

ON NEWS

YOUR ONTARIO NORTHLAND EMPLOYEE NEWSLETTER



Ontario Northland Returns to Union Station After Almost a Decade

On November 22nd, 2021 Ontario Northland reached an important milestone in its journey towards the return of passenger rail. As part of the detailed design phase of the Updated Business Case for the Return of Northeastern Passenger Rail, a group

of Ontario Northland employees from Passenger Operations, Rail Mechanical, Infrastructure, Transportation and Corporate Services operated a passenger test train to validate transit times between North Bay and Toronto.



The test train left the North Bay Station at 5:55 a.m. for the monumental journey with the team from Ontario Northland and their guests including six Northern Mayors, two Ministers, one FONOM representative and two ONTC Commissioners. Those on board were quickly impressed with the comfort of the ride and excited about the potential of passenger rail returning to northeastern Ontario. Ontario Northland employees were also able to

get in on the excitement by following the day's events on the employee app.

Director of Rail Infrastructure, Paul-André Lajeunesse was set up and ready to track the train's progress throughout its journey. With the help of Jonathan Corley, Director of Transportation Services, data was collected prior to the event on the track schematics, speeds, and mileages throughout different areas of the route. The data was then put into a spreadsheet and estimated transit times were listed. On the day of the test train, Paul-André was able to record the actual arrival times and factor in stoppage time at each station.

When asked what he's most excited for in terms of the potential return of passenger rail, Paul-André says, "giving residents of Northern Ontario more travel options – especially access to one that offers enhanced comfort and safety." He explains that the varying weather conditions throughout the journey – including full whiteout conditions around Bracebridge and a highway closure due to weather near Latchford – showed the true value of train transportation for Northerners, who often face harsh winter driving conditions.

The test train was welcomed to Union Station by Transportation Minister Caroline Mulroney. You could feel the excitement in the air as our Ontario Northland team and guests disembarked the train and stepped onto the platform for the first time since 2012. Photos captured the celebratory moment filled with wide smiles and hopeful talks of the future.

It was clear that the test train was a success. It allowed the team to collect the data needed while also receiving an enormous amount of media coverage and support from the Ontario government and future passengers who are excited to see the train service reinstated. Overall, ensuring that passenger rail is top of mind throughout the Northeast and getting Ontario Northland one step closer to the return of passenger rail.

The updated business case will be submitted to the Ontario Ministry of Transportation for decision making in the spring.



Head's Up!

Ontario Northland will be rolling out an Enterprise Risk Management (ERM) program over the next year! ERM is the process of identifying, assessing and controlling risks within Ontario Northland. Keep your eyes peeled for exciting ERM developments in the coming months.



Ontario Northland Gives Back

Although the Covid-19 pandemic prevented employees from gathering for a festive celebration this December, that didn't stop employees from getting in the holiday spirit. Many Ontario Northland employees made time to volunteer and organize meaningful activities to help those in need over the Holidays.

One longstanding initiative that saw success again this year was Unifor Local 103's Annual Toy Drive. For over 25 years, Ontario Northland, the Unions and employees have worked together to improve the holidays for families in need. This year, Santa's Helpers stopped by the North Bay bus garage, main office, and remanufacturing and repair center to collect toys and financial donations for Low Income Peoples Involvement (LIPI). Overall, they raised \$1,647 and two full pickup trucks full of toys.

Our Finance Team also participated in a Toy Drive this year, raising over \$1,100 worth of funds and toys to donate to the Joy Project, a program that supports the Children's Aid Society of the District of Nipissing and Parry Sound. Thanks to their generosity, we were able to help bring smiles to the children under their care while also supporting 'North Bay's local toy store', Creative Learning.

In addition, Ontario Northland once again supported the North Bay Santa Fund by organizing packing and delivery teams. On December 22nd, a group of 25 Ontario Northland employees were on hand to help assemble over 600 baskets of groceries and organize over 1,500 toys for families in need across North Bay. The following day, staff used Ontario Northland's cube truck and van to make Christmas a little brighter for families by delivering Christmas hampers to their doorsteps.

In Cochrane, our employees spread holiday cheer by participating in the town's Santa Claus Parade. Our Rail Mechanical team put together two festive floats using the Hoesch Truck and an Ontario Northland vehicle.

Kudos to everyone who volunteered their time over the Holiday Season, whether through work or in your own personal endeavors!





Festive Fun





Thank You Bear-y Much!

