



Ghost Stories

Fall/Winter 2009

Updates from Clay

The changes in the economy have certainly affected Ghost as we are part of a response industry to market activity.

The where, when, why, how and who are not only related to news items but to the movement of goods as well. Our continued exploration to creating efficiencies from the investigation of these five basic questions have provided for our ability to offer our customer's sustainable benefits in these changing times.



Providing for today and planning for the future ensures the continuance of the win- win relationships that we strive to develop with our true "partner" relations. The importance of that relationship has never been more vital; the knowledge of who we do business with today can make or break organizations in today's fragile environment. The economic situation has not been kind to many; regretfully there are those unscrupulous persons and organizations who choose to capitalize on these situations.

Load theft, holding loads hostage, illegal double brokering, false representation and fraudulent documenting are just some of the events occurring in transportation right now. The financial impact is staggering and law enforcement agencies are struggling in their efforts. More on this in the future, until then.....

KNOW WHO YOU ARE DOING BUSINESS WITH!

The loss of over 5000 transportation providers in North America since January 2008 will truly challenge supply chains as the market recovers. An ageing industry labor force will further contribute to the challenge, but as well provide for employment opportunity.

Our city, our province, our country and the continent are in a great position to succeed. We the people at the individual level have the opportunity as did those before us, how we choose to move forward will determine our mutual success. Our values here in Saskatchewan I think are important: hard work, loyalty and honesty. Our customers think these are important things too and they support our company because of our values, work ethic and our customer service. We only exist because of the support of the marketplace. Thank you.

I would be remiss if I did not credit our staff's ability to rise to any occasion.

They truly emulate the values previously mentioned and definitely function within the definition of our slogan "YOUR PARTNER WITH SPIRIT".

At Ghost, they know that we are entrusted with the goods of others; they know these goods represent the livelihood of people.

We are in the service industry, but our business is really about trust.

Clay Dowling
President
Ghost Transportation Services



Abex Awards October 24, 2009

We are pleased to announce that our President, Clay Dowling was awarded Business Leader of the Year at the 26th Annual Saskatchewan Chamber of Commerce Abex Awards on October 24, 2009.

This honour is awarded to an individual who exemplifies the qualities of the business visionary. This person has shown outstanding success in business or industry through the development of a new process, product or service or for meaningful contributions to the local business community.

Clay was inducted into the Saskatchewan Transportation Hall of Fame in 2008. He is also a former Saskatchewan Chamber President and North Saskatoon Business Association President.

This Abex award is the second for Ghost Transportation, the first being the 2002 Service Industry award.

It is now proudly displayed in our office along with our Sabex Customer Service award for 2002.

Come visit us to see them. Our "Spirit" is showing!

Going Green!

Ghost has launched a Fuel Economy Incentive Program to create further awareness to fuel consumption and related costs. Since its inception there has

been an improvement to overall fleet fuel economy. We recognize the individual who had the best fuel economy of the fleet for the month.

August 2009	Art	- Unit 008
September 2009	Yves	- Unit 004
October 2009	Mike W	- Unit 009

Way to go guys!

New Additions

Ghost transportation would like to extend a welcome to our family of employees.

Yves P. joined us in July of 2009. His role is as Warehouse and City pick up and delivery person.

Susan S. joined the group in August of 2009 in the position of Office Supervisor in the Administration Department.

Michael K. is our newest member in Operations, beginning in September of 2009. He is driving for us as a City, Regional and 3 Province driver.

New Arrivals

Fall has brought the addition of three new babies, extending our Ghost family even more! Our Congratulations go out to:

*Val Stevenson, proud Grandma to Averie Dawn, born August 23, 2009 at 3:30 a.m. She was 21 inches and 7 pounds, 3 ounces. Averie is both the first child of Shawn and Leslie Stevenson and the first grandchild for Val.

*Charlie Armstrong and Stephanie Williams on the birth of their boy, Logan Gordon Williams Armstrong. Logan joined sisters Avery and Karsyn on August 17, 2009 at 10:21 p.m. He weighed in at 7 pounds and 19.3 inches.

