

# Delivered.



# Delivered.

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Corporate overview

Purolator is Canada's largest courier. We have grown our business by investing in our people, creating new products and services, and by developing expertise in distribution and supply chain capabilities. With a forward-looking strategy for growth and a focus on what our customers want and need, we are realizing our vision – to be acknowledged as North America's leading provider of time-definite distribution solutions to, from and within Canada.



# The year

As Purolator's incoming Chairman, I am pleased to share the results of Purolator's performance in 2009.

Purolator was not spared the consequences of the global economic crisis in 2009. However, Purolator remained profitable and invested \$69 million in initiatives such as the expansion of its hub facility in Richmond, British Columbia, the introduction of new electronic shipping solutions to enhance the customer experience, the replacement of conventional vehicles with new, hybrid-electric curbside delivery vehicles, and more. These investments were made to create value for Purolator's customers, build brand leadership and ultimately position Purolator well for the economic recovery that will inevitably come.

In 2009, Purolator generated net operating revenue of \$1,433 million, a decrease of \$130 million relative to the prior year. In order to offset the revenue decline, it took aggressive action to reduce operating expenses, bringing the total cost of operations to \$1,380 million, a decrease of \$92 million from 2008. And while Purolator did not meet its earnings target for the year, it generated earnings before taxes of \$53 million.

As the official courier of the Vancouver 2010 Olympic and Paralympic Winter Games, Purolator helped connect the world to Vancouver. We were successful in demonstrating our sophisticated distribution solutions on the world stage and delivered an exceptional shipping experience for all stakeholders. With commitment, pride and unparalleled expertise, Purolator achieved its mandate of *Helping deliver the Games*.

On behalf of the Board of Directors, I would like to thank every one of the 11,300 dedicated people on the Purolator team who collectively made these achievements possible.

I am excited to assume the role of Chairman of the Board of Directors of Purolator. I am serving with an exceptional Board, and together we look forward to providing direction and support to Purolator's management team. I look forward to reporting our progress to you in Purolator's 2010 Annual Review.

A handwritten signature in black ink that reads "S. Bacon". The signature is written in a cursive, flowing style.

**Stewart Bacon**  
Chairman of the Board



# The message

There is no doubt that 2009 was a challenging year for all businesses. Despite the economic challenges, we remained profitable, although our earnings came in significantly short of our target. Owing to the efforts of all of our people, we exceeded our goals in the areas of health and safety and service quality. We also significantly reduced costs, although those reductions were unfortunately offset by a decline in the revenues of our base business.

At the end of 2009, we created *Clear View*, a concept centred on the principle of openness. Through *Clear View*, we will all share a common understanding of the state of our business and the opportunities that lie ahead. This common understanding will allow us to formulate and execute plans to unlock Purolator's full potential.

#### Investing in our business

In 2009, we made significant investments in physical infrastructure, technology and our brand. The expansion of our hub facility in Richmond, British Columbia, was completed in August 2009, resolving our capacity constraints within the lower mainland region of British Columbia and enabling us to showcase our abilities in

support of the Vancouver 2010 Olympic and Paralympic Winter Games.

We also made significant enhancements to our customer service platforms. Purolator customers calling 1 888 SHIP-123 were introduced to a new, dial-in experience with Purolator's upgraded interactive voice response system, a highly integrated and intuitive system that guides customers through self-serve channels. Online, we launched MyPurolator™, a personalized online portal available through [www.purolator.com](http://www.purolator.com) that makes it easier and faster for customers to do business with us.

We also continued to make significant

investments in hybrid vehicles, which are helping us reduce our greenhouse gas emissions. We are proud of the fact that Purolator operates the largest fleet of hybrid electric curbside delivery vehicles in Canada.

Finally, our people invested their time and efforts in building our brand. Purolator's sponsorship of the Vancouver 2010 Olympic and Paralympic Winter Games provided us with a magnificent opportunity to demonstrate the strength of our network. The flawless customer experience we delivered would not have been possible without the excellent operating plan that was designed and executed by the cross-functional team led by our Pacific division. Nor would that customer experience have been possible

without the dedication of our people who graciously offered to represent Purolator at the Olympic venues, putting in long hours and doing the 'invisible things' that so often make the difference between success and failure. Last, but certainly not least, it would not have been possible to demonstrate Purolator's commitment to Canada and its athletes without the support of all of our people who enthusiastically participated in the torch relay and shared Purolator's enthusiasm for the Games with our customers, partners and communities.

