WELCOME TO OUR NEWSLETTER

This newsletter is intended to keep Eazy Express Inc. drivers in touch with Eazy Express and Canada Post around the country.

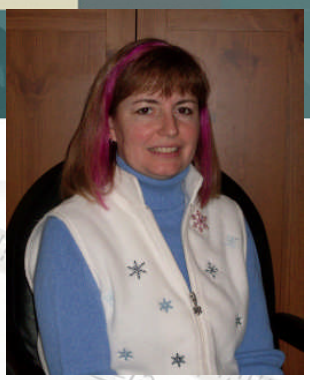
We encourage input from our drivers, special interest stories and possible solutions to problems encountered in the field. Please fax any submissions to Head office at 1-877-260-8051 to the attention of "Newsletter" by the 25th of each month.

DECEMBER 2009

Volume: #1, Issue #1

Jo-Anne, Operations Manager

Lori, Finance Manager & Administration



Shannon, Administration & Vehicle Maintenance

This is your office staff

WE ARE PROUD TO BE ONE OF CANADA POST'S LARGEST CONTRACTORS

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EAZY EXPRESS INC. NEWSLETTER

December, 2009 *Volume: #1, Issue #1*

ABOUT EAZY EXPRESS INC

We are an expanding contractor with Canada Post Corporation. Our expansion is a direct result of the people we have in our communities doing their jobs above and beyond the call of duty. Canada Post shows its appreciation of your good work by continually awarding additional contracts to Eazy Express Inc. across the country. Eazy Express Inc. takes pride in its workers for their honesty and integrity and it is on these qualities that our reputation is based.

CHRISTMAS RUSH

Well the Christmas Rush is upon us, and for most it means 2-3 weeks of long days as increased parcels keep us all busier than normal. Keep a positive outlook on the situation. It is only for a few weeks, and once December 24 comes around, it is all over. Remember, it is an amazing service we are doing, delivering Christmas presents to the public. Remember also, the increased parcel volumes also mean increased revenues for you whether it is due to increased piece counts or increased hours of work. December historically is a very lucrative month for Eazy Express Inc. drivers. Keeping this all in perspective will go far in getting you through the rush ahead.

WINTER DRIVING TIPS

- When accelerating, do it slowly to avoid spinning your wheels and transmission problems.
- In traffic keep more distance between you and the vehicle in front of you. This gives you more time to stop.
- Begin the stopping process sooner than you normally would to give more time to stop without locking your wheels.
- Always drive according to weather conditions.
- Keep an eye on all of the traffic around you, expect the unexpected and you will be safe.

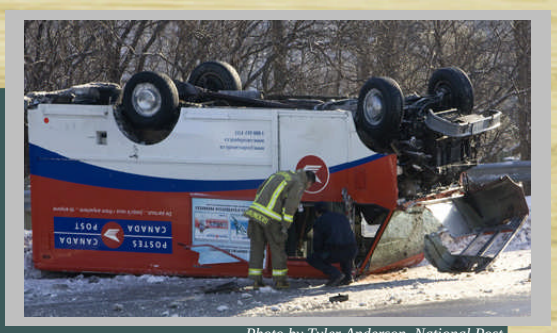

Photo by Tyler Anderson, National Post

YOUR VEHICLE
YOUR LIVELIHOOD

Volume: #1, Issue #1

- ***CONGRATS TO NATHAN SEALE FROM BURLINGTON, ON HIS MOVE TO NIAGARA FALLS AS SUPERVISOR***

- ***EAZY EXPRESS INC. WELCOMES ST ALBERT, AB & DUNCAN, B.C. TO THE EAZY FAMILY***

VEHICLE MAINTENANCE

The winter season is upon us once again and now more than ever, vehicle maintenance is of the utmost importance. Eazy drivers who use company vehicles are reminded that circle checks are to be completed each and every day, and that any problems are to be reported to their supervisors or Shannon at Head Office immediately.

