

GOODFISH LAKE BUSINESS CORPORATION

Meet the Board of Directors

Front Row (L-R): Brian Hjlesvold; Peter Elzinga, Chair; Sandy Jackson
Back Row (L-R): James Krauss, Greg Sparklingeyes, Herve Faucher
and Darryl Steinhauer

this issue

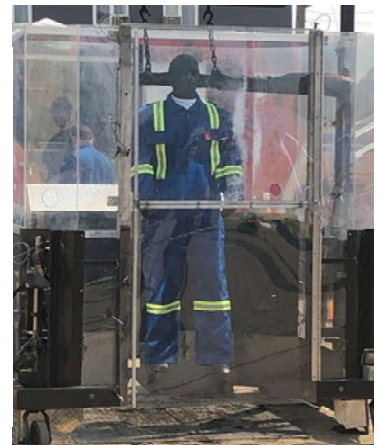
Thermo-Man Burn Test	1
Environmental Management System	1
Dale Carnegie Graduates	2
Positive Response from Employees Experiences	2
Productivity Fundamentals Workshops – TIMWOODS.....	3
Small Changes for Better Results – Dry Cleaners.....	3
Here's Comes the Sun.....	4
Financial Matters.....	4
Q & A – When in need.....	4
Prairie Manufacturer Article.....	Insert

On the Radar

Oil & Gas Trade Show Fort McMurray
– September 10-11, 2019

Lean 6 Green Belt – September

Dale Carnegie – September



Just how well did GFLBC do on the Thermo Burn test? Mark Krezlewicz

On May 28, 2019 Goodfish participated in a Thermo-Man Burn Test at Syncrude. Numerous garments were burned, and Goodfish Coveralls is proud to say that our coveralls performed extremely well. Our safety standards satisfy electricians, utility, oil refinery, petrochemical and construction workers working in high risk environments and we are committed to continue to build outstanding industrial garments. Contact sales@gflbc.ca to learn more about how Goodfish Coveralls performed.

Environmental Management System Jon Nhieu

Another year, another external Environmental Management System (EMS) audit has taken place. Why are these audits required? To make sure the EMS stays on track with the purpose of improving the company's environmental performance. This is a part of a 3-year audit cycle, which consists of an initial registration (or re-registration) audit, followed by 2 years of surveillance audits, such as this year. The ISO14001:2015 registered EMS (achieved in 2018), helps the company track and prioritize the current and historical environmental issues. The EMS is used to reduce the company's potential negative environmental impacts, which is important as the Dry Cleaning and Laundry operations are embedded in the communities of Goodfish Lake and Lac La Biche, respectively. It also guides the Management Team in critical decision making as a part of the overall sustainability of the business.



Did you know Goodfish now distributes fire retardant hoodies, rain gear, toques, balaclavas and hard hat liners? Visit the new blog/website dedicated to our workwear business. Go to www.goodfishcoveralls.ca to learn more.

Congratulations!

Dale Carnegie Graduates

Goodfish Lake Business Corporation would like to extend a huge congratulations to the recent graduates in their accomplishment in successfully completing the Dale Carnegie Course.

Participants included employees from GFL Laundry, Sewing & Garment, Dry Cleaners and Goodfish Management.

Front (l-r): Vinnie Jackson, Priscilla Bull, Elizabeth Jackson, Andrea Makokis, Kelly Shirt, Candace Jackson, Kathleen Jackson, Cora Sparklingeyes, Deborah Nokusis

Center/Back (l-r): Raylene Favel, Janelle Favel, Robert Wastle, Jimmy Sparklingeyes, Carol Jackson, Curtis Lupaschuck, Neil Jackson, James Hunter, Audrey Jackson, Jennifer White, Joanne Favel, Cleo Thompson, Francis Houle, Jerry Desjarlais, Natalie Jackson, Delilah Cardinal, Patsy Cardinal, Hubert Memnook, Rhonda Jackson, Caitlin Jackson. Missing: Hazel Sparklingeyes



*"Success is getting what you want.
Happiness is wanting what you get"*

**For more information on this course,
please contact:**

Robert Wastle, Facilitator/Coach
Warren Buffet & Dale Carnegie

Phone: 780-430-5920

Email: robert.wastle@dalecarnegie.com

Positive Response from Employees when asked... what did you learn?



"What I have learned from the course was how to become more open and overcome my shyness. What I also got from the course is how to deal with problems that arise using the 13 key components".

Jennifer White
Goodfish Laundry

Dale Carnegie "gave me some confidence to stand in front of the class to talk. It was good to let some emotions out not only for myself; but, to hear about my other classmates. It was a good learning experience".

Vivian Jackson
Sewing & Garment



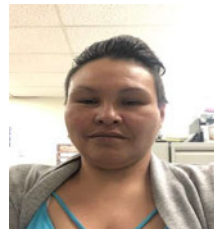
"My name is Carol Jackson and I took the Dale Carnegie course. I was shy and not a very strong speaker. When the weeks went by, I became more confident. It was a very good learning experience for me and could be for you!"