#### The way forward

Purolator is a successful company. However, to build on Purolator's success, we will need to refocus our efforts to

become a more externally focused, market-driven organization. Simply put, this means that we will need to develop a deeper understanding of our customer needs in order to more effectively create, deliver and manage value for our customers. Doing so is critical to our future success and will require all 11,300 Purolator people to align their efforts behind the achievement of that goal.

#### With thanks

I would like to thank each and every one of our 11,300 people for their commitment and the enthusiasm with which they have pursued our goals. I would also like to take this opportunity, on behalf of everyone at Purolator, to thank Robert C. Johnson, who retired as

President and CEO of Purolator in 2009 after eight years of dedicated service.

In closing, I am very pleased to welcome our new Chairman of the Board, Stewart Bacon, who joins Purolator's Board following a long and successful career as a senior executive with Canada Post Corporation. Mr. Bacon and the other members of Purolator's Board of Directors possess a wealth of experience that will contribute greatly to the achievement of Purolator's future success.

**William A. Henderson**  
President and CEO

# The promise

**Delivered.** Our promise is to deliver superior, flexible distribution solutions to help businesses succeed in a changing world. It is this commitment that guides our strategies, fuels our commitment to our customers and propels our growth.

Our commitment to our people and our customers has never been more evident than during the months leading up to the Vancouver 2010 Olympic and Paralympic Winter Games. As official courier, we helped the Vancouver Olympic Organizing Committee bring the world to Canada, and deliver the Games to the world.





Purolator was responsible for ensuring that tickets to the Games were delivered efficiently, on time and securely. We executed a sophisticated solution that distributed over 80,000 ticket packages across Canada and internationally, and our electronic shipping systems enabled customers to track their tickets at any time, from anywhere.

THE OLYMPIC GAMES DELIVERED



# The world

**Delivered.** In a challenging year, we continued to invest in Purolator Freight, Purolator USA and Express businesses, developing new capabilities to help our customers succeed. These businesses are fueling Purolator's growth and most importantly, allowing us to deliver more complex, integrated distribution solutions – to, from and within Canada – than ever before.

## **Purolator International and Global Supply Chain services**

Purolator International expanded its service capabilities in 2009 through strategic relationships with leading international providers. Key to our success is the ability to integrate multiple vendors, creating a solution that is seamlessly integrated through a single provider. In addition, we expanded our time-definite services to be consistent with domestic shipping options, and upgraded our E-Ship™ Online system to reflect the enhanced service and pricing options. Our international freight forwarding business grew in parallel with Purolator International, by offering specialized services, including the induction of offshore shipments directly into our Canadian network. The extension of international supply chains into Canada

has fueled the growth of Purolator Global Supply Chain Services, which offers logistics solutions with flexible ocean, air and inland distribution capabilities.

## **Purolator Freight**

One of the key growth drivers, Purolator Freight delivered six per cent year-over-year revenue growth in 2009 (excluding fuel surcharge revenue) – a unique accomplishment in the transportation industry during a challenging year. This growth is the result of expanded capabilities over the past year. Today, Purolator Freight's network includes seven less-than-truckload (LTL) facilities and 44 courier and LTL multi-use facilities. By leveraging the strength of the courier network, Purolator Freight is one of the most comprehensive LTL networks in Canada. With over 80 per cent of

shipments remaining in the Purolator network, Purolator Freight provides unique premium LTL solutions for customers that help grow their business and reduce the cost of transportation.

## **Purolator USA**

In a year that saw NAFTA trade decrease by 30 per cent, Purolator USA increased its customer base and continued to grow its market share, while at the same time delivering its highest customer satisfaction rating to date. A highly successful marketing campaign helped Purolator USA acquire new customers and build greater brand awareness. Prudent capital expenditures, such as delaying expansion efforts into new markets until 2010, helped ensure a strong balance sheet.

