

ISSUE 2

ALTRUCK
INTERNATIONAL TRUCK CENTRES

ALTRUCK INTERNATIONAL'S SEMI-ANNUAL MAGAZINE

ALTRUCK ARROW



Check out what our Altruck Arrows have been up to these last few months!

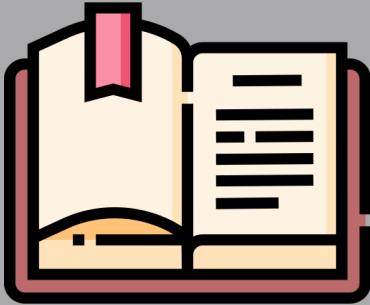
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Altruck International Truck Centres offers a wide range of commercial vehicle products and services. We are a locally owned **International Truck®** dealership group located in **Ontario, Canada** with branches throughout the province.

Since 1977, we have been working alongside our customers by delivering commercial vehicle solutions. When you partner with us, you are enlisting an agile team of people with Purpose - Expertise - Integrity - Quality & Value to keep you ahead of the rest.

You deliver goods, we deliver solutions.



Altruck International Truck Centres **was founded in 1977** by Jack Kirby of whom started his career with International Harvester®. It was at this time that Jack settled with his family in Ontario having moved from the Province of Saskatchewan. Since 1977, our customers, our people, and our community have been part of the family that we now call Altruck International Truck Centres. The wholesome roots from growing up in Manitoba for Jack were instrumental in building a company with a culture of value and community of which continue to flourish today.

Our mission has been refined over the past 45 years but the one constant that remains is our **commitment to delivering outstanding customer service** at great value in the communities in which we serve. Since opening in 1977, we have grown to become one of the largest privately owned dealership groups in Canada with business units operating around the corner and around the world.



The technology used to transport goods and services has evolved since the agricultural and industrial revolution but the fundamentals of what we deliver remain the same even as we embark on the technological revolution: reliability, value, and trust. Be it a load of automotive parts, salt, gravel, or food, **our customers depend on a transportation partner** that can support their operational needs today and into the future – a partner they can bank on. Driving value for our customers is at the very core of everything we do.

Having had the support of incredible, people, customers, and communities since 1977 we have **made it our mission to give back where ever possible**. Our team members are encouraged to participate by volunteering for local community-based charities and our company is committed to delivering monetary donations, food donations, and any other means by which to support those in need. The Food Bank, local Hospital Foundations, Family Services and others are among the dedicated organizations we have committed to supporting year-after-year.



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EDITOR'S NOTE

Summer has come and gone and now fall is in the air!

The leaves are changing colours and people are enjoying all that the fall season has to offer. With the weather changing, that means that it must be coming close to our year end here at Altruck International. We know lots of our staff are busy getting their work in order, to ensure we have a smooth transition into a new selling year.

With that being said, we also have some changes to our Altruck Arrow! You will notice that there are new contributors this issue who have spoken on behalf of their departments and all the changes that they have incurred over the last few months.

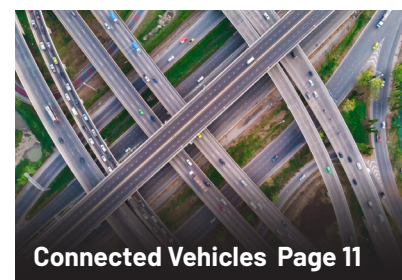
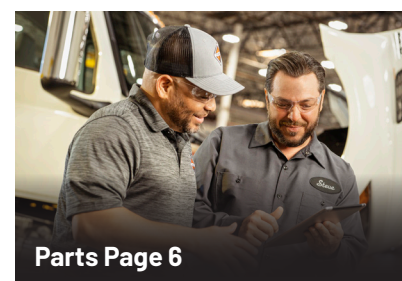
Michael Kirby has contributed on behalf of the Parts Department as well as our Connected Vehicles division. Check it out on **pages 6 and 11**.

Tim Derrough has also written on behalf of all the achievements that have happened in our Idealease division. Make sure to see his contribution on **page 10**.

We also have a special message from **Jeff Kirby**. His message can be found on **page 13**. You will not want to miss it.

We are thankful that we have achieved so much in the past year, and we can't wait to see what is in store for 2023. We hope everyone keeps on trucking towards year end and will see you again for another issue in 2023.

- The Altruck Arrow Editorial Team



A FEW WORDS FROM OUR PRESIDENT

Fall is here and summer has breezed right past, or so it feels.

Our journey through the rest of 2022 continues to appear very bright with Traton behind International Truck® today. The depth of support and product enhancements continue to excite the industry as well as our customers and team members here at Altruck. Looking ahead our vehicle future is positive and ever changing as well. Not only will we be offering the **best-in-class integrated powertrain, the S13**, we currently have available medium duty electric trucks and soon to come class-8 tractors.

In 7 years, **50% of all vehicles International Truck® products sold in North America will be electric**. Not to be viewed as frightful, but to embrace technology and what it can bring to all of us in the years to come in both efficiency and environmental impact. This is enlightening as we will be part of the Canadian and Global strategy to **help reduce emissions** through industry leading transportation products and solutions. This will bring positive changes for everyone and every department as we start our progression in the next 7 years to **build a new business model to enable the success** of this exciting business environment. We are excited to take a leadership position and support the net zero-emission endeavour for decades to come.

