place as far away from buildings as possible (minimum of 15 meters).
- Avoid parking vehicles near any combustible materials such as fuel tanks or oxy acetylene storage (minimum of 15 meters).
- Group vehicles in small numbers to create a fire break; five to 10 vehicles are recommended for truck tractor trailers and four to eight vehicles are recommended for school buses or motor coach buses. Consideration for prevailing winds, where possible, is recommended.
- There should be a minimum space of three meters between the groupings.
- While it may seem unimportant, the orientation of vehicles matters. To help reduce the spread of potential fires, a vehicle should be positioned so that its engine, electrical system, and cab is as far away as possible from other parked vehicles. For this reason, trucks and school buses should be parked back to back. Coaches and city buses should be parked nose to nose.

- In the case of semi-trailers, alternate empty and loaded trailers in order to limit cargo damage in the event of a fire.
- Loads of dangerous goods should be segregated where possible.
- Long-term parking of trailers containing temperature-controlled cargo should be avoided. If the situation is unavoidable, provisions should be made. There should be regular inspections of the refrigerated units, including temperature checks and fueling intervals to help eliminate cargo damage.

Risk Management Best Practices

- Keep fire extinguishers (type BC) readily available and in good working order.
- Make sure there are no fluid leaks under the vehicles and check for them regularly. Clean or wipe up spilled fluids. Adequate regular mechanical maintenance can prevent this type of problem at the source.
- Leave the fuel tank level below a quarter or as low as possible.
- If applicable, avoid keeping vehicles plugged in for a long time.
- Activate battery shut off switches and/or disconnect the battery cables. It may be desirable to remove the batteries if the parking period is particularly long.
- Do not smoke near the parking areas.

Check-in and be on the Lookout

- Check the stored vehicles daily – or at least every two days.
- If additional parking space is needed and rental or unprotected sites must be used, increase surveillance patrols.
- Maintain the sites and make sure protective devices are kept in good condition (fences, barriers, lighting, cameras, etc.).
- A documented checklist should be created and completed every time the yard is checked.

How to Steer Clear of Theft and Vandalism

When vehicles are parked in one place and not moving, they can be easier targets for theft and vandalism. Because of this, preventative steps should be taken:



- Always maintain the parking lot lighting.
- Ideally, the parking lot should be fenced in and equipped with real-time surveillance cameras and motion detection systems. If this equipment is not available, be sure to increase the frequency of security patrols.
- The doors and windows of vehicles should always be locked, and the keys kept in a safe place.
- Activate building alarm systems, if equipped.

If You're Parking Off-Site

If drivers are authorized to park company vehicles at their residence, or a location other than the company terminal, here are some items to review:

- Ensure the vehicle is sent to the terminal if the parking period exceeds one week.
- The vehicle should be parked in a dry, safe, well-lit location as far away from buildings as possible (minimum of 15 meters).
- Avoid parking the vehicle near any liquid combustible sources (minimum of 15 meters).
- If the vehicle must be plugged in, ensure it is only done for a short period and that the building's circuit breaker is on an independent circuit.
- Prior to long-term parking, speak with the driver about where the vehicle will be parked, and take pictures of the parking space to document your agreement.

Have a Plan in Place

Even after taking all the necessary precautions, something could still go wrong. That's why it's important to have a documented plan in place. Employees should be trained on the procedures, so they're prepared for every possible situation. Here are some tips to keep in mind:

- A fire safety plan should be in place, documented, and coordinated with the emergency services and the supplier of fire/theft vandalism protection.
- If vehicles are parked inside of buildings for extended periods of time, this emergency response plan must be posted. This will help ensure emergency contacts and phone numbers are on hand should they be needed.

By taking these precautions, you can help ensure your fleet remains safe while off the road. Then, when it's time for your entire fleet to be operating once more, you'll be able to jump back into business as usual without a hitch. To learn more about key risk management practices that can assist your business, reach out to The Northbridge Risk Services team (listed at www.nbins.com/contact-risk-services) who can provide educational materials and consulting. All services and training offerings offered by the Risk Services team are designed to help you run a safer, more profitable business. PMC

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WORKING FROM HOME, STILL HERE FOR OUR CLIENTS

By Staebler Insurance

In March, the Staebler office routines changed: insurance was deemed an essential service, we closed the office to the public, and transitioned staff to utilize our remote working capabilities – all in an effort to promote physical distancing; all the while, we empowered our brokers to keep providing excellent service to all our clients.

We didn't miss a day. It was paramount for us to remain virtually open and available as our clients were relying on us to help them navigate concerns around how the pandemic could affect their insurance. Impacts to our commercial clients ranged from temporarily closing their business to pivoting their operations to produce PPE. We were there to answer questions, provide reassurance and, when necessary, work through a claim for them.

