



Atlantica Hotel & Marina Oak Island

# IMPULSE

THE IMP GROUP EMPLOYEE NEWSLETTER

Volume 1, Issue 4

## A MESSAGE FROM THE PRESIDENT & CEO Stephen K. Plummer

As we enter the last quarter of 2010, it has become obvious that the recession-fueled drop in demand for many of I.M.P.'s products/services continues to challenge our management team and workforce. Despite these downward pressures, I.M.P. has not been forced to make the significant workforce reductions that many of our aviation and aerospace competitors have had to do. The key elements to emerging stronger from the recession are to continue to execute our business plans, grow the company, and invest in our dedicated employees. I am particularly encouraged by the improvements in our second employee survey. Finally, I wanted to briefly update you on our environmentally-based efforts to put a sharper focus on I.M.P.'s corporate social responsibility. These efforts include renewing



CanJet's fleet of 737 aircraft to the latest 800 series model that reduces the burn of jet fuel by several million litres per year, the conversion of most of I.M.P.'s factories from fuel to natural gas, and the installation of low-energy, high illumination lighting in many of our larger facilities.

For many of our business units, the second half of the fiscal year is a busy period and with customer expectations running high, let's do all we can to delight them!

Regards,  
Stephen Plummer  
President & Chief Executive Officer

IMPulse Contributors	2	Execaire delivers 1000th PC-12	5	New Chef—Atlantica Halifax	8	Innotech-Execaire BBQ	11
A Message - Sr. VP Corp Serv.	2	Innotech - Nadcap Approval	5	KIT Carts Aid Inventory	9	IMP Corporate BBQ	11
Avionics joins RADARSAT	3	CC-130 Model J Hercules	6	Employment Equity	9	IMPAC BBQ	11
Innotech Aviation— I-Ku	3	Oak Island Employee Difference	6	Executive Charter Business	10	Health & Wellness	12
Atlantica Hotel & Marina Oak I.	4	CanJet Introduces CanJet Select	7	Execaire—Toronto Event	10	Atlantica Halifax—Community	12
IMPAC Best Practice	4	RQ Rewards –Atlantica Halifax	7	Family Member—NHL Draft	10	Whistleblower Hotline	12
Customer Care 10th Anniversary-	5	Safety Culture is Growing	8	Tribute	10		
IMP Scholarships	5	IMP Solutions—Xerox Equipment	8	Joe Gillivan Retires	10		



**IMPULSE CONTRIBUTORS**

- Laura Armes**  
 Manager, Human Resources  
 CanJet
- Carla Beyreis**  
 Administrative Assistant  
 Corporate Information Technology
- Karl Brown**  
 Manager, OHS & Environment  
 Corporate HR
- Sandi Chase-Caron—IMPulse Editor**  
 Manager, HR Policy, Program,  
 Training & Development  
 Corporate HR
- Gladys Dsouza**  
 Human Resources Assistant  
 Corporate Human Resources
- Colleen Forward**  
 Director, Sales & Marketing  
 Atlantica Hotel Halifax
- Ann Gilfooy**  
 Health, Safety & HR Officer  
 IMP Aerospace Components
- Susan Hackett**  
 Executive Assistant  
 Atlantica Hotel Halifax
- Paige Howell**  
 Human Resources Student  
 Corporate Human Resources
- Diane Linhares**  
 Human Resources Analyst  
 Innotech-Execaire Aviation Group
- Charlotte MacCuish**  
 Human Resources Coordinator  
 IMP Customer Care
- Paul McCabe**  
 Vice President Engineering  
 IMP Aerospace
- Nancy McWhinney**  
 Manager, Group Benefits  
 Corporate HR
- Dave Pearson**  
 VP & General Manager  
 IMP Aerospace Components
- Karyn Power**  
 Business Unit Manager  
 CAN-med Healthcare
- Jennifer Young**  
 Administrative Assistant  
 Atlantica Hotel & Marina Oak Island

**A MESSAGE FROM THE SENIOR VP CORPORATE SERVICES**  
 Julie N. Rehemtulla

I would like to take this opportunity to thank all of you who participated in our second annual Employee Engagement Survey. A total of 1,736 surveys were completed, which represents a 52% participation rate across all of our companies. This is an increase in the participation rate of 49% last year.

Your feedback is invaluable. Your comments and ratings provide an honest opinion to the management and leadership of I.M.P. of what we do well, and the areas in which we can improve. Last year, following our first Employee Engagement Survey, we started initiatives to enhance your work environment and increase communication throughout the Company. This work continues and the results of this year's survey will further assist in developing action plans for 2010/11.

We are pleased that the statistics show that there has been a favourable increase in all categories of the survey. Overall, the favourable rating increased by 6% from 45% last year to 51% this year. While an increase is positive, the results can still be improved upon.