2022 has been an exciting year for Altruck International Truck Centres as many of our team members have celebrated milestones and accomplishments - **I wish to congratulate all of you on your achievements**. In addition to many personal milestones within our team, Altruck is celebrating it's **45th Year in Business in 2022**. This is an enormous milestone for the company and it's important to recognize all of our past team members and current team members who have and continue to make Altruck home. **It is because of each of you that we have successfully led our markets for 45 years**. I would also like to thank our industry vendors and most importantly our customers for the years of patronage and support. I am certain - the best is yet to come.

The year ahead will have many more opportunities, challenges, and success and I invite our entire team to join me in continuing to **put our customers at the centre of everything we do** as we charge ahead to 2023.



Ryan Kirby
President



UPDATES FROM SALES

It's hard to believe that it has already been seven months since our first iteration of the Altruck Arrow Company Newsletter. Since the first roll-out, there have been a lot of exciting changes within the Kirby International Truck Ltd family of companies and no-doubt there will be more in the future as we continuously challenge ourselves to deliver better customer service and value to our clients.

In many instances, 2022 has been an **"all hands-on deck"** type of a year as vehicle manufacturing and supply chains have remained strained, our expectation is that this will continue for the foreseeable future. In addition to supply chain shortages impacting manufacturing and delivery, labour shortages have also had an additional impact. As a result, our New Truck Sales Account Managers rose to the occasion in early 2022 to roll their sleeves up and **help pick up trucks in Buffalo, New York** where transfer companies would otherwise be relied upon. In doing so, Altruck has been able to, for the duration of the year, patriate trucks to the dealership and deliver them to clients faster than what would otherwise be possible.

Every day without a truck can have a major impact for our customers. Our **service team, sales team, and administration team has done an outstanding job** by adapting to support the mission of getting vehicles in the hands of customers as quickly as possible. Thank you to those that have been instrumental in rallying around the effort and keeping our customers at the center of everything we do. As we look to the upcoming winter and 2023 calendar year, I am certain that our team will continue to be nimble in all areas of the business and will continue to adapt.

Despite the supply chain being an industry focal point for two years running, there have been a lot of exciting announcements this year regarding new products and services from International Truck®; most recently, the **launch of the S13 Integrated Powertrain**. We continue to witness major investments from Traton (Volkswagen) in both products and services at International Truck® and we are certain this market-leader mentality will continue to support our mission at Altruck in delivering the industry-leading transportation solutions for our clients.

On the shunt truck side of our business at Capacity of Ontario, we anticipate **increased manufacturing capabilities from our partners at Capacity of Texas** for 2023. Coupled with more innovative new services from our Mobile Service team and Connected Vehicles division, 2023 should be another exciting year as we continue our vision of **helping clients unlock value in their operations through innovative and value-driven transportation solutions**. Look for exciting new announcements from Capacity of Ontario in the months to come.

2022 has been a year filled with exciting new promotions, new team members, as well as personal and professional accomplishments across the company. I would like to **congratulate everyone on their accomplishments** and wish you all much success for the remainder of 2022 and in to 2023.



Matthew Kirby
Vice President

UPDATES FROM PARTS

Our Parts Department is one of the backbones of Altruck International. We've been proud to support client's with access to over **800,000** different parts as required through our various channels.

Did you know we have a Warehouse in our Burlington location?

We store **26 Truck Loads** of product in Burlington to support our dealership network and have a very strong "ALL-MAKES/Manufacturer" Parts Line Up.



Some exciting news across our network is we're excited to see **Nate B.** promotion in July to Parts Manager in our Hamilton location. Nate has been with Altruck for 10 Years and has had active roles previously in parts and service.



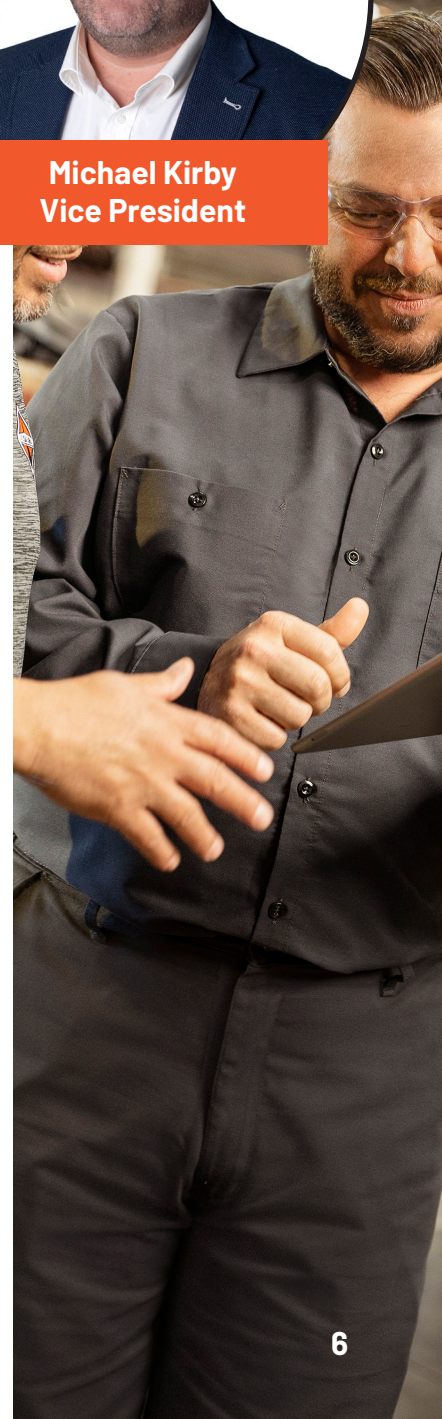
Further, we were also excited to welcome **Jason A.** to our team as our Burlington Parts Manager. Jason joined us in August from the automotive business and is very excited to work with our great associates and team members in Burlington.