Our personal lines clients benefited from our advocacy as well. We worked closely with our insurance partners and helped with payment flexibility, reducing premiums with suggesting

policy updates or changes, and delivered good news when rebates were announced.

It has not been an easy time; however, we embraced the fact that we were deemed an essential service and our team proudly provided more for our clients in a time of uncertainty.

Thanks to our remote work capabilities, we had seamless access to the systems and software needed to continue operations. We moved our team meetings online and conducted video and audio chats to stay in touch. Training sessions were also moved online to help our brokers remain up-to-date with the frequent insurance company changes in response to COVID-19. The key to success here was communication – keeping the lines open between our staff, brokers, and our customers.

In keeping with a long-standing tradition at Staebler, we launched an information portal to provide our clients with updates from insurance companies and health resources. We added government resources, FAQs, and blog articles to help our clients quickly find the answers they were looking for.

Our team remained strong and stayed connected with each other and our clients. It was a big challenge for everyone and we have been proud of the way our team adapted to do their best in an ever-changing environment.

It was a unique experience – and so much has changed since then – but the one constant remains: we're here to help you.

“We didn't miss a day.
It was paramount for us to remain virtually open and available as our clients were relying on us to help them navigate concerns around how the pandemic could affect their insurance.”

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THE THREE BIGGEST MISTAKES Driver Trainers Make

By Scott Fae, President, AvatarFleet

Think back to your elementary school classroom. Was it a peaceful, controlled, and relaxed environment? Much to the chagrin of your teacher, probably not. Teaching children is an important job that comes with a huge set of challenges. Luckily for you, your professional driver trainers don't face the same difficulties as elementary school teachers. That's not to say that teaching adults is easy. In fact, teaching adults comes with a whole new set of hurdles. If your trainers are aware of the do's and don'ts, they can avoid common mistakes and more effectively train your adult learners to be safe, professional drivers.

Adult Learning 101

Adults don't learn the exact same way children do. If you approach new driver training the way an elementary school teacher approaches teaching fifth grade math, you'll frustrate everyone involved. These differences are why the psychological field of adult learning theory exists.

Adult learning theory is complex and has been studied by psychologists for decades. Your trainers don't have to be experts on the psychology of learning, but some background knowledge can have an immense impact on your trainers' success. Here are some basic adult-learning principles that every driver trainer should understand.

Adults Want To Know Why

We call this W.I.I.F.M. ('What's In It For Me?'). Unlike very young children in a classroom setting, adults want to know why they should bother learning something. When adults know how they can benefit from learning something new, they're much more likely to invest time and energy into it.

Adults Learn by Making Mistakes

Training is all about teaching people skills – and we learn skills by practicing them. Part of practice is making mistakes. Your drivers need hands-on practice and they need to make mistakes while they're on the closed course. This will better prepare them for safe driving where it really counts.

Adults Want to Know The Relevance

Unlike children, adults have a whole lifetime of experiences to draw from and connect new information to. Adults learn best when new skills are connected to things they already know.

The Three Biggest Mistakes Trainers Make

Like we said, your trainers don't have to be experts in adult learning to develop a fleet of safe, defensive, and competent drivers. However, left to their own devices nearly every trainer – new or experienced – will make these three costly mistakes.

1. Handing New Drivers The Answers

Adults don't learn when you just spoon-feed them answers. Sure, it will make your trainees happy if they don't have to work to learn new material, but adults learn best when they're engaged. It's called discovery theory and it's founded upon the idea that if we find things out on our own and look into problems, we learn it more deeply and remember it longer. Your trainers should ask open-ended questions to get new drivers to think, make mistakes, and work for the answers.


2. Being a Poor Role Model

Instructors are role models. Trainees watch what their trainers do, what they say, and how they say it. They pick-up on subtitles and attitudes towards your company, policies, and procedures. They often adopt these attitudes as their own. That's why your trainers must exude positivity and excitement about the training process.

3. Failing to Preach the Relevance

Adult learners want to know the value in something before they exert the effort to learn it. That's why the biggest mistake a trainer can make is not making the benefits clear from the beginning. Before your new drivers learn any skill, your trainers should explain the importance of the skill, why it matters, and how it will make the trainees' lives easier.

Training is a Skill

Training is all about teaching skills; however, training in and of itself is a skill. Nobody is born a great trainer – people need proper instruction and practice. If you want the best results for your driver training program, we recommend a train-the-trainer model like LLLC Instructor Certification (www.avatarfleet.com/lllc). The most effective train-the-trainer programs will teach your trainers relevant adult learning theories and best-practices while simultaneously offering practice coaching adult learners in defensive driving. Having highly-skilled trainers is a key component to building your fleet of all-star drivers. 

