

TimberWest  
Neighbours

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COMMUNITY UPDATE

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## Production improved at Elk Falls

**F**orklift Operator Andy Kranjc says that signing on to work at Elk Falls Lumbermill five years ago is the best career move he's made.

"The mill's new management has shown a willingness to move ahead on improvements," Kranjc said. "There's good communication between employees and management, and we know what they expect of us. We're encouraged that the company is putting money back into the mill. Morale has improved greatly — guys come into work whistling. There's a real drive to keep the mill going, and staff are improving production all the time."

Production records are being broken almost weekly at Elk Falls as improvements are made to produce products best suited for the mill to achieve the highest return possible. As a result, the mill is finally starting to generate positive returns.

"With these records, we're seeing the potential of the operation," said Ed Vervynck, General Manager of Manufacturing, who was hired in July, along with John Burch, Director of Marketing and Transportation for the Lumber Manufacturing Division, and Mill Manager Terry Hamilton. "The support of the crew and staff has been great, allowing us to continue to move forward with daily improvements. We have seen significant production increases as we continue making improvements to machinery and equipment to enhance the lumber flow through the mill and increase lumber recovery. We're not consistent at high production yet, but we still have more modifications planned," added Vervynck.



PHOTO: BOOMER JERRITT

**"We're going in a positive direction, and I hope that we keep going that way because in the end everybody wins."**

~ Andy Kranjc, Forklift Operator

The senior management team is cautiously optimistic about the turnaround at Elk Falls. The 45-year-old facility needs some upgrading, which makes sense only if the company can see a return on that investment.

"As we said a year ago when we completed our strategic plan, 'our preference is to remain in the sawmill business so long as it adds value to our fibre basket and we earn an economic return on capital employed,'" said President and CEO Paul McElligott. "We are pleased with the results that the new management team has produced working hand-in-hand with the employees at the mill. We are headed in the right direction and everyone working in the mill should be congratulated on getting us closer to where we need to be in this part of the business. While this is a work in progress, the results thus far are very impressive."

### Elk Falls sets new safety records

Elk Falls has achieved several safety records in recent months, including the maintenance department reaching two years without a lost-time accident. At the end of the third quarter, the medical incident rate for the mill was 4.04, ahead of its target of 4.29.

"Everybody's on-board with safety at the mill," Vervynck said. "I'm a believer in safe production — safety helps production. We push safety every day."

Kranjc agrees that safety is a top priority.

"The safety reps in the mill are really committed and that's contagious," he said. "We like to wear the safety gear — it's for our own good. We all want to go home to our families at the end of the day."

## North Island Dryland Sort

### Investing in Campbell River

TimberWest's new North Island Dryland Sort, located just north of Campbell River, officially opened on November 1, with North Island MLA Rod Visser in attendance. The new sort represents a \$7.5-million investment in Campbell River.

"An investment of this size means that we're here for the long run," said Gerry Young, General Manager, North Island Operations.

The 16-hectare lot being used for the new sort already had a small dryland sort in one corner as well as a barge terminal. Expanding the sort required removing soil from the surface and trucking it to a different site, drilling and blasting into bedrock to level the ground, crushing rock and paving, followed by installing steel pilings to create a boom ground to store the logs. New bunks, salvaged from TW's old Honeymoon Bay Dryland Sort, were also installed to improve the layout.

Up to 30 machines and operators were on-site to construct the sort this summer. North Island Dryland Sort, operated by contractor Ted Leroy Trucking, employs up to 25 people and supports TW's Oyster River Operation.

"I'm pleased to see how quickly it came about," Young said. "We started this project in mid-July, and it was a huge undertaking."

Previously, TW used Sayward Timber Dryland Sort on Weyerhaeuser lands. Weyerhaeuser had other plans for the land, and it was necessary for TW to construct its own sort.

### Putting a priority on water-quality issues

It's not unusual for Bob Willington to be awake at 3:30 a.m. trying to solve a brainteaser. In the case of the new North Island Dryland Sort, he could have filled a wastepaper basket with his numerous drawings for the sort's runoff sediment basin and constructed wetland.

"That's what I do at dark a.m. at my kitchen table," said Willington, TW Forest Hydrologist. "It's a challenge — I rise to that sort of stuff."

An impressive three-galley sediment basin and wetland at

TW's new dryland sort resulted from one of these early-morning brainstorming sessions. Willington may be one of the only people hoping for lots of rain this winter; that's because he wants his system tested. The wetland was planted with cattails, bulrushes and sedges native to the area. Hay bales are used as baffles to direct the water through the complex system.