During the months of February and March, 15 Purolator retail representatives from Ontario and British Columbia helped thousands send a reminder of the Games back home. Through four Purolator retail kiosks situated at various Olympic venues at the Games, Purolator connected approximately 6,000 athletes, 12,000 members of media, International Olympic Committee officials and thousands of visitors to friends and family back home.

THE OLYMPIC GAMES DELIVERED



# The Games

**Delivered.** As the Canadian market leader, Purolator was entrusted to act as the link between Vancouver and the world. We built a sophisticated distribution solution to meet the Vancouver Olympic Organizing Committee's (VANOC) unprecedented requirements leading up to and during the Vancouver 2010 Olympic and Paralympic Winter Games. We helped deliver the Games through our flexibility and responsiveness.

## A customer like no other

As an official supplier, Purolator provided courier service to VANOC for the 2010 Olympic and Paralympic Winter Games. We handled the domestic and international distribution of 1.6 million event tickets, as well as more than 100,000 packages of merchandise ordered through the Vancouver 2010 website. During the Games, we provided delivery services to official VANOC venues and on-site courier services – including drop boxes and temporary retail kiosks – at various venues including the Athletes' Villages and Main Media Centre.

There were two unique challenges in providing service to the Games – meeting VANOC's complex security requirements

and meeting the demands of high shipping volumes in a compressed time frame.

Purolator's customized quality assurance processes helped guide the development of the unique VANOC distribution solution, and Purolator was the first official VANOC supplier to receive certification as an approved vendor. Recognized as a top vendor, our security process and protocols became a benchmark for other suppliers to ensure standards were met.

Central to our ability to deliver the VANOC solution was our new Richmond hub facility. The Richmond hub was completed in August 2009, and we are already seeing a 200 per cent

improvement in throughput and improved sort quality. For the long term, we are ready to support the future growth of Canada's third largest urban market.

## The value of experience

Purolator benefited greatly from the Olympic experience. We will leverage the learning and the knowledge we have gained to continue to improve the way we work. Our investment in the Games has been an investment in our brand and in our people. The expertise we gained in developing and executing the complex VANOC solution provides us with a unique and invaluable framework for process, quality and customer service excellence.





As the official courier for the Vancouver 2010 Olympic and Paralympic Winter Games, Purolator provided transportation for the Games' important icons – the Vancouver 2010 mascots, Miga, Quatchi and Sumi, as well as the thousands of Olympic torches used in the historic relay – including this one carried proudly by Purolator torchbearer Gary Lafee.

THE OLYMPIC GAMES DELIVERED.



# The experience

**Delivered.** We improved our digital presence in the marketplace with enhancements to our online shipping solution and by introducing our newest electronic shipping solution – Purolator E-Ship™ Web Services. Our E-Ship shipping solutions are providing more choices for our customers and delivering the Purolator experience across the entire supply chain.

#### **Purolator E-Ship™ Web Services**

Our newest e-ship solution, Purolator E-Ship Web Services, allows our customers to integrate the power of Purolator into their business directly from their website. Purolator E-Ship Web Services allows customer applications to communicate directly with Purolator's shipping systems by passing real-time information over the Internet. With E-Ship Web Services, customers can estimate, ship, track and manage returns on their own website or online store without having to access a Purolator electronic shipping channel. The solution also allows shipping and tracking-related functionality to be added to other internal systems like order management, customer service, or invoicing.

VANOC integrated the power of Purolator into the official website of the Vancouver 2010 Olympic and Paralympic Winter Games. E-Ship Web Services provided enhanced tracking as an important feature of VANOC's online store.

Purolator's e-ship solutions are connecting our business and consumers to the largest distribution network in the country, through flexible and efficient electronic channels.

#### **Purolator E-Ship™ Online**

After significant investment in our online shipping platform, revenue from our online shipping channel grew

significantly in 2009 – making it one of the fastest growing channels at Purolator.

New shipping features and enhancements, like evening delivery and new signature options, make E-Ship Online more robust than ever. We're making it easier for shippers to connect with their residential customers using a suite of residential services including redeliver and redirect; Saturday, evening and time-definite options; and hold for pick up. These choices make shipping more flexible and efficient for those sending packages and those receiving them.