* Landry and Jennifer Veitch on the safe arrival of Harlyn Dawn Veitch. Harlyn joined us on October 12, 2009 at 11:45 p.m. She was a healthy 8 pounds, 11 ounces and 21.5 inches



Health Notes

Walk Away from Back Pain

More than 80 percent of us will experience back pain at some point in our lives; so it is vital that you know the facts. The good news is that healthcare professionals believe with regular activity and proper body mechanics you'll feel better within a few weeks. It's your choice...and your back.

Preventing back injuries

The lower portion of your back experiences more physical stress than any other part of your body; however, it's also the strongest part of your body. It's important to know what kinds of exertion create too much load on your low back, and how you can use good lifting and carrying techniques to reduce the chance of injury. Situations that may create this type of stress include:

- Sedentary jobs and lifestyles.
- Obesity (increased weight on the spine and pressure on the disks).
- Strenuous sports (such as football and gymnastics).
- Lifting or exerting incorrectly.
- Poor standing and/or sitting posture.
- Sleeping on a sagging mattress.

You can help prevent back pain by:

- Exercising regularly- it helps prevent injuries and assists in recovery.
- Stretching before participating in activity.
- Quitting smoking.
- Losing weight.
- Maintaining correct posture.
- Driving with comfortable supportive seats.
- Sleeping on your side with your knees drawn up, or on your back with a pillow under bent knees.
- Lifting by bending at the knees, not the waist.

- Varying your position when standing or working.
- Reducing emotional stress that causes muscle tension.
- Use good standing posture when standing and sitting.

For a healthy back, it's important to build strong, flexible muscles that support the spinal column and help you maintain good posture. Weak or tight muscles make back injury more likely and recovery more difficult. You can help keep your muscles healthy by exercising and stretching regularly.

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H1N1 Update

Some of the more commonly asked questions:

Q1. What are the symptoms of H1N1?

What we are generally seeing in Canada with H1N1 is similar to typical influenza, whereby illness includes a sudden onset of respiratory illness with a fever (body temperature above 38°C or 100.4°F), cough, and potentially other symptoms such as sore throat, runny nose, muscle aches, and extreme fatigue. Most people with influenza recover completely in 1-2 weeks; however, some may have serious complications (particularly those with underlying conditions) since the severity of illness can vary. A person who is concerned about their health or wellbeing should contact a health care practitioner to discuss their personal circumstances.

Q2. What can I do to protect myself?

The Public Health Agency advises Canadians to:

- Wash hands often with soap and warm water for at least 20 seconds or use hand sanitizer.
- Keep your hands away from your face.
- Cough and sneeze into your arm, not your hand. If you use a tissue, dispose of it as soon as possible and wash your hands.
- Get immunized.
- Keep common surface areas- for example, doorknobs, light switches, telephones and keyboards- clean and disinfected.
- Eat healthy foods and stay physically active to keep your immune system strong.
- Keep doing what you normally do, but if you get sick, stay home.
- Talk to a health care professional if you experience severe flu-like symptoms.

Talk to your health care provider if you are at risk for complications and you experience even mild flu symptoms. People at risk are:

Children under five years

Women who are pregnant
People with chronic conditions such as heart or kidney disease, diabetes, asthma and chronic lung disease, suppressed immune systems, neurological disorders, liver disease, blood disorders and severe obesity

Q3. Should people who are at risk for complications take special precautions such as avoiding crowds?

It's important that people continue their daily lives during the pandemic. PHAC doesn't recommend that anyone avoid going to work or community social events if they are healthy. In other crowded situations that cannot be avoided, extra precautions should be taken such as frequent hand washing, to avoid picking up the virus. Pregnant women or others who are at risk for complications might consider carrying hand sanitizer for the same purpose.

Source: Public Health, www.phac-aspc.gc.ca/alert

Check back for more Ghost Stories...