"When logs get scuffed up at the dryland sort, bark and dust break free and mix with water on the ground," explained Willington. "This organic leachate, if in high concentrations, may be toxic for fish."

Willington's innovative system guides the runoff water into two sediment basins and then into a 300 m<sup>2</sup> constructed wetland. The vegetation filters the fine organic matter suspended in the runoff water, thereby improving the quality of water leaving the site. Willington is confident that the new filtration



▲ Innovative filtering system to protect water

system, developed based on vegetation trials at Shoal Island Dryland Sort, will work, but he will be closely monitoring it.

"By monitoring the system, we will be able to determine whether the water leaving the system is environmentally acceptable," Willington said. "If the results are inadequate, then it will be necessary to determine why and quickly make the necessary adjustments."

# Supporting opportunities for students

**F**or Samantha Hudson, working at the Lake Cowichan InfoCentre during the summer was a lot of fun. Hudson and her co-worker Rebecca Eager, both students at Malaspina University-College, were hired with the \$3,500 donation provided by TimberWest to the local Chamber of Commerce. The students provided tourists and residents with information about the area.

"I mainly enjoyed getting to meet people from all around the world," Hudson said. "But the highlight this summer was definitely the Great Lake Walk, which we helped organizers with."

The Chamber of Commerce requires private funding to keep its busy information cabin running seven days a week during the summer.

"We need to have grants for students; otherwise we wouldn't be open," said InfoCentre Manager Carolyne Austin. "Volunteers can't do it all."

Eager, last summer's Assistant Manager, said she "learned everything from managerial skills to secretarial skills to janitorial skills. I learned things about the area that most locals never learn and I had the opportunity to visit places, such as the Carmanah Walbran Provincial Park, that I would not have gotten to while working somewhere else. I am very thankful to HRDC, TimberWest and Cowichan Lake District

Chamber of Commerce for giving me the opportunity to learn so much and gain so many priceless skills."

More than 5,400 people dropped into the office last summer.

## North Island Wildlife Recovery Association

"Students are essential to the operation of the centre, helping in the area of educational tours, wildlife day camps and greeting the public in our Museum of Nature," said Sylvia Campbell, President of North Island Wildlife Recovery Association.

TimberWest donated \$2,600 to the association to support its Jobs for Youth program. The funding enabled the non-profit association, which assists with ill, injured and orphaned wildlife and educates the public on wildlife and environmental issues, to hire a summer student.

Steve Lorimer, TW Manager of First Nations and Community Relations said, "We were pleased to be able to support a student job at the recovery centre this year. We fully support the association's objectives, and we feel it provides a valuable service to the public and to wildlife in need."

## Junior Team Canada Member

Shona Sinclair describes speaking at a press conference in Shanghai with Canadian Secretary of

State (Asia-Pacific) David Kilgour as the best experience she had over the summer. The 19-year-old Commerce student from the University of Victoria received \$1,000 in sponsorship from TW toward her participation in the Junior Team Canada Trade Mission to China and the Philippines.

"It was an amazing experience," Sinclair said. "Participating in this really solidified for me that I definitely want to be involved with international business. I want to be travelling and working with different cultures."

Sinclair spent some of her time abroad researching international markets for BC's forest industry. "I chose to research forestry because it's an issue that's important to my community. I wanted to find out what opportunities there are for trade with other countries. It's upsetting that we're so dependent on the US, then that door is closed on us."



Rebecca Eager (left) and Samantha Hudson gained valuable work experience at Lake Cowichan InfoCentre.

PHOTO: ANDREW LEONG

▼ Jill Komlos appreciates that TW matches employee contributions to the United Way.



## Giving back to the community

Jill Komlos, Manager, Treasury, has been a tireless United Way volunteer, working as Employee Campaign Chair for TW's Vancouver office for the past three years. Her dedication to coordinating the United Way campaign extended to coming in during her maternity leave last year to set up fundraising activities. She organized office bingo and brought in a speaker from one of the Lower Mainland United Way's charities.

"I like to volunteer," said Komlos. "It's rewarding to give back to the community. The United Way benefits children, families and seniors from all cultures and backgrounds from all communities. Your one donation can provide support to a number of causes."

TimberWest matches employee donations and has won the Lower Mainland United Way's Employee Gold Award for several years. Komlos helped the company kick off this year's campaign on October 31 with a full slate of fun activities, including a draw for a child's pedal-car, to encourage giving.