Coming Soon… In the New Year, there will be a new **Vehicle Inspection Report** for company drivers to be completed daily. Drivers are to complete a circle check of the vehicle and record any defects on the report. Also, the report will record the start and end kilometer reading of your vehicle every day. Supervisors will be responsible to collect reports from drivers and fax to Head Office every Monday. Driver safety is taken seriously and this report will benefit all who are involved.

This is Mike Singeisen. He drives for us in Leamington, Ontario. He has been with us for over 6 years!

Sample: **V**ehicle **I**nspection **R**eport

EAZY EXPRESS — VEHICLE INSPECTION REPORT

Name | Plate/CP# | Location/Week of:

Pre-Trip Inspection – Check Defective Items Only And Give Details In "Remarks"

Monday	Tuesday	Wednesday	Thursday	Friday
Start Km.	Start Km.	Start Km.	Start Km.	Start Km.
☐ Ext. Lights ☐ Windshield ☐ Mirrors ☐ Body ☐ Horn ☐ Seatbelt ☐ Jack/Spare ☐ Gauges	Tires ■ ■ ■ ■ x = Flat √ = Worn	☐ Ext. Lights ☐ Windshield ☐ Mirrors ☐ Body ☐ Horn ☐ Seatbelt ☐ Jack/Spare ☐ Gauges	Tires ■ ■ ■ ■ x = Flat √ = Worn	☐ Ext. Lights ☐ Windshield ☐ Mirrors ☐ Body ☐ Horn ☐ Seatbelt ☐ Jack/Spare ☐ Gauges	Tires ■ ■ ■ ■ x = Flat √ = Worn	☐ Ext. Lights ☐ Windshield ☐ Mirrors ☐ Body ☐ Horn ☐ Seatbelt ☐ Jack/Spare ☐ Gauges	Tires ■ ■ ■ ■ x = Flat √ = Worn	☐ Ext. Lights ☐ Windshield ☐ Mirrors ☐ Body ☐ Horn ☐ Seatbelt ☐ Jack/Spare ☐ Gauges	Tires ■ ■ ■ ■ x = Flat √ = Worn
Remarks:	Remarks:	Remarks:	Remarks:	Remarks:

Post-Trip Inspection – Check Defective Items Only And Give Details In "Remarks"

Monday	Tuesday	Wednesday	Thursday	Friday
End Km.	End Km.	End Km.	End Km.	End Km.
☐ Ext. Lights ☐ Windshield ☐ Mirrors ☐ Body ☐ Horn ☐ Seatbelt ☐ Jack/Spare ☐ Gauges	Tires ■ ■ ■ ■ x = Flat √ = Worn	☐ Ext. Lights ☐ Windshield ☐ Mirrors ☐ Body ☐ Horn ☐ Seatbelt ☐ Jack/Spare ☐ Gauges	Tires ■ ■ ■ ■ x = Flat √ = Worn	☐ Ext. Lights ☐ Windshield ☐ Mirrors ☐ Body ☐ Horn ☐ Seatbelt ☐ Jack/Spare ☐ Gauges	Tires ■ ■ ■ ■ x = Flat √ = Worn	☐ Ext. Lights ☐ Windshield ☐ Mirrors ☐ Body ☐ Horn ☐ Seatbelt ☐ Jack/Spare ☐ Gauges	Tires ■ ■ ■ ■ x = Flat √ = Worn	☐ Ext. Lights ☐ Windshield ☐ Mirrors ☐ Body ☐ Horn ☐ Seatbelt ☐ Jack/Spare ☐ Gauges	Tires ■ ■ ■ ■ x = Flat √ = Worn
Remarks:	Remarks:	Remarks:	Remarks:	Remarks:

Any defect needing immediate attention call 1-800-998-0831 Ext#3
Supervisor fax to 1-877-260-8051 at end of each week

Gas Card # | Comments:

PROVINCIAL LAW PROHIBITS SMOKING INSIDE COMMERCIAL VEHICLES

SMOKING POLICY

Eazy Express Inc. is committed to providing a safe, healthy and pleasant work environment for its drivers. Due to legislation prohibiting smoking in commercial vehicles, which are considered the workplace, smoking is only permitted in designated locations.