The Polar Bear Express lived up to its name when it brought an unlikely passenger on board this November. Although not a bear of the 'polar' variety – Ontario Northland's Express Services, in conjunction with The Town of Moosonee and the Ministry of Natural Resources Cochrane, welcomed an orphaned black bear on the journey to Cochrane.

The black bear, which was hanging around homes and businesses throughout the community of Moosonee, was out a little too late in the season and was feared to freeze to death if not caught and transported out to a facility for the winter.

On Friday November 26th, 2021 local trappers Randy Cota and his partner Betty Crawford caught the bear using a

humane, homemade noose. This allowed them to cage the cub without causing it any harm.

The Town of Moosonee animal control housed the bear over the weekend, until Express Services was able to send the cub out on the PBX passenger train Monday evening. Ministry of Natural Resources Conservation Officers met the train in Cochrane and transported the malnourished bear to a facility to rehabilitate and house it over the winter.





The Way Forward

Ontario Northland president and CEO Corina Moore has made the list of Canada's top 100 most powerful women. She is one of three recipients in the Most Powerful CEO category.

"I'm so humbled and honoured to be recognized alongside such phenomenal women," said Moore. *"The most important part of this award for me is the conversation of progressing women leaders in the workplace and the importance of gender parity."*

Corina is Canada's first female CEO of a railway company, a position she's held for seven years, and is part of only 15% of CEOs who are women in the Country¹. She was awarded for successfully transforming Ontario Northland to a continuous improvement culture with modern technology, data-driven decision making and efficient processes. Under Corina's leadership, Ontario Northland is thriving, forward-looking and expanding services to improve Ontario's transportation network.

From conductors, motor coach drivers, engineers, shop supervisors and skilled trades, Corina says, "Ontario Northland's aim is to be a leader in gender parity."

"My commitment right now is how to increase diversity at Ontario Northland," she continues. While Ontario Northland's senior leadership is 50% represented by women, there is work to be done to move the needle in other areas of the company. The transportation industry is largely a male-dominated industry, *"while I recognize the struggles that exist for women in male-dominated industries, it's so important to me for young women to see themselves when they walk into our organization."*

"Our workforce needs to represent the world we live in," says Corina. *"Evolving the workforce to support different viewpoints and ensure all people, regardless of race,*

gender, age or sexual orientation have a voice and feel included and valued is the only way forward for Ontario Northland." For Corina, a diverse workforce means increased performance, more creativity and innovation and leads to employees feeling engaged and empowered.

Corina vows to young women and leaders that *"there is a role for you in the transportation industry, in skilled trades and senior leadership."* In the past few years, she has spoken to hundreds of audiences in the transportation industry on the importance of creating a diverse workplace with real-life examples of how a 120-year-old company is doing it.

At Ontario Northland, women have a voice at the table, they influence decisions with their point of view, experience and knowledge. The organization plans to develop a mentorship program to continue empowering women while also attracting them to the transportation industry. *"When I visit areas of our organization and see men and women, people of all ages and backgrounds working together, solving problems, encouraging and respecting each other, I am reminded of how proud I am to work alongside 750 amazing people."*

The organization is embarking on a strategic planning journey in the coming year, *"I suspect gender parity, specifically diversity to be a common theme influencing our priorities as an organization and I look forward to changing the narrative on women in the transportation industry,"* says Corina.

Corina proudly and passionately promotes Ontario Northland and the benefits of an integrated and seamless transportation network. Being able to connect rural Ontario to major centres across North America has positive impacts on economic development, tourism, road safety, the environment, and quality of life. She frequently speaks at conferences and gatherings on organizational change, authentic leadership, diversity in the workplace and transportation. She has many notable achievements including, first woman President and CEO of Ontario Northland since its inception in 1902, first woman President of a Canadian Railway (2014), Appointed as an Honorary Colonel for the Canadian Armed Forces, 21 Aerospace Control & Warning Squadron (2020), recognized by Progressive Railroading and the League of Railway Women as North America's Outstanding Woman of the Year, first woman to be appointed to the Railway Association of Canada's Board of Directors since inception in 1917, selected by Railway Age as one of ten women who are visionaries in the rail industry in North America, nominated influential woman of the year by Northern Ontario Business and was the first woman to appear on the front cover of Railway Age Magazine (2017) since its inception in 1856.