# OUR Values

**At TimberWest, we value our people, the environment, innovation and success**

Earlier this year, TimberWest consulted with employees to come up with a core set of values. Most aspects of these values already make up the backbone of the company, while others have been identified as still needing some work.

"While the majority of these values are well-established principles that already guide our behaviour, we aren't there yet when it comes to innovation," said CEO Paul McElligott. "Innovation means taking initiative without being asked, and being willing to try new ways of doing things.

"We also need ensure that people remain a top priority. This includes being responsive to the needs of our employees and the people living in the communities we operate in."

*Neighbours* spoke with a few of the 50 employees who participated in the focus groups to share some of their observations.

**PEOPLE: safety, honesty, respect, recognition**

Tony Iannidinaro, Landing Bucker at Cowichan Woodlands Operation, says that some of his co-workers and managers live the company values,

especially where safety is concerned, but there's always room for improvement. He has devoted 34 years to the operation, and his son has followed his footsteps into logging.

"I'd like to see the working relationship between employees and management improve," Iannidinaro said. "We should respect each other — the company needs us and we need them. I would like to see the company work on respect and recognition."

**THE ENVIRONMENT: ensure our forest practices meet or exceed environmental standards, laws and regulations and maintain sustainable forest practices certification from agencies that monitor these practices**

Faller Chargehand Bob Rogers at Honeymoon Bay Operation has seen commitment to environmental values grow during the 35 years he's worked for the company.

"We try to do things better to improve our performance and to improve the environment," Rogers said. "We look at avoiding anything that could have a negative impact on the environment. People have become more environmentally aware in the company."

**INNOVATION: change, continuous learning, challenging the status quo, creativity, technology**

Innovation is another value that hits home with Rogers, who often hears managers congratulating crew members for their innovative ideas.

"The industry is not like it was 25 years ago," Rogers said. "We're changing the way we operate to work smarter and in turn stay competitive. For example, we haul smarter and employ the latest falling techniques."

Elk Falls Lumbermill employee Terry Bertrand, who works in Sawmill Shift Quality Control, said that he's seen innovation come to the forefront at Elk Falls, with all the improvements to production and safety taking place.

**SUCCESS: return on investment, meet customers' needs, work with communities and as a team**

Randy Mazzie, Oyster River Heavy Duty Mechanic, said that success has always been emphasized. "If the company doesn't make money, neither do we." He added, "Those are admirable values. If the company did live by those words, it would be wonderful. But that's a lot to ask for."

**WHERE DO WE GO FROM HERE?**

One of new Vice President of Human Resources Mark Stock's objectives is to incorporate the company values into TW's work culture.

"Our next challenge is to integrate these values into day-to-day opera-



PHOTO: BOOMER JERRITT

"I quite enjoyed the focus group. What was neat about it was that the company listened to our thoughts, and found out how we view them."

~ Terry Bertrand, Sawmill Shift Quality Control at Elk Falls Lumbermill (above)

tions," Stock said. "I want to start finding ways to recognize people who are living the company values. These values are core pillars on which TW will be built going forward. We need to walk the talk."

Going forward, Bertrand would like to see "more of a sense of unity within the company between all the units. We're all in this together."

## Researching and protecting goshawk habitat



You can generally tell when you've entered an area where there's an active goshawk nest, because they will aggressively buzz you, says TW Biologist Dave Lindsay. Company crews find between one and three new goshawk nests a year.

"Our engineering crews have learned a lot about goshawks," Lindsay said. "When I go out there to confirm

it's a goshawk nesting area, I spend time teaching them about goshawk habitat requirements and what TimberWest's responsibilities are."

That's good news for a species that's "of concern" on federal species lists and "threatened," according to a provincial endangered species list. For the past five years, TW has used Forest Renewal BC (now Forest Investment Account) funds — between \$35,000 and \$45,000 per year — to support research into goshawk habitat and behaviours. Research performed by the Habitat Conservation Trust Fund, supported by a consortium of forest companies, includes attaching tiny radio transmitters to goshawk chicks' legs to track the birds when they learn to fly and hunt.

"The research team has been very responsive to my requests," Lindsay said. "We support furthering research to refine government guidelines related to goshawk habitat use."

When an active goshawk nest is identified on TW private lands, the company creates a no-disturbance zone of 12 hectares of timber. Any harvesting in the area is delayed until it is determined that the nest is no longer being used by the goshawks.