Volvo Trucks Continues to Offer Industry-Leading Uptime Support During COVID-19

Volvo Trucks North America continues to provide customers with exceptional uptime support amid the current COVID-19 situation. As always, Volvo Action Service (VAS) is enabling customers to connect with highly trained uptime experts for 24/7 assistance to quickly manage service, connectivity solutions, schedule repairs and tackle any other issues they experience amid the pandemic to ensure maximized uptime.

"With COVID-19, it's more important than ever for trucks to remain on the road, delivering much-needed goods and supplies," said Conal Deedy, Director of Customer Productivity Solutions, Volvo Trucks North America. "During this time, we are committed to offering the same all-day and all-night uptime support for our customers despite modified working conditions. Our Volvo Action Service team is made up of real people, all employees of Volvo Trucks, who offer fast solutions for customers so they can focus on delivering food, medicine and other essential materials needed right now, safely and efficiently."

VAS employees at Volvo Trucks' Uptime Center in Greensboro, NC, actively prepared for possible work-from-home scenarios well in advance of the COVID-19 crisis, enabling an extremely smooth and fast transition of its skilled employees working remotely without any disruptions to customers and dealers. And since the transition happened so seamlessly, the teams were able to adjust to the new working scenario quickly, keeping the implementation of continuous improvement projects and initiatives going, even under these rapidly evolving circumstances.

Through these initiatives and process changes, Volvo Action Service will continue to decrease on-hold times and increase the overall service level for customers.

Additionally, remote services are especially important now amidst the COVID-19 social distancing mandates. Volvo Trucks' over-the-air services and Remote Programming capabilities increase uptime as updates can be done in a matter of minutes without having to visit a dealership. Remote Diagnostics, which is standard in every Volvo truck, also helps avoid unexpected downtime by monitoring Volvo engines, I-Shift transmissions and after-treatment systems.

"Over the past few weeks, we have been able to deliver the same best-in-class customer service to our customers and dealers via the Volvo Action Service team, quickly resolving issues and offering support, all while abiding by the restrictions set forth due to the COVID-19 situation. The dedication of the Uptime team to supporting customers during this difficult time is inspiring," said Deedy.

Volvo Action Service is included at no extra charge for two years with the purchase of every Volvo truck.

Volvo Trucks provides complete transport solutions for professional and demanding customers, offering a full range of medium to heavy duty trucks. Customer support is secured via a global network of dealers with 2,100 service points in more than 130 countries. Volvo trucks are assembled in 14 countries across the globe. In 2019, approximately 131,000 Volvo trucks were delivered worldwide. Volvo Trucks is part of Volvo Group, one of the world's leading manufacturers of trucks, buses, construction equipment and marine and industrial engines. The Group also provides complete solutions for financing and service. Volvo Trucks's work is based on the core values of quality, safety and environmental care. For further information, please contact Jennifer Edwards, Volvo Trucks, phone 336-392-9396 or email jennifer.edwards@volvo.com.

Stay Home, Flatten the Curve, Save Lives

On Wednesday, April 8, at 11:00 a.m., the Women's Trucking Federation of Canada unveiled its *Stay Home, Flatten the Curve, Save Lives* mobile campaign.

The campaign consisted of a #flattenthecurve fully-wrapped 53 ft trailer donated by Sharp Transportation, which departed at 11:00 a.m. from Toronto Digital Imaging, located at 2201 Drew Road, Mississauga, and headed to Cambridge on the 401.

The wrap was sponsored by WTFC and Armour Insurance, designed by Big Rig Wraps Transport Truck Advertising and Paula Kennedy of Purple Door Creative and installed by the Toronto Digital Imaging team.

The purpose of this initiative, made possible by the collective support and joint efforts of the above-named transportation industry professionals, is to support the Provincial and Federal efforts to raise awareness to the impact of staying home to flatten the curve and save lives.

Following the unveiling, the trailer will continue to roll across Canada and Cross-Border to further propagate this message and awareness.

If you would like more info about Women's Trucking Federation of Canada and the *Stay Home, Flatten the Curve, Save Lives* mobile campaign, please contact:

Shelley Uvanile-Hesch, CEO

519-591-6722 | shelleyu@wtfc.ca | www.wtfc.ca

CVSA Announces New Online Repository for Transportation Industry

In response to the COVID-19 pandemic, some commercial motor vehicle regulations in Canada, Mexico and the U.S. were temporarily relaxed to reduce restrictions that may limit motor carriers from promptly providing much-needed products and services to assist with emergency relief efforts. Subsequently, many states, provinces and territories issued a variety of

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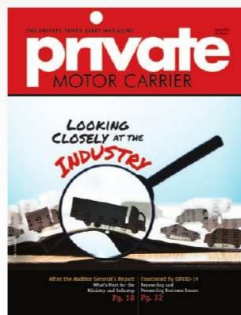
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