As a result of your responses to the survey last year, we launched this new Corporate quarterly newsletter – *IMPulse*, we shared the

Company's Vision, Mission, Values and Guiding Principles, created an employee suggestion email – [suggestions@impgroup.com](mailto:suggestions@impgroup.com) and we are currently working on an employee intranet - *myIMP*. Many divisions and departments throughout the Company also implemented initiatives as a result of the survey and suggestions from their action teams. We congratulate those of you who got involved in action teams and focus groups last year. We look forward to those initiatives started last year continuing this year. Your ongoing participation is appreciated.

Below is a table to show you the comparative favourable statistics for each category year over year. We are in the process of presenting this year's results to your divisional leaders, following which they will present those results to you.

Thank you once again for your participation.



Best regards,

Julie

**Employee Engagement Survey Results**

2010 Participation rate 52.54%  
1,736 employees

	2010 %Fav	2009 %Fav	Diff
<b>Performance Management</b>	49	46	+3
<b>Management</b>	65	47	+18
<b>Leadership</b>	39	35	+4
<b>Information Sharing</b>	44	38	+6
<b>Health and Safety</b>	66	59	+7
<b>Work Environment</b>	50	46	+4
<b>Engagement</b>	47	46	+1
<b>All Categories</b>	51	45	+6



**Employee Suggestion Email:**

[suggestions@impgroup.com](mailto:suggestions@impgroup.com)



## Avionics Division joins RADARSAT Constellation Mission Team

The Avionics Division is excited to announce having been selected to design the Bus Sub-system Wire Harness for the RADARSAT Constellation Mission (RCM) as a subcontractor to Bristol Aerospace. The RCM project will provide Canada with a constellation of three satellites which will be used to further improve our earth monitoring capability using Synthetic Aperture Radar. The RCM will provide complete access to Canada's land and oceans and will provide access to 95% of the earth on a daily basis. The RCM has been designated for three main uses: maritime surveillance, disaster management and ecosystem monitoring.

IMP Avionics will be responsible to complete the design for the wire harness assemblies including material selection, process selection and development of test processes.



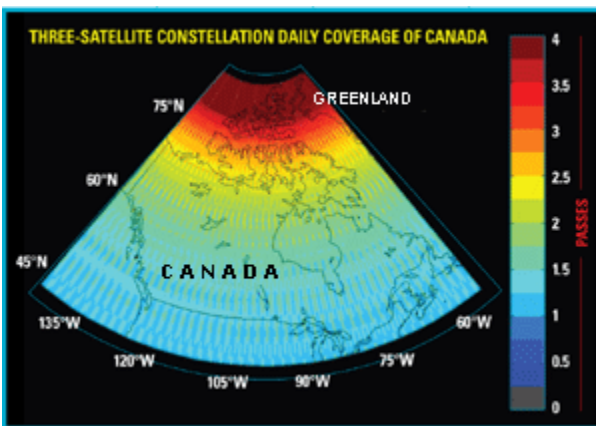
RADARSAT Constellation Depiction

This project will include the preparation of electrical drawings and the design of a ground support test platform that will be used as a routing tool and electrical test bed for the bus subsystem harness. As part of the design of the flight harnesses, IMP will be providing complete design for manufacturability analysis, thereby creating a value added design that is production ready upon completion of the design phase.

For further information on the RCM project please see the Canadian Space Agency Website @ [www.asc-csa.gc.ca](http://www.asc-csa.gc.ca)



Phase C for the project is projected to be completed in June 2011 and the first satellite is scheduled for launch in 2014.



Frequency of RADARSAT Constellation daily passes over Canada

## Innotech Aviation demonstrates latest I-Ku broadband system installation

Innotech Aviation visited Farnborough International Air Show in July to demonstrate their latest I-Ku broadband system installation with their customers' Global Express XRS aircraft.

Innotech established the first STC approval for this system on the Global Express and is quickly setting a world standard for the features and applications to allow worldwide

simultaneous Internet, WiFi, iPhone, 3G iPad, live TV, and web surfing with multiple users on the aircraft at any given time. "We continue to develop and successfully install leading edge technology for Global Express and Challenger customers around the world," remarked Rob Brooks, VP and GM Innotech Aviation. "

With skills and expertise, our employees demonstrated their ability to accelerate the installation and activation in a ten day turn around.

Additional orders have been secured since Farnborough and the future of Innotech I-Ku continues to speed along.



**I-Ku** THE INTELLIGENT CHOICE by Innotech Aviation



## Seaside Different—Atlantica Hotel & Marina Oak Island



Scotians and IMP employees can be proud of, on September 15th, 2010, the property became Atlantica Hotel & Marina Oak Island. Efforts are ongoing to ensure the success and consistency between both hotels. All IMP employees are encouraged to spread the word about the change.

that has impressed visitors, guests and colleagues. In addition, Atlantica Hotel & Marina Oak Island has a new General Manager. Matthew Mackenzie has introduced a very hands-on approach to managing the property that both guests and colleagues have welcomed.