The parts business climate is strong. We're blessed to have customer centric, knowledgeable and "**Can-Do**" parts professionals that support our clients' daily. In today's environment where it's hard to find a rental truck, used truck or long lead times on new production, it bodes well that we have a great team to support our customer's needs.

With the opportunity for replacement on new equipment challenging, **we're ready to help** with the extended equipment lifecycles with the right parts!



Michael Kirby
Vice President



UPDATES FROM SERVICE



Robbie McLellan
Director of Service

I would like to welcome our New Service Manager in Burlington, **David S.** David brings over 15 years of automotive experience and electric vehicles knowledge to us.



WELCOME DAVID!

Each of our 6 locations are **Accelerated Service Certified**. This means that within 2 hours of a vehicle coming into our service facility, we will be able to relay an evaluation of the vehicle condition to our customer to support the Uptime promise!

I am excited to announce that we have chosen our Guelph, ON location to be our **First Electric Vehicle Service** location for our Navistar EMV product. In the next few months, we will be adding equipment and tooling to our already strong service presence in the area.

We have also added **8 Rotary Truck** lifts to this location to assist our technicians with repairs.



After 26 yrs. of working out of our Cambridge and Kitchener locations **Heather S.**, our Warranty Administrator has moved to our Goderich location. Here she will continue to process our warranty claims for us across multiple manufactures.

We are still experiencing some supply chain restraints, but with the help of our Parts Department and a wide range of vendors, we are doing our best to minimize downtime for our customers.

As we look to close out 2022, I would like to thank all our customers for trusting us to keep your fleet on the road and running strong!

I look forward to working with you again in 2023.

UPDATES FROM FINANCE

We're coming to the end of summer, and I hope everyone enjoyed time with family and friends. This has been an exciting year for all of us as COVID19 restrictions lift and allow us to appreciate our time together. We've had company barbeques, birthday celebrations and just enjoyed coffee and donuts together in the kitchen.

We strive to meet our goals in accounting, whether in accounts receivable, payable, or month end closings and we rely on all departments to achieve this. We appreciate the teamwork and support we receive from not only our staff but also our customers and vendors. Working together helps build on our financial success and growth potential.

On a personal note, there has been some exciting news. **Karen** has become a grandmother for the 3rd time and **Aaron** and his family have received their Canadian citizenships this year.

CONGRATULATIONS TO ALL OF YOU!

I also reached a personal milestone this year.

On my 60th birthday, I was fortunate enough to go to Vegas with my family to celebrate. Upon my return to work, I was greeted with a Happy Birthday sign as I drove into work and my Altruck family was waiting at the door to wish me a happy birthday! The branch staff showed up for lunch along with the owners. I was so surprised and appreciative. Thank you for making my 60th birthday a memorable one!

We have a lot of long-standing employees who have shown dedication and commitment to Altruck. Two of our employees in the accounting department have reached milestones this year; **Karen** has been with Altruck for 30 years and **Lauren** for 10.

Thank you for your never-ending commitment to Altruck and our department; for your wisdom and support in defining what we do and how we do it and for your friendship.

WE ARE STRONGER TOGETHER!



Mary Beth O'Donoghue
Accounting Manager



UPDATES FROM HUMAN RESOURCES

From the desk of HR....

2022 has been quite a busy year for my department. In February we welcomed; **Wendy A. as our Payroll/Benefits/Pension Administrator** and in April we welcomed; **Komal S. as our Recruiter/HR Generalist.** Wendy and Komal have jumped into their roles with both feet, to work in supporting all of our Teams!! Welcome to the Altruck Team!!

A small story I would like to share with you...

Dash (-) what does it mean?

I was reading an article earlier this year about the (dash -) we use it in our language, in numeric form as well as it being a popular name for children. I did not keep the article; however, it had an impact on how I see the (-) now.

The article, short as it was, had a profound message. When referring to a tombstone it shows a person's name, usually year of birth - and year of death. It is the (-) that is the difference. What we do in between the dates (-) is the most important part of what we do in our lives. It tells a story of who we are, where we came from, what we have done, good, bad or indifferent. We have a choice to decide what our (-) will refer to. In the end, people will remember us for our (-).

What is your story? Aka (-)

As we continue business working towards our re-building of workspaces, one thing remains. Not one person on this planet was exempt from COVID-19 and all that it brought. We have learned to adapt, face the new challenges, and tackle what we must. Through this, we are better, stronger and continue to succeed. This is all part of our individual dash (-).

**Thank you everyone, for your continued support!
Be healthy and stay safe!**



Caroline Gillies
HR Manager

UPDATES FROM LEASING & RENTALS

As we approach the end of our fiscal year, and the end of the summer weather, 2022 has been quite the busy year for Altruck Idealease.



We received **ONE Idealease status for our Altruck Idealease location in Kitchener** again this year. I would like to congratulate all key members for making this happen yet again for **23 years in a row.**

What an amazing accomplishment!

Not only did we receive this elite status, but one of our own, **Jillian Whillier, also received the President's Club Award for the Rental Department this year.** What a great accomplishment! She was able to achieve this with the support of Jennifer, Tara and Nancy who all contributed towards this great accomplishment. Way to go lades!