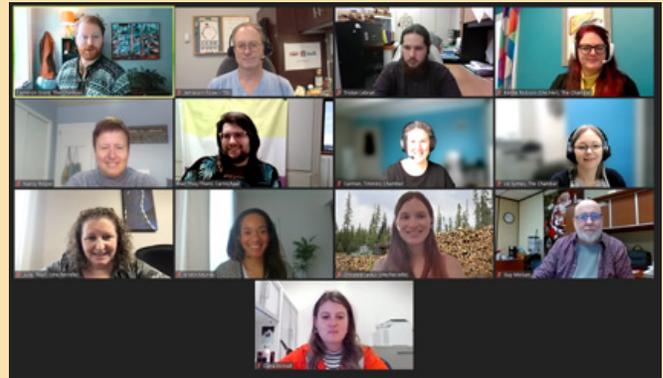
¹ Source: McKinsey Global Institute 2017 research

Employee Explains the 'Pros' of Pronouns



On December 16th, 2021, Blair Carmichael (they/them) met with the Timmins Chamber of Commerce's Diversity and Inclusion leads to talk about the importance of the use of pronouns and the impact it can have. Blair is a non-binary individual working in Ontario Northland's Asset Management Office. Stay tuned for a future Ontario Northland Lunch and Learn presented by Blair!

Tip: Adding your pronouns to your email signature helps others know which pronouns to use for you.



Food for Thought

Over the past few months, virtual Lunch and Learn sessions have been hosted for employees on a variety of topics. Coordinated by Internal Communications Specialist Rachel Domanico and presented by subject matter experts from both inside and outside the company, these one hour or less virtual presentations offer employees the opportunity to spend their lunch hour learning something new and connecting with other employees across the organization.

Since October, five different Lunch and Learn opportunities have been offered, including:

- Bullying in the Workplace
- What is EAM and What Does it Mean for Ontario Northland?
- Getting the Most out of Your Employee Family Assistance Program (EFAP)
- Dispatch 101
- Getting Started with Microsoft Teams

A fun, after-hours Holiday-themed craft night was also offered to employees as a way to celebrate the Holidays together virtually.

If you missed your chance to join the presentations in person, recordings of these webinars can be found on Ontario Northland's Microsoft Stream account under 'webinars' or on the Dispatch app under 'ON News Stories'. Keep an eye out for upcoming sessions by checking your company email and the calendar page on the Dispatch app.

Want to learn more about a certain topic? Do you have a topic you're knowledgeable about? Share your ideas for future webinars with Rachel by emailing rachel.domanico@ontarionorthland.ca.



Hockey Night Supports Indigenous Youth

On Sunday December 12th, 2021 the North Bay Battalion celebrated Indigenous Youth Day at their Ontario Hockey League (OHL) game against the Barrie Colts. Ontario Northland was happy to sponsor the event by providing tickets and bus transportation to the game for youth from Nipissing First Nation. This initiative was led by George Couchie, who has been providing cultural mindfulness training to Ontario Northland's senior team. Ontario Northland is happy to support George and all his good work.

Rebecca McGlynn (Director of Marketing) and Tracy MacPhee (Senior Director of Passenger Operations) attending the game at Memorial Gardens.





Welcome New Employees

Since November 2021, 22 employees have joined us.

Be sure to introduce yourself and personally welcome them to Ontario Northland!

Maureen Alexander
HR Business Partner
North Bay

Jasmin Beauparlant
Bus Operator
North Bay

Jennifer Buchanan
Corp. Service Centre Rep
North Bay

Mitchell Courchesne
Storeperson
North Bay

Bailey Dale
Production Worker
North Bay

Roger Deo
Technical Writer
North Bay

Cameron Dobson
Electrician
North Bay

Ian Douglas
Machinist
Cochrane

John Hart
OCM Specialist
North Bay

Genevieve Jennings
Signal Main.Apprentice
Englehart

Bradley Jones
Financial Analyst
North Bay

Simon Ledoux
Production Worker
North Bay

Jennifer McDonald
Financial Analyst
North Bay

Dawson McWhirter
Spare Warehouseman
Cochrane

Gregory Morin
Bus Operator
North Bay

Ashley Patey
Recruitment Advisor
North Bay

Michael Pelikan
Spare CSSA
Cochrane

Kerry Poff
Janitor
Englehart

Grace Regala
HR Business Partner
North Bay

Tracy Shannon
OCM Specialist
North Bay

Andrea St Amant
Storeperson
North Bay

Randy Whalen
Bus Operator
North Bay

Express Services Goes Above and Beyond for Northern Schools



Darlene Helmer (CSSA- Timmins) bringing the donated winter garments out to the Express Freight team

Ontario Northland is always looking to help make a

difference in the communities we serve, including those who depend on our services for the transportation of goods and people to and from their remote locations. Recently, our Express Services team has demonstrated their commitment to supporting community sustainability by donating express freight services to two worthwhile initiatives benefiting schools in Moosonee and Moose Factory.