"It's important to leave the nesting area undisturbed because when the young chicks learn to fly, they stay near the nest and hunt under the canopy of trees until they're old enough and knowledgeable enough to adapt to other areas," Lindsay said.

## Need to redirect federal aid

TW CEO Paul McElligott and Virginia Aulin, Vice President of Public Affairs and Government Relations, accompanied IWA President Dave Haggard, Minister of Forests Mike de Jong and industry CEOs to Ottawa to talk with the federal government about redirecting money in the softwood aid package to fund pension-bridging and early-retirement packages for BC's sawmill and logging workforce.

Early-retirement bridging would help older workers exit the industry with dignity and financial security and allow younger workers to remain in the industry. This would assist with community stability. It would also enhance forestry workers' skills and the industry's competitiveness while the softwood lumber dispute with the US is being resolved.

"The meeting with Deputy Prime Minister John Manley went well," said McElligott. "He said he would raise the issue with his cabinet colleagues and advised us to keep talking with them as well. We are hopeful government will redirect funding to make it a more effective package for BC workers."

"While this might be an adequate short-term solution, the forestry industry needs to be restructured if it's to become more competitive in the long term. I hope this is just one of many occasions where industry leaders and the IWA cooperate to work on problems facing the forestry sector. We have a common goal in that we are all interested in the long-term viability and success of forestry in this province, which translates into jobs for British Columbians."

## Summer Planting

Cowichan Woodlands Forester Dan Aitken says that the summer's drought conditions proved challenging for TW's annual summer tree planting. However, through constantly measuring soil moisture in scheduled planting areas, he found spots where the seedlings would thrive. In the end, 1.9 million seedlings were planted on TW forestlands this summer, bringing the total number for the year to 5.7 million.

The species of trees planted in the summer were predominantly Douglas fir, western red cedar and western yellow cedar. Other types include western hemlock, balsam, grand fir, noble fir, white pine, Sitka spruce and Interior spruce.



## Toy sales help marmots

Vancouver Island marmot toys are an excellent holiday gift idea at \$19.99 each. An added bonus is that proceeds go toward the Marmot Recovery Foundation, which is working to save the endangered species. For more information, log on to <http://www.marmots.org/subdir/plush.html>.

► Kelsey, daughter of TW Controller and Corporate Secretary Brenda Blue, hopes that efforts to increase the marmot population are successful.



PHOTO: BRENDA BLUE

# FOREST TOUR

## Irish farmers learn about species

Thursday, Oct. 3, started out like any other day for TW Forester Eric Jeklin. That is until a tour bus filled with 45 Irish foresters and farmers, on a trip organized by the Irish Farmers' Association, arrived at the operation. Jeklin took them on a tour of Nanaimo Lakes' campground, western red cedar research trials and a five-year-old plantation.

"I hadn't thought of Ireland as a timber-producing nation before," Jeklin said. "I really enjoyed my day with them. As far as plantations go, they're where we were 10 years ago."

Forestry is a new and growing sector in Ireland. While Ireland was once covered in forests, trees covered only one percent of its land mass during the 1930s and '40s. That number has risen to nine percent now, with an ultimate goal set at 17 percent. The Irish government is subsidizing farmers to convert inadequate farmland into forestland.

"We're restricted on food production by a quota system in the European Union," said dairy farmer Patrick Lehane, Chairman of the Forestry Section of the Irish Farmers' Association. "I'm blending forestry operations in tandem with farming practices."

The main purpose of the trip was to explore diversifying the species of trees grown in Ireland, which has similar growing conditions to coastal BC. At the moment, more than 50 percent are Sitka spruce. Based on what they learned on the tour, many of the participants plan to experiment with growing western red and yellow cedar, said Irish Registered Forester Peter O'Brien, who was impressed with what he saw in BC.

"The industry is so mature, advanced and established here," he said. "As a forester, I couldn't believe how much of the countryside is planted with trees."



Forester Eric Jeklin talks about species diversification with Irish farmers.

PHOTO: PETER BONTIKES

## Martin Mars flying high on ISO

TW has received formal notification that the full registration of its Environmental Management System (EMS) under the internationally recognized standard ISO 14001 now includes its subsidiary company — Flying Tankers Inc.