Every day was a new experience for our volunteers at the Games, who were stationed at various venues, such as the Canada Hockey Place. There, our people were greeters, information officers and crowd control specialists. They supported spectators, the media and athletes at all of the events held there – and like Purolator's Pauline Walker, were among the most enthusiastic and patriotic supporters of Canada's gold-medal hockey teams.

THE OLYMPIC GAMES DELIVERED



# The spirit

**Delivered.** The Olympic spirit was evident throughout Purolator as we celebrated our role in the Vancouver 2010 Olympic and Paralympic Winter Games. Vancouver 2010 graphics on 2,300 vehicles, a new advertising campaign and the enthusiasm of our 11,300-member team all signalled our company's pride and our people's commitment to this incredible opportunity.

## Carrying the torch and supporting the Games proudly

On October 28, the Olympic flame was lit in Olympia, Greece, beginning the longest winter torch relay in Olympic history. And our people were proud to be a part of it. In total, the relay covered approximately 45,000 kilometres through more than 1,000 communities over 106 days. Ten Purolator representatives were selected by VANOC and they carried the Olympic flame proudly.

As well as our torchbearers, 18 of our people shared the experience of a lifetime as volunteers at the Games. They served

in many volunteer capacities – as Arrival and Departure Representatives they welcomed the athletes of the world to Vancouver. As Hosts at the opening and closing ceremonies, they were able to share the spirit of the Games with some of Canada's most celebrated athletes and celebrities. For our volunteers, the Games were an amazing experience they will remember forever.

## Delivering sustainability

Purolator is proud to have been recognized with the Vancouver 2010 Sustainability Star awarded for the Quicksider, a battery-operated, electric

vehicle that serviced various Olympic venues. Add in the 28 hybrid electric vehicles (HEVs) also deployed for courier service at the Games – and Purolator's commitment to greening its fleet was evident throughout the streets of Vancouver. Today, our national courier fleet consists of 205 HEVs, and we plan to add 200 more to the fleet by the end of 2010. The introduction of these vehicles will make 13 per cent of our curbside delivery fleet hybrid electric, the largest fleet of hybrid electric curbside delivery vehicles in Canada.



## Purolator's Board of Directors is responsible for the stewardship of Purolator. That stewardship consists primarily of the duty to manage, or supervise the management of, the business and affairs of Purolator.

The Board's supervisory duties include approving Purolator's strategy, determining Purolator's approach to corporate governance, appointing the President and CEO and Purolator's other officers and planning for their succession, monitoring the effectiveness of Purolator's compliance controls and risk-management practices, monitoring the integrity of Purolator's financial reporting, and approving significant borrowing and other transactions.

In supervising the management of Purolator's business and affairs, each Board member is required to act honestly and in good faith, with a view to the best interests of Purolator, and exercise the care, diligence and skill that a reasonably prudent person would exercise in comparable circumstances. Board members demonstrate their commitment

by, among other things, familiarizing themselves with the business and affairs of Purolator, regularly attending meetings of the Board and its committees, and actively participating in Board decisions.

While the Board has delegated much of the day-to-day management of Purolator to the President and CEO, the President and CEO is required to (i) keep the Board fully informed of Purolator's progress towards the achievement of its primary objective(s), and (ii) report all significant facts and changes concerning Purolator's business and affairs. If the Board considers it to be in Purolator's best interests, the Board may intervene in the management of Purolator's business and affairs.

Purolator is committed to good governance. To this end, Purolator

maintains a Code of Business Conduct and Ethics, which sets out the standard of conduct expected of all Board members and employees of Purolator, and a Confidential Submissions Policy (a.k.a. "whistleblower policy") that allows for the confidential submission of wrongdoing. In 2009, the Board also undertook an in-depth review of its mandate and committee charters, with a view to enhancing the effectiveness of the Board and its committees. Purolator's Board has the following committees: Audit, Pension, Human Resources and Compensation, Corporate Governance and Environment, Health and Safety. Finally, Purolator is continuously assessing and, where appropriate, strengthening its internal controls over financial reporting. Through its governance framework, Purolator seeks to maintain the trust of all of its stakeholders.