Carol Jackson
Sewing & Garment



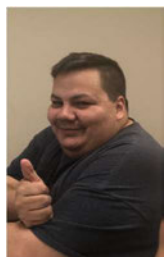
"When I started this course, I was not sure what to expect. I went in feeling so nervous about the whole situation. When I found out we had to speak in front of the class that's where I drew the line. I knew that I couldn't do it at all as I was so scared of everyone's judgements. The first time I went up was so scary. I was in tears and shaking like crazy. The next time was just as bad I couldn't even talk. Robert really wanted me to overcome my fears of public speaking, so he suggested to do it over the phone, which we did. I was so nervous that you could hear it in my voice shaking over the phone and once I walked back into the class there were big cheers for me speaking. I was so shy and so red from embarrassment. That was one tiny step for me to overcome my fears; but as each class went on, I did eventually stand in front of all those people and was able to speak in front of everyone with no shaky voice or having that fear of being judged".

Nicole Halfe
Sewing & Garment



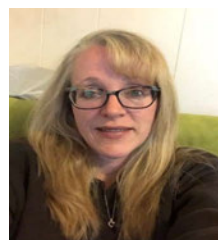
"Thanks again for welcoming me into your community to work together on the Dale Carnegie Course. It was awesome getting to know all of you. You all worked very hard in the course and achieved success. I really miss driving out there every Tuesday, except for the one Tuesday that I ended up in the ditch. I am proud of all of you for the hard work that all of you put into the course. Thanks again for the honor of gifting me an Eagle Feather".

Robert Wastle
Facilitator/Coach



"My name is Jimmy Sparklingeyes and I work at the Drycleaners as an Office Clerk. I have had the incredible time to take part in the Dale Carnegie course which was held in Goodfish earlier this year. It has helped me through so much with being shy, emotions, helpful tools and just constant positive reminders in our daily lives. It was awesome and helps me talk to people. I would encourage others to take it as it may bring you a long way".

Jimmy Sparklingeyes, Goodfish Dry Cleaners



"Dale Carnegie gave me confidence to stand up and express myself in a positive way and to make me want to change".

Michelle Vallee
Goodfish Dry Cleaners

"What I learned from the course was to be more confident and to speak up when the time calls for it".

Cleo Thompson
Goodfish Laundry



Productivity Fundamentals Workshops

On the lookout for TIMWOODS



Scott Penner watches as Raven Jackson and Curtis Lupaschuck complete the Batch or Single Envelope Challenge.

Through a collection of two-and half-hour Productivity Fundamentals workshops, the Goodfish Lake group of companies teamed up with GO Productivity to drive productivity improvement. By introducing the foundations of productivity and continuous improvement, we took the first step in applying GO Productivity's ARC model (Assessment, Roadmap and Coaching) to move from the current state to a new and improved future state. In short, moving from improvement ideas to implementation.

Building upon the understanding that the goal of a business is to **make money now** and, in the future, we saw how Lean and productivity improvement support this idea. The three underlying components of productivity (**Leadership & Management, Innovation and Operations**) work together to drive improvement. Within operations, Lean is more than just a set of tools. It is an improvement philosophy that is rooted in a respect for people and the contributions of the individual. The basic Lean components of **flow, value** and **waste** work together. We strive to identify customer value within our processes while minimizing and eliminating the waste (remember TIM WOODS!). Increased value coupled with reduced waste leads to improved flow and greater productivity.

Examples of the application of these principles can already be seen. Whether it is the improved flow at the Lac La Biche laundry facility or the elimination of waste within the coverall manufacturing process, these little changes add up to make the job easier and the business more productive while developing a culture of continuous improvement. The challenge now is to continue generating, prioritizing and implementing ideas.

8 Types of Waste

T	Transportation	W	Waiting
I	Inventory	O	Overprocessing
M	Motion	O	Overproduction
		D	Defects
		S	Skills Underutilized

A total of ninety-one (91) employees who participated will receive their GO Productivity White Belt Certificate of Completion. GFLBC extends a huge congratulations on a job well done!

For further information on this training, please contact:

Scott Penner, Technical Director, Operational Excellence Services

Productivity Alberta/Go Productivity

NAIT Productivity & Innovation Centre

10210 Princess Elizabeth Ave NW Edmonton, AB T5G 0Y2

Phone: 780-471-7060



Small Changes for Better Results: Calvin Steinhauer

Since January 2019, Goodfish Lake Drycleaners went through several changes as they relate to maintenance and repair. If you haven't noticed, a total of eight new external doors were replaced and a new 25-tonne air conditioner were recently installed. Installing new doors may seem like a small upgrade but it can have significant impact in more ways than one: while proper functionality is important, the doors are typically better insulated allowing them to keep the heat in during the winter and out during the summer, they are much stronger adding extra level of security and lifespan. Alongside of this, the air conditioner helps the temperature of the air and significantly indoor air quality and create a healthier atmosphere. This is because they are capable of filtering out pollen, dust and other allergens present in the environment and making the working area much more comfortable. Other indoor renovations included the remodeled men's and women's washrooms. On the outside, road upgrades required 300 tonnes of ¾ inch gravel which will allow safe access to and from the facility; and, the reorganization and cleaning of the c-cans. Future upgrades will include the replacing of two boilers.