Not only have we grown in successes this past year, but some personal achievements have also been celebrated! Jillian and Jennifer have welcomed babies into their lives this past year. Congratulations on the birth of your little ones. Since these two ladies were off taking care of their families, I would also like to thank Tara who rose above and stepped up to help in assisting with the transition of the workflow with our two new moms off on maternity leave. Nancy also celebrated a major milestone - her 70th birthday with us this year. Thank you for all your dedication!

I would not be where I am today without the help of my team. I want to personally **thank all these ladies for their hard work and dedication to the Idealease side of Altruck International.** Thank you again for making these accomplishments seem greater than they already are.

Thank you,

Tim Derrough
VP - General Manager
Altruck Idealease



Tim Derrough
Idealease General Manager



UPDATES FROM CONNECTED VEHICLES



Michael Kirby
CV Managing Partner

Who We Are and How We Came to Be:

As we approach the end of our fiscal year, I can't help but look back and see how far we've come. I wanted to share with the rest of the Altruck team a bit about who we are, what we've done and where we're going.

Many of you may not know how we came to be. While we were working on Hydro-One bucket trucks, we used to do most of the custom programming and connect the units for their telematics provider. I thought there needed to be a better way to gather vehicle data. I spent a lot of time researching and came across Geotab, the leading telematics provider in the world (who also happens to be a Canadian company). Geotab manufactures a tracking device that plugs into the engine to provide vehicle tracking information, electronic driver logs, engine and battery assessments, data capture, collision detection and notification, in-vehicle coaching, tracks fuel usage and more. Fleet managers use this wealth of information to optimize their operations to find safety, efficiency and hard-savings

Today we're one of the leading authorized resellers across North America. What differentiates us is our history in transportation and familiarity with the commercial truck customers. We know first hand the problems that commercial fleets have and because of our knowledge of parts & service, we built our own preventative maintenance program that optimizes vehicle road time. We have since sold this and do business with 8 of the top 10 Capacity truck dealers in North America as a result. Another important feature that sets us apart from the competition is our responsive customer service. When there's an issue impacting a client, we jump in right away to help solve it and keep their vehicles operating. Every minute costs and we're here to help clients optimize their fleet.

Fast forward 4 years and here we are this pivot point where we're leaning into accelerate sales because of the growing demand for data.

Referrals:

Our business has been growing rapidly due to referrals. Referrals from happy clients and Geotab (the company we're an authorized reseller of). We strive our best to ensure the best quality hardware and software at the best value with the best customer service. That's why we launched a referral program.

For every referral a client sends us with 5 or more units, when they sign up as a customer, we'll send them a \$200 prepaid VISA gift card. It's just our little way of saying thanks for thinking of us and spreading the power of telematics.

NEW HIRES!



Sonia is an experienced marketer with over 13 years across different industries. She has expertise in lead generation and conversion in different channels like magazines, events, website, emails to pipeline and social media.



Tammy comes to us as a referral from one of our clients. With over 23 years of experience in logistics, tech & process integration, project management and telematics experience, and having been a user herself, she knows the problems Connected Vehicles can help solve.



Brenden has 4 years of sales experience this goal driven, highly personable Guelphite is a welcome addition. He'll help establish our outbound sales processes as we work to evolve it to the next level.



Salvador is a business development professional with years of marketing and powerful sales outreach experience. He'll be a valuable asset with his years of front-line customer facing experience and drive as he refines his sales craft to continue to win clients.



Kristian comes to us with a background in telecommunications, technology and automotive financing making his background a great fit to prospect and serve clients in telematics. His passion for problem solving and sales makes him a welcome addition to the team.



Alayna enjoys helping solve client problems through her consultative approach and has been growing her career in sales over the last couple of years. She's new to Ontario having moved from Newfoundland, so give her a warm welcome.

Trade Shows:

In April, we were happy to return to in person events and hosted a booth with Capacity of Ontario at Truck World. Located at the International Centre in Toronto, the event had 9301 attendees walk the floors with around 100 people coming to chat about telematics. Jennifer Eidt also presented on ELD compliance, which becomes effective January 2023. This Transport Canada federal mandate requires commercial truck drivers to use electronic logging device (ELD) to record driver and vehicle activity including Hours of Service and Records of Duty Status. A similar law has been mandatory in the USA since 2017.

As a result of the success, CV will be attending 3 conferences related to our target industries and exhibiting at the Atlantic Transportation and Logistics Show in October. We're also excited that Jenn will be presenting about beyond ELD compliance to the attendees. Thank you to all the Altruck staff who supported the creation and execution of this trade show booth and the client appreciation event.

A MESSAGE FROM JEFF KIRBY

Well, if I ever heard a term its this; **"Its time to hang up the skates."** I'll be officially retiring on **October 31, 2022**. It has been a career with many ups and downs, wins and losses, and smiles and grief. The one common element I have enjoyed the most is the people. The people who have worked and still work for Altruck, and all the people involved in the industry. Many of whom are either friends or good friends, still to this day. I met my wife Sherrie, 21 years ago because she attended the same meeting I did in Arizona. She was from the industry. My oldest daughter Lauren works out of the Guelph location in the accounting department and my son Garrett, used to work for Altruck, but now works at Van Dolders up in Owen Sound. Our youngest daughter Peyton will be attending Georgian College for bookkeeping and working at her skills in a job. I'm all so very proud of my kids and their accomplishments in life, and of course none of which would be without Sherrie. Everyone needs someone who has their back.

IF I LOOK BACK ON MY CAREER AND WHERE I STARTED AND HOW I GOT TO WHERE WE ARE.