SCANNER (PDT) ISSUES

SCANNER TIPS & TRICKS

- **TO REBOOT THE SCANNER, HOLD RED POWER BUTTON DOWN UNTIL A WHITE SCREEN SAYS WARM BOOT.**
- **IF YOUR PDT REFUSES TO UPLOAD SEE YOUR SUPERVISOR IMMEDIATELY. IT MAY BE CORRECTED WITH A SIMPLE REBOOT. IF A REBOOT DOES NOT FIX THE ISSUE, SEE A CANADA POST SUPERVISOR OR CLERK IN CHARGE AND LET THEM KNOW ABOUT THE PROBLEM SO A TICKET CAN BE OPENED.**

This is George Bois. George has been with us in Sault Ste. Marie for over 9 years.

AVOIDING SCANNING ERRORS…

- Be sure to mark off your bar codes when you have scanned OFD
- On delivery, be sure to look for the marked bar code and scan it accordingly
- If the bar code is not marked, be sure to do an OFD scan first and then scan it accordingly
- When dropping carded parcels off at the RPO be sure to match the total items listed to what you are actually bringing in BEFORE THE RPO SIGNS
- Remember, if you scanned it at the post office, you must scan it when you attempt delivery
- Accurate scanning is every drivers' responsability. Take pride in your work, it is as important to scan properly as it is to deliver to the correct address

ERROR REPORTS

Error reports continue to outline where we are making the most scanning exceptions. We will continue to point out to our drivers when they are responsible for scanning errors. Eazy Express Inc. is committed to reducing scanning exceptions in our partnership with Canada Post. Scanning errors lead to lost revenue to Canada Post when customers demand their postage back when delivery standards have not been met. A missed delivery scan leads to a delivery failure even though the parcel has been delivered. The missed scan shows the customer we took it OFD but it does not show it was delivered; therefore the customer can get his money back. We must be diligent in avoiding these types of failures to help eliminate revenue loss for Canada Post.

ON THE HORIZON

New scanner (PDT) software is in the works to make it easier for us to find out the day it happens, when we have missed a delivery scan. This will help to reduce OFD ONLY errors for everyone. This is slated to start in the New Year around the same time the Letter Carriers are to be given scanners for everyday use…can you see the irony? Fingers crossed that it works!

WE ARE ONLY HUMAN AND MISTAKES BE FORGIVEN…

Volume: #1, Issue #1

- ***WE ARE ALL PROFESSIONAL COURIERS DOING AN OUTSTANDING JOB***
- ***YOU SHOULD BE PROUD OF THE IMPORTANT WORK YOU DO***
- ***DOING YOUR JOB RIGHT IS ALL THAT WE ASK OF OUR DRIVERS***
- ***CUTTING CORNERS WILL MAKE YOU PARANOID***
- ***CUTTING CORNERS DOES NOT SAVE YOU ANY TIME***
- ***CUTTING CORNERS WILL GET YOU SUSPENDED OR WORSE***
- ***DOING YOUR JOB RIGHT AND TAKING PRIDE IN YOUR WORK IS THE QUICKEST WAY TO GETTING IT DONE***

WHAT HAPPENS WHEN…

In an effort to cut costs and improve customer service levels, Canada Post Corporation is becoming less tolerant of mistakes made by Letter Carriers and CUS Drivers alike.

This article is an information bulletin allowing Eazy Express Inc. drivers to see what happens if you do not follow policy while on-route.