At the Goodfish Lake Laundry facility in Lac La Biche, a new Preventative Maintenance Program was established for the laundry equipment; and the purchase of new laundry bins to keep up with the demand of services needed. Continue to watch for other productivity improvements!



Goodfish Lake Sewing & Garment recently reorganized several areas to improve safe functionality.

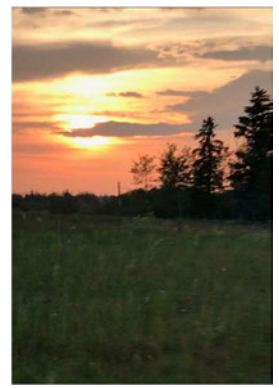


Bernice Whitford, Michelle Vallee, Eva Breast, Candace Jackson, Patsy Cardinal and Calvin Steinhauer pose in front of the newly installed doors at the Goodfish Lake Drycleaners.



Laundry employees, along with Calvin Steinhauer, Director of Operations for Laundry/Dry Cleaners and Jerry Desjarlais, Production Supervisor at Goodfish Lake Laundry facility in Lac La Biche.

Here Comes the Bright Hot Sun, The Summer Season Has Begun!



Wildland Firefighting Update: Kelly Shirt

GFL Management LP (Firestorm) manages and coordinates the Alberta Wildland Firefighting/Fire-Tack program which consists of the four primary contracts, each crew consists of one leader, one sub-leader and six members totaling 8 per crew. Contracts begin in April – August (estimate) to date we have had the four primary crews dispatched along with several secondary and zero-day crews.

We are very proud of our fire-tack members they work hard and work in the most extreme and dangerous settings. They must be aware of all the different hazards present and know how to work safety to avoid the hazards.

Your SAFETY TIP - Heat Disorders: Patsy Cardinal

A healthy person can adapt to a hot environment by dissipating heat. If the body is unable to maintain a temperature balance, then a heat disorder might result. Three heat disorders include: Heat Cramps, Heat Exhaustion or Heat Stroke

Heat Disorder	Cause	Symptoms	Treatment
Heat Cramps	Failure to replace salt (electrolytes) depleted in sweating	Muscle cramps or spasms.	Drink water or sport drinks. Stop physical activity and move to a cool place.
Heat Exhaustion	Failure to replace water and salt lost in sweating. Failure to regulate the heat from your body and environment to maintain a core normal of 37C.	Weak, dizzy, extreme fatigue, wet, clammy skin, headache, nausea and collapsing	Move to a cool place. Sip on water or sports drinks/lightly salted drinks. Get medical help if: -your throwing up -your symptoms get worse. - your symptoms last longer than an hour.
Heat Stroke	Total collapse of temperature regulating mechanisms	Hot skin, high body temperature, mental confusion, delirium, loss of consciousness and convulsions	Help lower the person temperature with cool clothes or a cool bath. Do not give the person anything to drink. Get medical help immediately.

Financial Matters: Noah Nemhara

How Does a Debt Management Program or Plan Work?

"Life just happened. My debt got to the point where I started to feel like I was drowning. I didn't feel like I could fix it on my own, and I wanted to start living my life as an adult without debt. I decided to reach out for help. Feeling relieved, I knew that everything was going to be okay – a lot of work – but okay. I had a plan to pay back my debt and reduce the financial stress that was taking a toll on my mental and physical health. - Anonymous "

Have you ever felt like you are drowning in debt, have too many credit card payments with high interest, car loan payments and bills to pay? If so one way to reduce your monthly bills is to do a debt consolidation. This can be done by calling your bank but if your bank or credit union isn't able to help you consolidate your debts, then a Debt Management Program (DMP) might be right for your situation. The Debt Management Program combined with the support and services that non-profit credit counselling agencies offer has been much more effective in providing assistance to Canadians struggling with debt.

A debt management plan gets you out of debt by consolidating all your credit card payments and many other unsecured debts into one monthly payment that you can afford based on your budget. You then make one monthly payment to a licensed consumer credit counselling service and they disburse the funds to various creditors every month. Interest rates on your debts are typically reduced to zero. For creditors who won't completely eliminate interest, your interest rate is usually substantially reduced. You can google for local debt management services or call your bank for support.



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This Month's Q&A

Q. I need someone to talk to in confidence. Are there any available resources the company has to offer for its' employees? Yes, the Contact Employee Assistance Program provides you and your dependants with access to confidential counselling and information services. Sessions can be conducted in-person, over the telephone or via the internet for issues that include the following: marital (including child care/elder care concerns); personal and emotional; alcohol/drug misuse and/or abuse; violence; single parenting; bereavement; work and career; stress; smoking cessation; and much more. The toll-free number is staffed 24 hours a day, 7 days a week by an intake counsellor who can provide immediate support and counselling, respond to crisis or emergency situations or schedule appointments.

Phone: 1-800-387-4765 or visit: www.shepellfgi.com