Red Cross Student Nutrition Program

Over the last five years, Express Services have partnered with the Canadian Red Cross Student Nutrition Program (Timmins District) by providing complimentary shipping for food items from Cochrane to schools across Moosonee and Moose Factory. This partnership makes a big difference for the program as typical funding doesn't take into consideration the higher cost of food in the far north. For example, programs in Moosonee and Moose Factory often pay double the retail price for the same food items purchased for programs in Cochrane and Timmins. By providing an in-kind shipping donation, schools are able to purchase fresh food, such as fruits and vegetables, that are often priced too high to be considered affordable.

Recognizing the positive impact the donation has for the program, the Express Freight team decided to continue

supporting the program for the 2021-2022 school year. Each of the six participating schools observes a monthly limit of 100 pounds (up to 600 lbs per month for all schools combined) when ordering independently in addition to the occasional opportunities (2-3 times per year) when the Canadian Red Cross must facilitate collective purchases or donations on behalf of the schools.

"On behalf of the teachers, staff and over 1,000 students in the communities of Moose Factory and Moosonee served by the Student Nutrition Program, please accept my sincere thanks for re-establishing our partnership for the 2021-2022 school year" says Beth Rosell, Food and Logistics Coordinator for the Timmins District Red Cross.

Winter Ready

In November, the Bishop Belleau School in Moosonee was generously donated winter clothing for their students from Dumoulin's, an outdoor store in Timmins. The store provided high-quality winter essentials including coats, hats, gloves and mittens. Due to the school's remote location, organizers faced the challenge of getting these winter essentials to the school and into the hands of their students.

Supervisor of Express Freight, Rob Lecours and his team stepped up to this challenge and not only offered to transport the goods via train but also waived the shipping fees.

Tricia Stefanic Weltz, Director of Education, remarked *"We are overwhelmed by this kind gesture and we know that our students will benefit greatly because of these donations."*

Well done to the Express Services team for providing this essential service and continuing to be there for our Northern communities!

November a Record-Breaking Month for Rail Infrastructure

Since 2017, Ontario Northland's Rail Infrastructure team has been consistently tracking data related to slow order penalty minutes. Slow orders (train delays) are used to ensure safe rail operations may continue while repairs and upgrades are conducted on the track. Tracking slow orders is one way the team measures the progress of track maintenance activities.

Over the past few years, the team has seen a drastic reduction in train delays and the latest data indicates that the work our Rail Infrastructure team is performing is not only meaningful - but record-setting!

In November 2021, we recorded the lowest monthly average of penalty minutes at 16.18 minutes over the entire rail system. However, the team soon shattered that record as well! On January 21, 2022, it was announced that we are now sitting at 10.29 penalty minutes for the entire system. To put that number into perspective, the highest penalty minutes recorded were +320 minutes in 2018!

Hard work has certainly paid off! A huge congratulations goes out to the Rail Infrastructure Team.

Congratulations

Employee Profile: Joe Viscek, Environmental Specialist



Joe Viscek joined Ontario Northland’s Rail Infrastructure Department in April 2021, in the newly created role of Environmental Specialist. Based out of Englehart, Joe is tasked with providing environmental expertise for the entire organization.

Joe brings with him a diverse educational background including a Master’s Degree in Earth Sciences from Brock University, a diploma in Environmental Management and Assessment, and a Master of Business Administration Degree. Previously an Environmental Scientist for a large global consulting/engineering firm in the Niagara region, Joe has more than ten years’ experience in environmental assessment and management spanning multiple

sectors, including dams/hydropower, renewable energy, infrastructure, and mining.

The Environmental Specialist role offers a very challenging and dynamic work environment, with both office work and time spent in the field – something Joe enjoys. Although he has only been with the company for less than a year, Joe has been involved in many exciting projects across Ontario Northland’s service area, including soil and groundwater monitoring programs, railway washouts, mining legacy projects, building assessment and decommissioning projects, site cleanups, waste management, and more.



Joe also touts the people he works with as a great part about his job, saying “Ontario Northland truly has some of the finest people I have come to work with”.

While part of his role is to ensure compliance with federal/provincial statutes, policies and procedures, Joe is focused on keeping things moving. “I like to say that I am not here to get in the way, but to help identify efficiencies, apply best practices, drive innovation, and reduce liabilities, while improving the environment and maintaining Ontario Northland’s reputation along the way,” he explains. Keep an eye out for upcoming internal sustainability initiatives spearheaded by the newly formed Environmental Sustainability Committee which Joe oversees as Chair.