"Being dedicated to the fighting of forest fires, Flying Tankers is an organization that is in the business of protecting the environment," said CEO Paul McElligott. "This registration is further confirmation of our company's

commitment to environmental protection. We want to demonstrate to our investors, our neighbours on Vancouver Island and our customers who use the aircraft that the services provided by Flying Tankers is maintained to the highest environmental standards."

"This registration shows that TimberWest's objective of continual improvement in environmental management goes far beyond their commitment to regulatory compliance," said Mike Alexander, President of KPMG Performance Registrar Inc., which performed an independent audit on TW's EMS.

"The investments they have made in maintaining these aircraft and ensuring all staff operate to high standards is commendable."



## Sharing a love for the land

Private-land Forestry Assistant Marilyn Curtis enjoys sharing her enthusiasm for forestry with students of all ages.

"People don't work in this business because they have to; there's a love for the land base," Curtis said.

The Honeymoon Bay Operation Forestry Assistant volunteers her time to teach Scout groups about reforestation and goes into Duncan-area schools to inform kids about forestry. Most recently, Curtis and a number of her TW colleagues spoke with a group of 35 third-year UBC forestry students and gave them a tour of the company's private and public lands. TW speakers covered topics ranging from regulations on the two types of forestlands to watershed management to processing.

"It's a great opportunity for the students to see concrete examples of what we talk about in class," said UBC Assistant Professor Stephen Mitchell. "They also get to meet the people who are designing and implementing the principles they're learning now and ask them questions."



## TW helps fund McBey Creek bridge

In October, the Regional District of Nanaimo (RDN) opened the bridge over McBey Creek on the popular Arrowsmith Trail. The 48-foot bridge replaces a temporary crossing installed by hikers.

The project is a partnership between landowner TW and the RDN, which holds an access licence for the trail. TW and the Coastal Community Credit Union contributed funding, and Weyerhaeuser granted a renewable five-year access agreement to the RDN for lands on higher elevation portions.

"The RDN is pleased to have coordinated the bridge's construction, and we thank TimberWest and the Coastal Community Credit Union for their generous funding," said RDN Chair George Holme. He added that he "is very pleased to formally acknowledge the cooperation shown by TimberWest and Weyerhaeuser in ensuring the public has continued access to this long-established trail."

TW Contractor Supervisor Steve Lackey, who worked with the RDN, said, "This is another example of how communities and forest companies can work together to provide recreational access to special places on private working forestlands."

As part of our ongoing neighbourhood exchange, TimberWest meets regularly with community groups to discuss concerns and explain our operations.



## We're listening

### Discussing stream enhancement programs...

TW Biologist Dave Lindsay participated in a fishery symposium organized by the Sooke Historical Society. The symposium brought together area stakeholders, which includes TW, government officials, Pacific Salmon Foundation (PSF), fishing guides and bed-and-breakfast operators. He spoke about riparian management around fish-bearing streams and salmon enhancement programs, which TW supports through PSF. He added that the Sooke Watershed Society is a grant candidate for enhancement projects in the area.

"It was a good opportunity for me to explain what we do for private land with ISO and SFI certification and the programs we're embarking on with PSF and Nature Conservancy of Canada to preserve fisheries and wildlife habitat," Lindsay said. "The tone of the conference was to build partnerships and improve communication — it was quite positive in that regard."

The Sooke Salmon Enhancement Society operates the Sooke Hatchery on property leased from TW for a nominal fee.

### Keeping lines of communication open...

Steve Lorimer, TW Manager of First Nations and Community Relations, and Gordon Littlejohn, TW Director of Real Estate, spent a Saturday in September at a Willow Creek Watershed Society meeting. The society brought together government officials and property owners (TW owns 72 percent of the land in Willow Creek watershed).

"We didn't have high expectations of TW," said Sam Wiedeman, Project Coordinator for Willow Creek Watershed Society meeting. "We know it's private land and we can't tell them what to do. One comment at the meeting, from the director of the watershed society, was that the TW land is in really good shape and we want to emulate that in other locations. I see TW as advisors."

"It's an interesting process that the society has embarked upon. They're trying to identify the issues that various stakeholders have in the watershed, so that information will be available to those in land-use planning for the future," Lorimer said.

TW shared information about the company's watershed review process, reforestation plans, environmental stewardship approach and policies for private forestlands.

Wiedeman said that she'd like to see the various interest groups share information on a regular basis, so that efforts are not duplicated. "It's important that we keep the lines of communication open," she added.

Neighbours is produced by TimberWest's Corporate Affairs Department for community members and employees.

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## Comments...

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