- In one of our cities in October, 2009 a driver was caught carding parcels without making an attempt at the door. This was proven by the fact that although the parcel was addressed to a secure apartment building, the driver used the excuse that the name was not on the register so he couldn't call the receiver. The flaw in that statement was that on the label right under the receivers name was the BUZZ CODE. As a result of this, the driver was given a one day suspension.
- In another city, in November, a relay bag FULL of mail was found in a relay box. It had been determined that it was there for 2 weeks. When looking back at the relay check sheets, the Driver had indicated that he had actually cleared that box those two weeks on relay check day. In reality, he did not, even though he was paid to do so. The Post Office and Eazy Express Inc. take this type of infraction very seriously, as it is a delay of mail, and this is the reason for the relay box checks. As a result, this particular driver was dismissed for this infraction.
- In September we had a couple of separate incidents where a Priority Courier was not delivered before Noon. In each case, the drivers called to inform their supervisor of the infraction, whereby the supervisor informed the Superintendent. In each case, the driver received an informal interview to determine what went wrong and what could be done to avoid this from happening again. Eazy Express Inc. takes this type of infraction very seriously and has laid out the protocol for such failures. We also understand that there are circumstances that may contribute to the failure and each case will be investigated individually.
- Recently, a customer called to complain that she had received her parcel and noticed that it needed a signature but that she was not asked to sign for it. On investigation it was determined that the driver indeed signed the customers name to the parcel. Eazy Express Inc. has a ZERO tolerance policy on forgery and that driver was dismissed immediately. Remember to get the signature on delivery, and if it has been missed, go back and get it. If you forge a signature, you could face criminal charges as well as dismissal.

FIND YOURSELF IN A JAM? INFORM US IMMEDIATELY!

IF YOU FIND YOURSELF IN A JAM

If you find yourself in a jam notify your supervisor immediately, don't wait for it to be discovered. Let head office know as well, so that we may approach Canada Post to inform them of the issue and let them know what steps we are taking to eliminate any further occurrences.

GETTING TO KNOW EAZY EXPRESS

DID YOU KNOW EAZY EXPRESS STARTED IN SAULT STE. MARIE, ONTARIO OVER 20 YEARS AGO? BACK THEN WE HAD ONLY ONE POST OFFICE AND WE HAD A HANDFUL OF RURAL ROUTES. TODAY WE HAVE OVER 30 OFFICES ACROSS CANADA AND SEVERAL HIGHWAY SERVICE CONTRACTS.

TRIVIA

1. WHAT DO YOU DO IF YOU FIND A RELAY BAG IN A RELAY BOX ON YOUR RELAY TOUR?

2. IF NO ONE IS HOME AND YOUR PARCEL SAYS "DO NOT SAFEDROP", WHAT DO YOU DO?

3. YOUR SCANNER WILL NOT UPLOAD. WHAT DO YOU DO?

4.WHAT DO YOU DO IF THE NUMBER OF CARDED PARCELS ON YOUR SCANNER DOES NOT MATCH WHAT YOU ARE BRINGING IN TO THE RPO?

5. YOUR SLB LIST HAS NOT LOADED INTO YOUR SCANNER, WHAT DO YOU DO?

Fax your answers to Head Office and your name will be entered into a draw for a chance to win a Molten Leather Jacket.

OUR NEWEST CITIES:

A warm happy welcome to St. Albert, Alberta and Duncan British Columbia. These are the newest cities to join the Eazy Express Family in 2009.

St. Albert, Alberta is a quiet bedroom community just north west of Edmonton, approximately 15 minutes from the West Edmonton Mall. We have 4 full-time and 1 part-time drivers there. In the issues ahead, we will get to meet these drivers as well as others in the Company.

Duncan, British Columbia is a quaint community roughly 45 minutes north of Victoria on Beautiful Vancouver Island. In this community we have 2 full-time and one part-time driver. This city is an hour south of Nanaimo and is in the middle of some amazingly scenic countryside.

Look for more trivia contests in future editions as well as stories and advice from our drivers from across the country. You will also meet more of our staff and fellow drivers in the coming months.

From the Staff at Head Office to all of our drivers across the country...

Happy Holidays
and all the best in the New Year!

This is Glennda Frandsen. Glennda manages our Guelph operation and has been with us for more than 8 years.

This is Ric Walker. Ric manages our St Catharines operation and has been with us for more than 5 years.

IT IS VERY IMPORTANT THAT OUR RECORDS ARE UP TO DATE AND ACCURATE. PLEASE INFORM HEAD OFFICE OF ANY CHANGE IN YOUR PERTINENT INFORMATION. IF NOT SURE HOW, PLEASE SEE YOUR SUPERVISOR, OR CALL HEAD OFFICE @ 1-800-898-0831