Originally from the Niagara Region, Joe has always considered Northern Ontario a second home as much of his previous work involved travel and field work throughout northern regions. Joe fits right in as an honorary Northerner, spending much of his free time enjoying the outdoors and fishing (rumour has it he knows a few good fishing spots!).

When not out in the field, Joe is located at the Englehart Office.

Best Wishes in Your Retirement

Pensioner	Last Position	Location
Stephen Dawson	Track Technician	Englehart
Donna Furlong	Customer Service Unit Clerk	Hearst
Paul Grant	Engineman	Englehart
Al Langford	Work Cell Leader - Wheel Shop	North Bay
Christine Parent	Leadhand Stockkeeper	Cochrane



Parent Officially Passes “Baton” to Daughter

After spending 33 years with Ontario Northland, Christine Parent retired on November 18th. Christine got to spend her last day working in the Cochrane Stores with her daughter Isabelle who was recently hired in Stores as well. Congratulations Christine and welcome to the team Isabelle!



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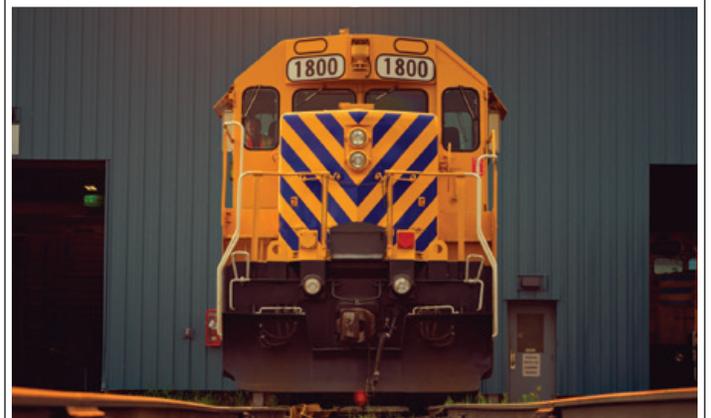
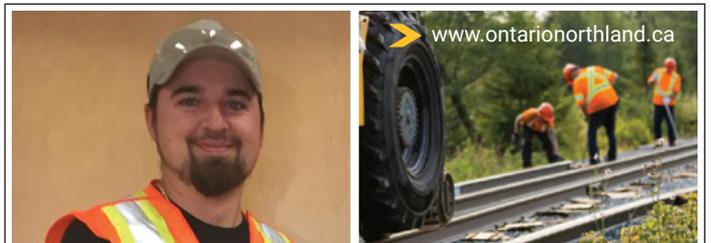
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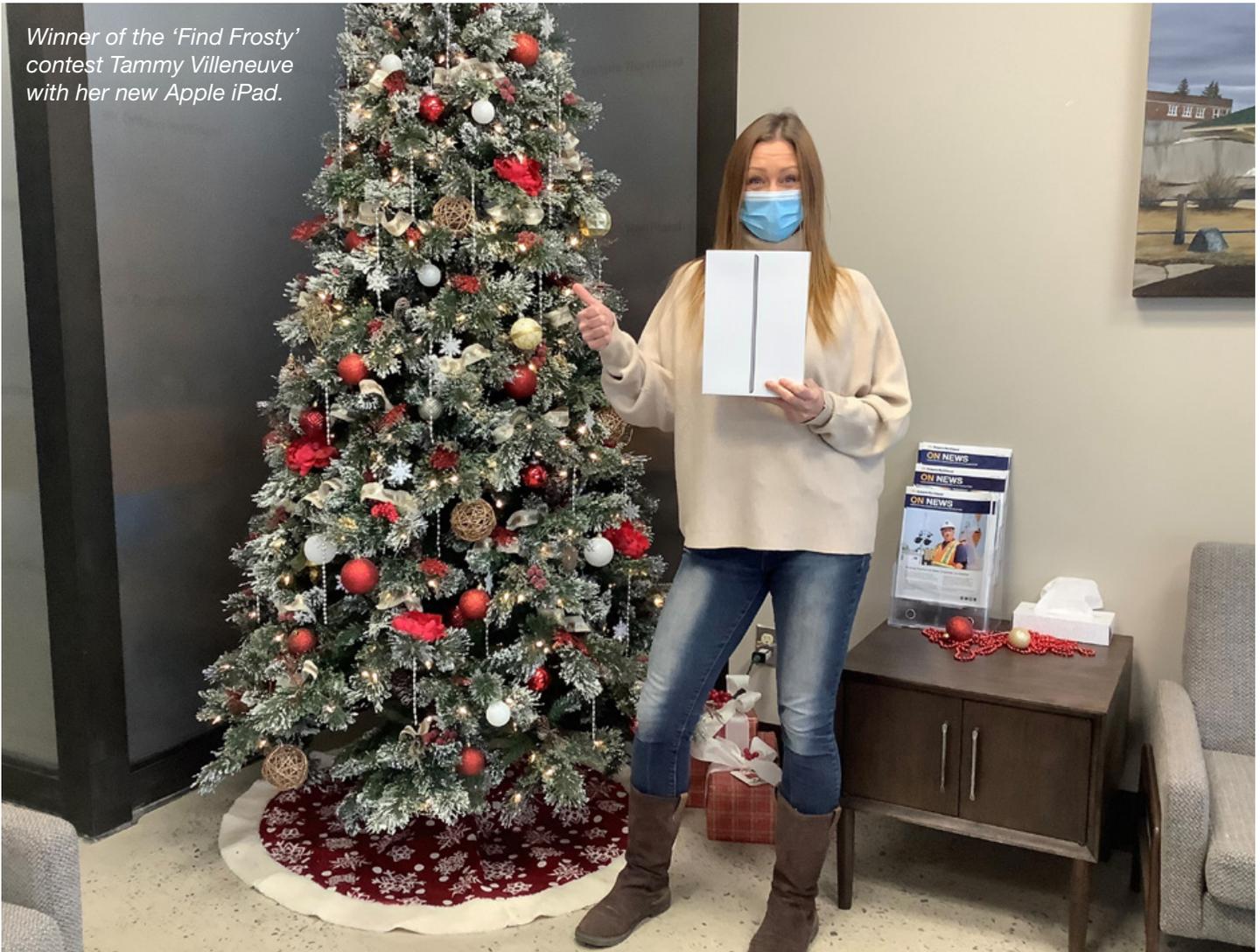