I remember as a 16-year-old summer student getting a full-time summer job with the city of Burlington. I had 500 people under me. I worked in a graveyard digging graves (lol), cutting grass, and having a few laughs along the way. The next summer I must have gotten promoted because now I was a garbage man with the city of Burlington. During college I remember I had a room in Burlington while attending Sheridan College for Business Administration. The room I had was in a basement with 3 other guys. Our rooms were separated by sheets hanging up in the basement. Our one and only meal per day (remember this is room AND board!) would be served every day at 6pm....and it was always the same. A big plate of rice with spaghetti sauce on it. Every day, every week I was learning where my passion in business would be.

Come 1977 and Dad took a huge risk and **purchased the dealership in Kitchener**. I didn't know it at the time if that was for me. I landed a full-time job in Burlington, at Contractors Machinery and Equipment. They were a Heavy-Duty dealer for Grove Cranes and Taylor forklifts. Owned by the late Bernie Faloney, a Ticat star quarterback. Hence my introduction into the heavy equipment business. And I loved it. A few years of that and I was ready to join the truck business.

Fast forward to 1981 and we had just purchased Mid Canada Truck Services, with partner Doug Harvey, out in Winnipeg, Manitoba. I was promptly shipped out there to become the **service manager for the dealership**. I also enrolled at Red River college to start and complete my courses on diesel mechanics. Winnipeg was a good place to





be, as it was my birthplace, and we had a lot of cousins living there, so I wasn't going to be in a strange place.

In 1983 I was asked to return to Kitchener and become a full-service lease salesperson. At that time there was a leasing GM, a rental agent, no salesperson (that was the role we wanted me for), a part time admin person and a bookkeeper. **My first week in that job went exactly like this;** the GM left to go work for a finance company; the rental agent was 9 months pregnant and had her baby, and the admin person left too. I then get a phone call from our insurance company saying there's good news and bad news. The good news is we have insurance for our 5 rental trucks at the time, but the bad news is the premium is \$250,000 for the year. I did the only thing I could - I immersed myself into the business putting in outrageous hours, to try and figure this leasing business out. I remember opening the phone book, going to a steel segment in the yellow pages and giving a company (Kimberley Steel) a call. They were looking for a truck! After drafting a quote, I met with them, and a deal was done in a day. **This business is easy I thought.... famous last words!** Lol. I remember the story of the reefer truck we rented to a worm picker, and it broke down somewhere hot. Well, all those worms came to life and we were pulling worms out of that truck for years! That is kind of my story leading up to the early years with the company.

Since that point there have been many lessons learned along the way, many schools of hard knocks, but through it all, **I had a good mentor (our father) and a good partner, Ryan Kirby.** Ryan and I besides being brothers, had just a few simple rules, and we would take these to the grave. If we both didn't agree on something, we didn't do it. We always let the other one lead in their respective responsibilities and supported each other for that. That was our success.

Most of the company's growth has been over the last 20 years or so. While we are still looking to grow, working smarter is what you need to do to survive this jungle. But currently, it's time for me to retire. After having cancer in 2019, and treated for it 3 times, its now time to "hang up the skates". I wish you all many successes in what you forge ahead with. Work hard and work smart. I've always remembered this old saying, **"If you fail to prepare, then be prepared to fail"**. That has always stood with me. There are many incredible people in this industry, and just learn from them, listen to them, and continuously improve and strive to achieve your goals that you so seek!

I am sure I will be around from time to time, but just wished to say a few last words over many fond memories. **GOOD LUCK, AND MANY SUCCESSES!!**



There is a new commitment to you, our customer.

Jack Kirby Jeff Kirby Ryan Kirby

The **Kirby** Group
K Group Of Companies

We won't ask for your business unless we can help to improve it!

END OF THE SUMMER BBQ PARTIES!



We celebrated the end of the summer Altruck style! Each location had their own BBQ party to hangout with their colleagues and enjoy that last little bit of sunshine!

THE MAIDEN VOYAGE: CUSTOMER APPRECIATION

Congratulations to CEO of the Erb Group of Companies, Wendell Erb on your special new International HX 520.

To learn more about this special truck, scan the QR Code to read the Erb Group's write up on this vehicle.



Congratulations to Merner Contracting a division of McCann Redi Mix on their all new International HX 620. Enjoy the new ride!

EMPLOYEE PROGRESS

We love celebrating our employees here at Altruck International. Which is why we are proud to share with you these employees who deserve to be in the spotlight.



Nate Botting
Parts Manager - Hamilton

Nate joined our service team over 9 years ago in Burlington and since then has played strong roles in both parts and service departments during his tenure at both the Burlington and Hamilton locations. Most recently Nate has shown tremendous leadership assisting in the management transition in Hamilton Parts and we're excited Nate has accepted the new challenge of Hamilton Parts Manager. Please lend him your support during his transition into his new role.



Michele Anstett
Sales Operations Manager

Michele joined our company over 30 years ago and has been instrumental in delivering value to our clients and team members since first joining our group. In her new role, Michele will help lead our sales organization as we charge ahead on our path to delivering exceptional customer service, value and solutions to the transportation community. Join us in congratulating Michele on her exciting new role with Altruck International.



Lee Lynhiavu
Account Manager- Capacity of Ontario

Lee started with us as a Used Truck & Capacity Sales Coordinator in 2018. Since then, he had moved up to Inside Sales Consultant in 2019 and had grown his knowledge base to move into his new role as Account Manager. His enthusiasm and business acumen contribute daily to the ongoing successes of his role. Lee's experience with business operations and improvements, data analysis and sales experience lend a hand to our ongoing growth and business plan for Capacity of Ontario.