**Stewart Bacon**  
Chairman of the Board  
Purolator Holdings Ltd.



**Jacques Côté**  
Chief Operating Officer  
Canada Post Corporation



**Gerard Power**  
Vice President,  
International  
Canada Post Corporation



**David Burke**  
Chief Executive Officer  
Stardyne Technologies Inc.



**Moya Greene**  
President and  
Chief Executive Officer  
Canada Post Corporation



**Mary Traversy**  
Senior Vice President,  
Transaction Mail  
Canada Post Corporation



**Wayne Cheeseman**  
Chief Financial Officer  
Canada Post Corporation



**Barry Lapointe**  
President and  
Chief Executive Officer  
Kelowna Flightcraft  
Air Charter Ltd.



**Dennis Lopes**  
(non-board member)  
Vice President,  
General Counsel and  
Corporate Secretary  
Purolator Holdings Ltd.



**Denyse Chicoyne**  
Corporate Director  
Purolator Holdings Ltd.



**Louis O'Brien**  
Senior Vice President and  
Chief Customer Officer  
Canada Post Corporation

Board of Directors of Purolator Holdings Ltd. as of May 1, 2010.

**Purolator continues to hold the largest share of the Canadian express delivery market but, like all companies, was significantly impacted by the global economic crisis in 2009. Purolator earned an EBT of approximately \$53M in 2009, down from the prior year's level of \$90M, due to the significant reduction in revenue, which was partially offset by a reduction in costs. Despite the economic challenges, we continued to improve service levels over the prior year and introduced new products and services to meet the changing needs of our customers – demonstrating our unfaltering commitment to customer service.**

Looking forward to 2010, we will refocus our efforts to become an even more externally driven and market-focused organization. Simply put, we will find new and better ways to create, deliver and manage value for our customers. Since we succeed when our customers succeed, we believe that our renewed focus on the market will drive increased value for Purolator's shareholders.

### Revenue from operations

Purolator generated consolidated net operating revenue of \$1,433 million in 2009, a decrease of \$130 million over 2008. This decline was attributable primarily to the challenging economic environment, which led to a decrease in shipment volumes and a shift in customer preferences from premium services to lower-cost service options.

Purolator Freight's revenues remained flat to the prior year; however, Purolator USA witnessed a significant decline in volumes and revenues due to the disproportionate impact of the global economic crisis on the U.S. economy.

Assuming the continuation of this challenging economic environment, maintaining strong service levels and refocusing our efforts on value creation, delivery and management will be critical to Purolator's success in 2010.

### Cost of operations

With a decline in revenue, Purolator diligently focused on cost containment. In 2009, the consolidated cost of operations totalled \$1,380 million, a decrease of \$92 million over prior year.

Significant effort was made across all divisions to offset the decline in volumes and revenues by, among other things, reducing discretionary expenses, material handling costs, ground linehaul costs, and fuel expense. Significant efforts were also made to make long-term reductions to Purolator's cost structure without compromising service or our ability to reinvest in the future.

### Capital investment

We continued to invest in our future. In 2009, our capital expenditures totalled \$69 million as investment was made in automating facilities and introducing new technology for both our customers and our people. We continue to set the standard for excellence and are proud of the completion of our state-of-the-art Richmond hub, as well as the roll out of new hand-held scanners. Ergonomically friendly, fast and durable, the scanners have the capacity to support future technology enhancements. In addition, we also made investments in providing tools to better assist customers and enhance self-serve options online as well as through 1 888 SHIP-123.

### Outlook for 2010

In 2010, we will refocus our efforts and investments on creating, delivering and managing value for our customers, all in support of our vision: to be acknowledged as North America's leading provider of time-definite distribution solutions to, from and within Canada.