Ontario Northland

Congratulations Dave Lallier, District Manager - Rail Infrastructure, for being recognized as a Fast Tracker in the industry.

Ontario Northland has been moving freight in and out of Northeastern Ontario and Northwestern Quebec for over 120 years. Despite the weather and the challenging geography, we provide safe and reliable transportation.

Winner of the 'Find Frosty' contest Tammy Villeneuve with her new Apple iPad.



Dispatch App Keeps Employees Connected & Having Fun

With over 300 users signed up from across all areas of the organization, the Dispatch app allows Ontario Northland employees to share stories and make connections with their fellow co-workers. Since its launch in August 2021, employees have visited the app 22,700 times to view its nearly 400 posts. Employees have enjoyed the Pictures (10,500 visits) and ON Stories (5,300 visits) pages the most.

In keeping with the fun, playful nature of the app, many giveaways and fun contests have been held over the course of the app's existence. For example, every employee on the app was given a free Connecting the North t-shirt to thank them for signing up for the communication tool (tip: for those of you who haven't received yours, visit the 'Just for Fun' page to submit your request).



A historical trivia contest was also held recently to test employees ONTC knowledge to be entered into a weekly

draw to win an Ontario Northland 120th anniversary edition calendar.

Over the month of December, the Dispatch team held a 'Find Frosty' contest where users were encouraged to search the app for Frosty the Ontario Northland Snowman as he moved to different hiding spots each week. Each Frosty found gave users a ballot for a chance to win an Apple iPad. Through the app, two iPads have been rewarded to employees with one final iPad remaining to be drawn.

If you haven't signed up yet, be sure to download the app from your phone's Apple App or Google Play Store by searching 'ON Dispatch' or visiting dispatch.ontarionorthland.ca on your computer. Don't forget to sign in with your Ontario Northland Microsoft account (i.e., your @ontarionorthland.ca email and password) to get access to exclusive employee content.

Note: If you're having difficulties logging in, contact the Dispatch team at on.dispatch@ontarionorthland.ca

Enterprise Asset Management: What's in It for Me?



By now, you've probably heard about Enterprise Asset Management, or EAM, around the workplace. Everyone's been talking about EAM – what it is, who's involved – but you may be wondering, why are we doing this? Why is it so important? And essentially, what's in it for me as an employee?

The simple answer? EAM will help not only the company improve but also enhance the way we do our daily work, making it more productive and fulfilling. Assets are at the heart of everything we do but it's becoming harder and harder to understand what's really happening with them. This leads to inaccurate information, daily frustrations, and delays on project timelines when assets don't function properly.