EMPLOYEE PROGRESS



Annu Dhaliwal Operations Manager - Connected Vehicles

Annu joined our Connected Vehicles division over 3 years ago from our parts team and has since been instrumental in strengthening the back end of the CV division through workflow automation/development, contracts, order management and customer support. In Annu's new role, she will be responsible for overseeing the growth of the support and admin team(s) as we continue to scale the CV business.



Jennifer Eidt Sales Manager - Connected Vehicles

Jenn was employee #1 and for the last 4.5 year she has been instrumental in our rapid growth across North America. She is an expert of telematics and leads businesses through understanding, implementing and extracting the best data to drive business performance. In her new role she will be responsible for and managing our expansion of the sales team across Canada and the USA. She will continue to build programs that support clients through their journey from pre-sale to post-sale.



HAPPY BIRTHDAY TO YOU!



MARCH

01	Margaret W. (Guelph) William L. (Goderich)
02	Kevin P. (Hamilton)
03	Robert F. (Guelph)
07	Karen P. (Kitchener)
11	Ben M. (Guelph)
12	Ryan R. (Kitchener)
13	Nancy W. (Cambridge)
15	Drew Q. (Kitchener) Pavittar G. (Cambridge)
16	Owen S. (Cambridge)
28	James D. (Goderich) Sean O. (Hamilton)
29	Robert M. (Hamilton)



APRIL

01	Calum K. (Guelph)
02	Jaspal K. (Cambridge) Randy S. (Guelph)
05	Cooper H. (Kitchener)
08	Mary Beth O. (Guelph)
10	James W. (Kitchener)
12	Peter S. (Guelph)
13	Tim D. (Goderich) Murray H. (Goderich)
14	Anthony D. (Burlington)
15	Caroline G. (Guelph)
16	Samuel V. (Hamilton)
18	Mark S. (Hamilton)
20	Evan B. (Cambridge)
24	Dominique O. (Kitchener)
26	Silvia P. (Guelph) Tara S. (Kitchener) Paul C. (Guelph) Jeremy C. (Cambridge)
27	Todd S. (Cambridge)
30	Atif A. (Burlington) Michael K. (Guelph)

MAY

01	John K. (Kitchener)
05	Ryan K. (Kitchener)
10	Mahmood S. (Kitchener)
11	Keith B. (Cambridge)
13	Chris G. (Burlington)
14	Jeffrey K. (Kitchener) Tania F. (Hamilton)
16	Jesse V. (Cambridge)
18	Cameron B. (Kitchener)
19	Lovepreet S. (Cambridge)
25	Nemanja Z. (Burlington) Crystal T. (Kitchener)
27	Colin P. (Guelph)
28	Dane M. (Hamilton)
29	Mark D. (Kitchener)
30	Robert S. (Cambridge)
31	Chris S. (Cambridge)

JUNE

09	Sonia V. (Guelph)
13	Lisa L. (Cambridge)
15	Kevin B. (Guelph) Heather B. (Guelph)
19	Robbie McLellan (Guelph) Karan G. (Cambridge)
25	David S. (Kitchener)
26	Jacob S. (Guelph)
29	Cleat K. (Cambridge) Roy N. (Guelph)
31	Chris S. (Cambridge)

JULY

01	Wesleen D. (Guelph)
06	David S. (Burlington)
09	Katherine W. (Cambridge)
14	Rajanpreet S. (Cambridge)
23	Thomas H. (Cambridge)
24	Arthur I. (Guelph)
25	Greg S. (Kitchener) Paul M. (Guelph)
27	Stephen W. (Burlington) Gurpreet S. (Cambridge) Jamie J. (Goderich)
30	George D. (Kitchener) Jerry E. (Goderich)
31	Don S. (Guelph)

AUGUST

03	Byron B. (Goderich) Steve R. (Burlington)
08	Victoria H. (Hamilton)
12	David B. (Hamilton)
15	James L. (Hamilton)
16	Wendy A. (Guelph) Ronald M. (Guelph)
19	Timothy A. (Guelph) Ian L. (Guelph)
22	Kathleen F. (Hamilton)
29	Rick S. (Guelph)

SEPTEMBER

12	Kevin V. (Burlington) Jared T. (Cambridge)
18	Neil L. (Kitchener)
19	Bradley M. (Hamilton) John B. (Goderich)
20	Jason K. (Kitchener)
21	Brandon B. (Guelph)
23	James C. (Hamilton)
24	Cheryl F. (Cambridge)
25	Ken M. (Cambridge)
27	Philip H. (Kitchener)
28	Dianne B. (Goderich)

OCTOBER

02	Nathan B. (Hamilton)
03	William G. (Goderich)
04	David L. (Hamilton) Alexander B. (Guelph)
05	Wilf A. (Cambridge)
08	Matthew K. (Kitchener) Logan G. (Cambridge)
09	Victoria C. (Hamilton)
11	Lee L. (Cambridge)
13	Ron M. (Kitchener)
14	Aaron B. (Guelph)
17	Devan O. (Guelph)
18	Ramandeep K. (Kitchener) Tara D. (Goderich)
22	Jennifer E. (Guelph)
25	Lauren K. (Kitchener)
30	Christopher C. (Kitchener) Aaron T. (Guelph)



OUR ALTRUCK ARR@W'S

Check out what our staff have been up to!

WE WANT TO HEAR FROM YOU!

If you would like to contribute a picture or be featured in our next issue, please email **DOMINIQUE OLIVEIRA** the Marketing Specialist.