## Key financial indicators

\$(000s)	2009	2008
Revenue	\$ 1,433,579	\$ 1,562,500
Total Expenses	\$ 1,380,658	\$ 1,472,086
EBT	\$ 52,921	\$ 90,414
Return on Equity*	8.4%	13.2%
Investment in Fixed Assets	\$ 68,729	\$ 117,084
Cash Flow from Operations	\$ 52,326	\$ 90,787

\* Based on monthly weighted average

# The celebration

At Purolator, we are committed to providing our people with the opportunity to learn and grow and, when possible, participate in once-in-a-lifetime opportunities such as the Vancouver 2010 Olympic and Paralympic Winter Games. We celebrate the contributions of our top performers and those who acted as Purolator ambassadors at the Games. We are proud to recognize the 2009 Circle of Excellence Award winners, President's Club Award winners, Purolator torchbearers and the Games volunteers.

## Circle of Excellence

### Ian Candlish

Divisional Human Resources Manager, British Columbia and N. Alberta  
Richmond, B.C.

### Velvet Cardona

Fuel Analyst and Equipment Tracking  
Mississauga, Ont.

### Allan Chisholm

Field Service Engineer  
Dartmouth, N.S.

### Paul Cochrane

District Manager  
Moncton/Charlottetown, P.E.I.

### Anne Cummings

District Engineer  
Detroit, MI

### Pietro Ditomaso

District Manager  
Anjou/Granby/Joliette, Que.

### Ted Foster

Unit Manager  
Belleville, Ont.

### Colin French

Project Manager  
Mississauga, Ont.

### Stéphane Hébert

Unit Manager, Montreal Dispatch  
Saint-Laurent, Que.

### Rodney Kavanagh

Terminal Manager (Purolator Freight)  
Winnipeg, Man.

### Jason Key

District Manager  
Scarborough, Ont.

### Normand Laplante

Ground Transportation  
Manager, Montreal  
Montreal Hub, Que.

### Marsha Lindsay

Legal Counsel  
Mississauga, Ont.

### Eric Liu

Financial Analyst  
Mississauga, Ont.

### Clement Lo

Marketing Manager E-business  
Mississauga, Ont.

### Barbara Lonsbury

Billing Quality Manager  
Guelph, Ont.

### Shirley McAllister

Business Specialist  
Mississauga, Ont.

### Landon Morris

Unit Manager  
Bracebridge, Ont.

### Loretta Neeley

Divisional Human Resources  
Manager, Metro  
Mississauga West, Ont.

### Monica Pavicic

Quality Systems Specialist II  
Mississauga, Ont.

### Jim Pitfield

AM Dock Manager  
Burlington, Ont.

### Bryan Piwek

District Manager  
Richmond, B.C.

### Johanne Pruneau

Contract Administration and  
Pre-prints Manager  
Saint-Laurent, Que.

### Martin Tougas

District Air Operations Manager  
Mirabel, Que.

### Stephen Vair

AM Sort Manager  
Calgary, Alta.

### Terry Yeung

Project Manager (Business Solutions)  
Richmond, B.C.

## Circle of Excellence Citizenship Award

### Michelle Wagner

Customer Service Representative  
Calgary, Alta.

## President's Club

### Blake Altenhoff

Sales Professional  
Greater Toronto Area East, Ont.

### Isabelle Bray

National Account Executive  
National Accounts East

### Pat Caligiuri

Sales Professional  
Winnipeg, Man.

### Patrice Derochette

National Account Manager  
National Accounts East

### Adam Hammersley

Regional Sales Manager  
Atlantic Canada

### Ryan Hopp

U.S. Strategic Account Executive  
Central U.S.

### Mark London

U.S. District Sales Manager  
Central District

### Cathy MacIntosh

Director of Sales  
Greater Ontario

### George Morton

Account Executive – Freight  
Greater Toronto Area Central, Ont.

### Maxim Perreault

National Account Executive  
National Accounts East

### Billie Jo Player

Sales Professional  
Burlington, Ont.

### Marco Reginato

Regional Sales Manager  
Burlington, Ont.

### Kyle Schultz

Major Account Executive  
Edmonton, Alta.

### Andrea Scowcroft

Sales Professional  
Greater Toronto Area East, Ont.

### Kimberley Slinn

Sales Professional  
Burlington, Ont.

### Kelli Smith

Sales Professional  
Dieppe, N.B.