Information and data – the building blocks of EAM – aren't typically the most exciting things to talk about but, when you think about what these two things can help you achieve, they take on a bigger meaning. Tracking information on our assets and having it available in one place (instead of having to hunt it down from several different sources) will be a game changer for the way we operate.

Think about:

- A time when you've been working on a project and had to stop what you're doing because the tool or part you need is unavailable. Thanks to EAM, inventory and purchasing processes will be streamlined and monitored to ensure that **parts are available when you need them**.
- What happens if the vehicle you use at work every day suddenly breaks down? Likely, you'll be stuck waiting for it to be fixed. EAM will **prevent unplanned crises from happening** by tracking the maintenance done on all vehicles and using odometer readings to prompt when they're due for service.

- How extensive our track system is – how can we determine which areas need the most maintenance? Through the use of Geographical Information System (GIS) technology, EAM will help managers pinpoint the **exact location** to send Rail Infrastructure crews.
- Being able to **see all the comments and work order history** for a particular job as you complete the work, as well as add your own comment threads, attach photos, and let your supervisor know what phase of the work you're in. For example, maybe you have to put it "on hold" in order to attend to a leaking coolant hose on a bus that just pulled into the garage.

EAM isn't just for Rail and Passenger Services, it also helps employees in our Corporate Service Departments. For instance, EAM assists with:

- **Corporate Facilities:** service ticket management, work history, and preventative maintenance
- **Finance:** being able to understand the "whole-life" cost of an asset, allowing us to make more confident and informed decisions on investment plans
- **ITS:** tracking hardware and software, maintenance of operational IT components that are part of other motorcoach, equipment, or rail assets
- **Procurement:** efficiencies in parts and service requisitioning, differentiating between customer and ONTC inventory and understanding true costs

Enterprise Asset Management is about sharing useful information across teams and throughout all levels of the organization. Whether you plan, design, procure, operate, maintain, report on, or refurbish an asset we all have a role to play in EAM.

These benefits may not come to reality overnight, and it may take some hard work to ensure they do, but with a little patience we will all start to see little changes and eventually the big accomplishments. Even though we are only at the beginning of the journey, we've already seen positive results and have built a strong foundation for what's to come in 2022 thanks to the creation of our Asset Management Policy. Knowing that EAM is a continuous journey, just thinking about the changes we'll see in the next year or two (or five!) shows that we're on the path to a modern, efficient and team-oriented future.

Congratulations to Ronald Hodgins, who won the draw in the recent EAM Word Search contest! Make sure to check out your work location's common areas for monthly copies of the "EAM Minute" – it not only has key highlights from the program each month, but regular prize opportunities!

Working Together Sets Records While Improving our Railway



Operator Jordan Campbell (Gang #93) working on the Kapuskasing Subdivision

When Michael Hayes, Manager Train Service—Cochrane, began working for Ontario Northland this past Spring, he quickly realized that slow orders throughout Kapuskasing Subdivision were having a domino effect - causing delays on trains' entire journey south.

Michael was quick to work with Dave Lallier, District Manager of the Kapuskasing subdivision to come up with a solution to reduce the number of slow orders. Dave made the commitment that the track would be up to the necessary standard by the Fall. He pulled his team together, and they came up with a plan that would see slow orders reduced on the subdivision while still performing regular track maintenance and a busy summer work season. Dave and his team delivered on that promise.

Through Dave's leadership, the crew went above and beyond in solving the slow order problem. From replacing the ties, to new ditching, to general maintenance, there were countless fixes to be made that called for the skills of various teams and the seamless communication between them all was critical. *"It was a really busy time, some days over 50 calls and 100 texts and emails"* says Dave. It's multiple people on different teams sharing a common goal and coming together to make it happen.

It's a work ethic that particularly struck Michael. *"The biggest thing I've noticed since working at Ontario Northland,"* says Michael, *"is the way everyone works as a team – literally everyone picks up a shovel. It's the reason the work gets done and why so many people have lifelong careers here."*

And Michael is beyond impressed with Dave's leadership. *"His team did an amazing job. It took a lot of extra work to get it to where it needed to be. And he's not finished. He's planning to go above and beyond what the initial goal was."*

When we truly do what's best for our customers and colleagues, we don't look for the easiest path forward, but the best one. When we hold each other accountable, we go above and beyond not because we personally benefit, but because it's the right thing to do.

Ontario Northland is dedicated to continuously improving our service delivery— and that includes reducing the number of slow orders. When we have the best people doing the job – we can meet that high standard. Every time we upgrade our track we are increasing the safety of our railway, ensuring a safe environment for all employees while improving our service delivery and increasing customer satisfaction.