Mike D. from our Kitchener location celebrated a major birthday this past July... His daughter Adaline turned 1!

Happy Birthday Adaline from your Altruck family.



Mary Beth O. our Corporate Accounting Manager had a special surprise for her birthday this year!



Pictured here is Ben M. with George Tackaberry and Regan Cox. George has one of the largest antique truck collections ever!





Our Kitchener location took part in giving back to the community this year by supporting Tim Hortons Camp Day. Everyone enjoyed their donuts!



Wayne J. one of our 310T techs at the Guelph location sent his last truck back to it's fleet in June this year and is taking on a new role as retiree! We will miss you Wayne!



Jaspal K. from our Cambridge location has a new 310T tech in the family! Pictured here is his grandson starting the work of the trade. Cutest tech there is!



**OH CANADA!
Aaron B. and his family have officially become Canada citizens! Welcome to the Canucks Aaron!**

ALTRUCK IN THE COMMUNITY

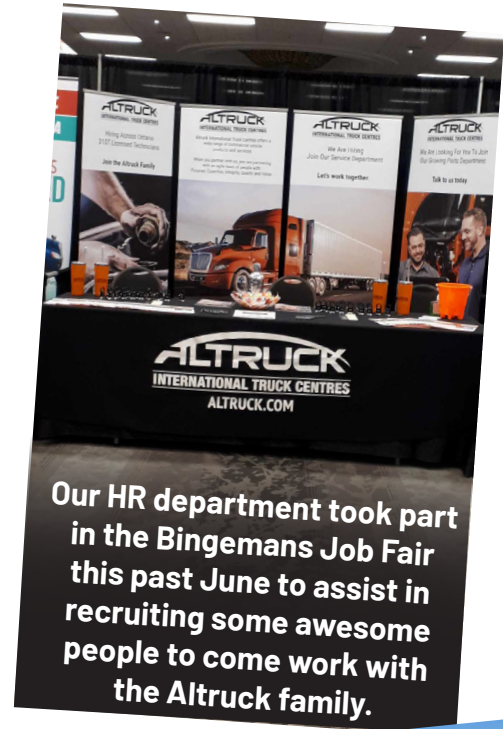
Now that Covid-19 restrictions have lifted and the world seems to be getting back to normal, we have been able to participate in many events this past year.

Take a look at how we have been able to give back to the community as a company.

>> trade SHOWS



Our Capacity of Ontario and Connected Vehicles teams worked together to exhibit their expertise at Truck World this past April.



Our HR department took part in the Bingemans Job Fair this past June to assist in recruiting some awesome people to come work with the Altruck family.



Our sales team was also at Snowposium this year! This was the landscaping event where it snowed in September!

Altruck International Truck Centres has **made it our mission to give back where ever possible.** Our team members also give back and participate in these initiatives also.

These are the charities that we have donated and given back to this past year.

charitable << INVOLVEMENT



>> community ADVENTURES



There were lots of Golf Tournaments this year we had taken part in! Some of our staff really enjoyed being able to be out on the green again.



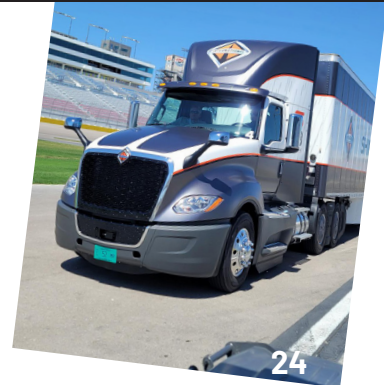
Our Sales staff had an blast touring the newest model of the International® eMV.



The S13 Launch took place in Las Vegas this year and many sales teams from all over came to see the new revolutionary engine that will take the International brand to the next level.



The TTC held their 10th Ladies Luncheon this past summer and some of our ladies were in attendance. The luncheon had women panelists from all over the industry and the food was delicious!



EMPLOYEE SPOTLIGHT

Our sales staff go above and beyond to ensure that our customers receive the best products for their businesses. These are the sales staff who have achieved recognition for all their hardwork.



CHRIS COX
New Truck Sales Account Manager

Chris has won the Canadian Region "Light It Up" Sales Competition.



TIM DERROUGH
Idealease VP-General Manager

Tim achieved the Idealease President's Club Status.



JILLIAN WHILLIER
Idealease Administrator

Jillian won President's Club Status for the Rental Department of Idealease.



review us
on Google

HERE IS WHAT OUR CUSTOMERS HAVE TO SAY!

"Fantastic service, the parts team really goes above and beyond to help obtain required parts. They have been a great help on numerous occasions!

Definitely recommend."

"Good bunch of guys at this place. They got me going quick and were good to deal with.

Made me laugh quite a bit and were fair priced.
All in all, a good experience."

"Great service, knowledgeable advisers 5 stars all day!"

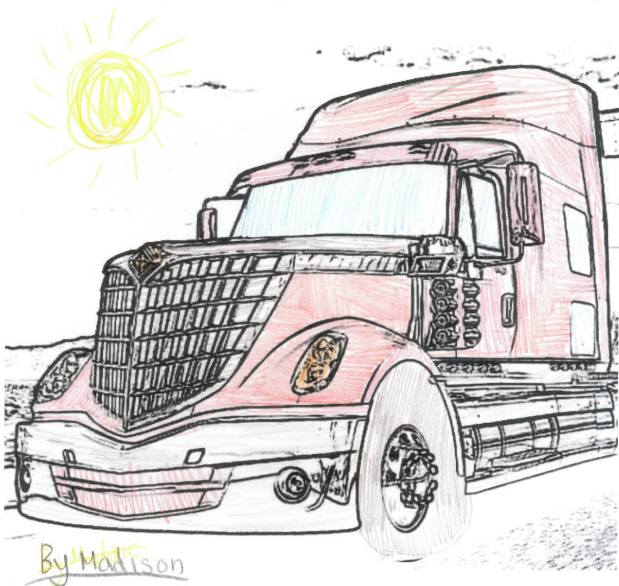
"Very knowledgeable staff, I deal with their parts department every day and cannot say enough good things about these people."