### Lesley Stringer

Sales Professional  
Greater Toronto Area West, Ont.

### Robert Swanborough

General Manager  
Greater Ontario

### Lisa Sweers

Sales Professional  
Greater Toronto Area Central, Ont.

## Ring Club

### Blake Altenhoff

Sales Professional  
Greater Toronto Area East, Ont.

### Sue Calder

Account Executive – Freight  
Greater Toronto Area, Ont.

### Karine Martin

Account Executive  
Ville St. Pierre, Que.

### Andrea Scowcroft

Sales Professional  
Greater Toronto Area East, Ont.

### Kelli Smith

Sales Professional  
Dieppe, N.B.

## Sales Manager of the Year

### Mike Attwell

Regional Sales Manager  
Edmonton, Alta.

## President's Award

### Maxim Perreault

National Account Executive  
National Accounts East

## Purolator Olympic Games volunteers

### Rod Bascur

Utility Courier  
Ottawa, Ont.

### Miguel Bastarrachea

AM Sort Manager  
Burnaby, B.C.

### Darryl Dunsmoor

AM Sort  
Guelph, Ont.

### Maridy Forsey

Utility Courier  
Downsview, Ont.

### Darlene Goguen

Contract Admin Specialist  
Moncton, N.B.

### Marc Halama

Courier  
Metro West, Ont.

### Sandra Jewitt

Support Representative, Shipping  
Richmond, B.C.

### Rhonda Johns

Retail Representative  
Burnaby, B.C.

### Michael King

Utility Courier  
Cornwall, Ont.

### Lisa Macdougall

Customer Solutions Specialist  
Moncton, N.B.

### Steve Marfleet

Courier  
Richmond, B.C.

### Melissa Nissen

Shipment Resolution  
Dartmouth, N.S.

### Enrico Palma

Unit Manager  
Richmond, B.C.

### Mariano Pira

Utility Courier  
Burnaby, B.C.

### Pauline Walker

Executive Assistant  
Mississauga, Ont.

## Purolator Olympic Games torchbearers

### Ginette Auclair

Administrative Assistant  
Québec City, Que.

### Tracy Czoch

Retail Representative  
Winnipeg, Man.

### Robert Forbes

Courier  
Fredericton, N.B.

### Ed Hedderson

Courier  
St. John's, N.L.

### Jacqueline Howatt

Field Inside Sales Professional  
Dartmouth, N.S.

### Gary Lafee

Courier  
Brampton, Ont.

### Hope Lowe

Courier  
Lethbridge, Alta.

### Sheila Munro

Sr. Account Representative  
Pickering, Ont.

### Keith Parker

Courier  
Regina, Sask.

### Phil Riffel

Courier  
Richmond, B.C.

## Executive team



**William A. Henderson**  
President and  
Chief Executive Officer



**Michael Coté**  
Senior Vice President,  
Strategy and  
Corporate Services



**Jim MacIntosh**  
Vice President,  
Field Operations



**Renaldo Barca**  
Vice President, Finance



**Deb Craven**  
Senior Vice President  
and Chief Financial  
Officer



**Brian R. Meagher**  
Senior Vice President,  
Sales and Marketing



**Sheldon Bell**  
Divisional President,  
Purolator Freight



**Conal Finnegan**  
Vice President,  
Strategic Initiatives and  
Business Development,  
Purolator USA, Inc.



**Jim Peebles**  
Vice President,  
IS/IT, Engineering  
and Sustainability



**Mike Boucher**  
Vice President,  
National Transportation



**Keith Gartley**  
Vice President,  
Corporate Planning  
and Strategy



**Randy Smart**  
Vice President,  
Purolator International  
and Customer  
Automation



**John Cooper**  
Vice President,  
Marketing



**Joe Guimond**  
Vice President and  
General Manager,  
Purolator Freight



**Harry Smit**  
Vice President,  
Sales



**John Costanzo**  
President,  
Purolator USA, Inc.



**Dennis Lopes**  
Vice President,  
General Counsel and  
Corporate Secretary



**John Sweeney**  
Vice President,  
Field Sales and  
Service Quality,  
Purolator USA, Inc.

# Delivered.

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