This momentum continued on to the remainder of Ontario Northland's rail network as the Rail Infrastructure team crushed records in January 2022 – recording the lowest monthly average of penalty minutes at 10.29 minutes for the entire system!



Photo courtesy @C_Mulroney Twitter

Minister Visits Thunder Bay

The Minister of Transportation, Caroline Mulroney, along with ONTC Commissioner Roberta Sawchyn, toured our new bus terminal in Thunder Bay on November 30th, 2021. The Minister was impressed with our facility as well as one of our new motor coaches that we had on display. Since

our service expansion to Winnipeg, we have created good partnerships with local businesses and private carriers. Our bus and parcel service has been well received and we will continue to look for opportunities to build our network in the region.

Recent Photos from a Marketing Trip to Thunder Bay, ON





Putting Customers First, Always

Ontario Northland puts customers at the forefront of everything we do. Our customer service philosophy is based upon true northern hospitality to ensure our customers are heard when they reach out, and that they feel welcome when travelling or using our services.

Passenger Services recently announced the release of Ontario Northland's Customer Charter. The Charter outlines the commitments we're making to our customers to provide the best possible service and experience.

As part of the Customer Charter, employees will promise customers:

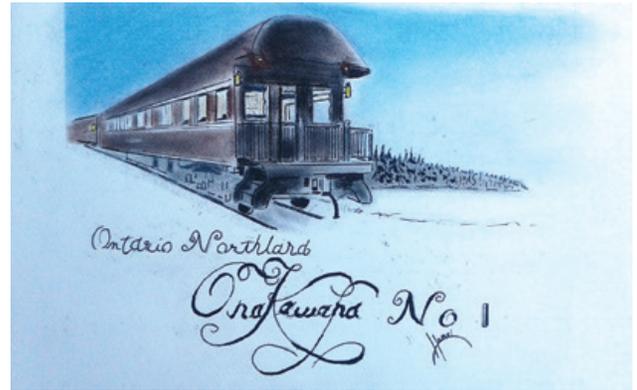
- To make every effort so they travel without delays
- To provide expert service
- To ensure their experience is safe and comfortable
- To respond quickly when they need help

**CUSTOMERS
FIRST!**

In order to ensure we're upholding these commitments, Key Performance Indicators (KPIs) will be used to track statistics relating to each promise such as arrival times, number of complaints and speed in answering calls to the call centre.

Passenger Services employees and employees across the organization are encouraged to familiarize themselves with the Charter and ensure they put it into practice each and every day.

Peter Hamel, a retired telegraph operator and talented artist, shares his Ontario Northland inspired artwork.



History of our Brand

Ever wonder how the company came to be known as "Ontario Northland"? Check out this article from The Globe and Mail's March 1946 Issue which outlines why our original name, Temiskaming and Northern Ontario Railway, caused some confusion across the railway industry.

T. & N.O. Too Confusing, Now Ontario Northland

Because the Ontario-owned Temiskaming and Northern Ontario Railway is not the only railway on the continent with the initials "T. & N.O." as its best-known name, Premier George Drew yesterday introduced in the Legislature a bill to make that company known henceforth as "The Ontario Northland Railway."

Serious and humorous have been the issues which have arisen because the Texas and New Orleans Railway uses the same distinctive initials, said Premier Drew, the most serious and costly being the tracing of rolling stock. Typical was the flow of letters which came to the Government when a small newspaper item recently reported that the "T. & N.O." had placed an order for new box cars in Philadelphia.

"A lot of people wanted to know why we had to go to the United States for equipment," said the Premier. As a matter of fact, he said, many times the T. & N.O. Commission had asked that the name be changed, the last time being in a

request to the Government that preceded the Drew Administration. In the bill, which proposed several amendments to the present Temiskaming and Northern Ontario Act, in addition to the change of name, provision was made for approving various past administrative acts of the commission which were not clearly authorized in the legislation, and for clarifying that administrative authority.

The 44th annual report of the northern railway was presented in the House yesterday and showed a net profit of \$718,406 for the year ending March 31, 1945. The report set out a progressive decline in net profits since 1940, "in the face of steadily increasing operating revenues"—\$6,605,361 for the year, as compared with \$6,358,429 the previous year.

Operational costs were increasing while the selling price of transportation remained firmly frozen, the report said, leading "inexorably to the only possible result, a decline in net earnings." Slight recession in freight moving and freight revenue had been more than offset by increased passenger revenue and revenue from miscellaneous sources.



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