If you or your customers would like to leave us a Google Review, you could enter to possibly win an Altruck branded swag bag!

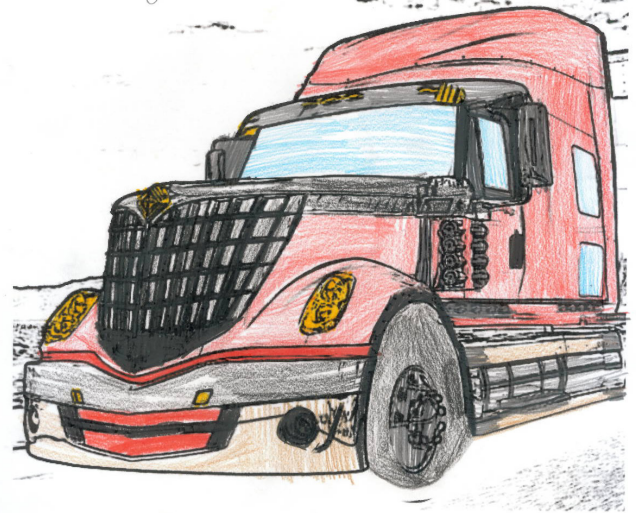
the COLOURING CORNER!

THE RESULTS ARE IN!

We asked for those who wished to colour the International® Truck to submit their photos for their chance to win a prize! We have 2 winners!



Emily



NEW CONTEST!

Wasn't able to enter the last contest? Don't worry, we have another! Colour this photo of an International® Truck for your chance to win!

**WE DIDN'T BRING THE WORLD'S
GREATEST MINDS TOGETHER
TO MAKE A SMALL CHANGE.**



*Comparing the fuel economy of the 2017 GHG International® A26 engine in a 2017 International® LT® Series truck with aero package to the fuel economy of the new International® S13 Integrated Powertrain in a 2024 International® LT® Series truck with the LT aero package and chassis enablers. Actual customer results may vary due to various factors, including but not limited to truck specifications, weight of the vehicle, predictive features, environmental conditions, etc. ©2022 Navistar, Inc. All rights reserved. All marks are trademarks of their respective owners.

We brought them together to change everything.

Introducing the revolutionary International® S13 Integrated Powertrain. Brought to you by a global collaboration of industry powerhouses, it's meticulously engineered to set a new standard for the industry. With a dual-stage aftertreatment system, superior emission control, and an up to 15% boost in fuel economy*, it makes a cleaner impact on the environment and bridges the gap between where we are now and where we're going in the future. You needed a big change. You got it.

SHIFT WHAT'S POSSIBLE
INTERNATIONALTRUCKS.COM/S13



ALTRUCK ARROW WORDSEARCH



INSTRUCTIONS:

Try to find as many words as you can that relate to Altruck International!
Each word can appear UP, DOWN, BACKWARDS, or DIAGONALLY.

I	O	A	U	N	N	N	A	V	I	S	T	A	R
I	I	M	P	I	H	S	R	E	L	A	E	D	K
N	I	O	E	T	I	R	T	E	E	L	F	S	N
T	I	C	L	E	S	E	I	D	O	T	A	P	I
E	C	I	V	R	E	S	O	A	L	L	N	R	L
R	C	U	S	T	O	M	E	R	E	L	D	O	R
N	A	U	L	A	V	S	P	S	C	Y	E	D	I
A	L	E	O	M	P	A	R	T	S	T	T	U	A
T	T	D	S	N	I	M	M	U	C	I	C	C	P
I	R	R	N	A	I	C	I	N	H	C	E	T	E
O	U	E	E	E	M	I	T	P	U	A	N	E	R
N	C	W	A	R	R	A	N	T	Y	P	N	D	E
A	K	V	E	H	I	C	L	E	S	A	O	R	T
L	I	D	E	A	L	E	A	S	E	C	C	E	S

CUSTOMER
SALES
CONNECTED
NAVISTAR
INTERNATIONAL
DEALERSHIP
TECHNICIAN
FLEETRITE
ALTRUCK
DIESEL
SERVICE
CAPACITY
PARTS
REPAIRLINK
CUMMINS
IDEALEASE
WARRANTY
UPTIME
VEHICLES
PRODUCT

WE ARE GROWING!

Altruck International is currently seeking candidates for multiple role opportunities within the company!

- 310T Truck Technicians
- Parts Department
- Service Department



Send your resume to careers@altruck.com

ALTRUCK

INTERNATIONAL TRUCK CENTRES

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Burlington, ON L7L5H5
905-681-6500

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120 McGovern Drive
Cambridge, ON N3H4R7
519-650-3670

Goderich

33910 Airport Road
Goderich, ON N7A3Y2
519-524-7379

Guelph

405 Laird Road
Guelph, ON N1G4P7
519-821-0070

Hamilton

2 Arrowsmith Road
Hamilton, ON L8E4H8
905-578-2211

Kitchener

48 Ardelt Avenue
Kitchener, ON N2C2C9
519-578-0810

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