Atlantica Hotel and Marina Oak Island will position itself as one of the best properties in Nova Scotia. The staff look forward to welcoming all their colleagues in the IMP family to experience the changes of this new branding.



Many of IMP's employees have experienced Oak Island Resort's magical property poised on the shore of Mahone Bay boasting countless amenities for the business traveler and to families of all ages. The property has seen many changes over the years, and now the staff are pleased to announce that they are working even closer with the Atlantica Hotel Halifax. Building a maritime brand that Nova

The new website is [www.atlanticaoakisland.com](http://www.atlanticaoakisland.com). Atlantica Hotel & Marina Oak Island has already seen some wonderful internal changes in the weeks leading up to the re-branding. With the talented interior design skills of Robert Goldsworthy (Director of Operations—Atlantica Hotel Halifax), the lobby has been reinvigorated with an impactful look

## IMPAC Implementing Industry Best Practice to Eliminate Defects

Over the last couple of years, one of the biggest challenges faced by the team in Amherst has been how to grow the business with new products, hire new staff, train them to perform the work and finally produce products without incurring unacceptably high defect rates. While the battle is never over, the team in Amherst has been working on various methods to assist employees in repeatedly producing good quality product. One of these techniques is the introduction of Standard Work Instruction Methods (SWIM's). While use of a work instruction in business to document the method for performing a task is by no means new, the introduction of engineering controlled SWIM's takes the process to a whole new level.

The SWIM is an engineering controlled document that sets out in pictures and words the precise sequence of the assembly process. The documents are kept in the work area

and referenced by the employees as they build up the structure. Ranging from a single page document to some that become a complete "how-to" manual, the results have been very good. Employees have been able to transfer between structural assemblies with minimal on-the-job training and they have seen good improvements in both quality and pro-

ductivity on the assemblies where the process has been introduced.

Operation 210	<b>7125001-9/-10 Flap assembly</b>	Time 2 Min
Tools		
<p>Load the 7125007-1/-2 end rib in the jig and secure with jig clamping provided.</p>		
Operation 230	<b>7125001-9/-10 Flap assembly</b>	Time 10 Min
Tools		
<p>Load Leading Edge Assembly into jig and pick up hinge points and end Ribs. Slide lower surface spar, rib and spar clip locator, jig fixture into place at this time. Secure in place with the jig pins provided.</p>		
Operation 120	<b>7125001-9/-10 Flap assembly</b>	Time 5 Min
Tools Drill motor, #40, #30 drill bits		
<p>Open holes circled in green to #30 for BJ4 fastener installation 8 places.</p> <p>Open holes circled in orange to #30 for CM3827AD fastener installation 4 places</p> <p>Leave holes circled in red #40 (8 places) for future installation of 2 Aft actuator ribs. These will be installed at the next higher assembly.</p>		

## IMP Customer Care Celebrates 10th Anniversary

IMP Customer Care celebrated an important milestone this July as they marked their 10th anniversary in operation. Launched in Bathurst, New Brunswick, in July 2000 as the reservations centre for CanJet Airlines, IMP Customer Care has successfully met numerous challenges over the years, adapting to significant changes within the company, airlines and the contact centre industry.

The staff of IMP Customer Care marked the occasion with a BBQ attended by former and current staff members that were on hand to congratulate Michel Auclair, Director of Operations, for ten successful years. Michel and three other original staff members, Donna Thibodeau, Jean-Claude Aubie and

Suzanne Roy, were presented with certificates recognizing their status as IMP Customer Care "Employees of the Decade."

L—R: Jean-Claude Aubie, Charlotte MacCuish, Donna Thibodeau, Marlene Vienneau, Mireille Fournier, Crystal Jenkins, Michel Auclair, Denis Vienneau, Margaret Gravestock, Michel Aubé, and Kathleen Daigle



## IMP Scholarships

IMP has a Scholarship Fund that provides eight scholarships annually to dependent children from employees of all I.M.P. Group divisions and subsidiaries. Applicants must be first year university or college students who will be attending a second year at a university or college. The Scholarship Program Selection Board reviews the applications, short essays and scholastic standing of applicants. This year the following eight dependents of IMP employees will be awarded the following scholarships:

### **Congratulations!**

#### **\$1,500.00**

**Stephany Lafleche** (Daniel Lafleche – Innotech Exeaire, Dorval, QC)

#### **Ashley Wilt**

(Darrell Wilt – Aerospace-Maintenance, Halifax International Airport, NS)

#### **Derek Wentzell**

(Bruce Wentzell – Aerospace-MOB, Trenton, ON)

#### **Courtney Wills**

(Colin Wills – Aerospace-Fixed Wing, Halifax International Airport, NS)

#### **\$1,000.00**

#### **Caitlin Spackman**

(Russell Spackman – Aerospace-Building Operations, Halifax International Airport, NS)

#### **Sebastian Dragomirescu**

(Daniel Dragomirescu – Innotech Aviation – Woodshop CDL, Dorval, QC)

#### **Andre Dubuc**

(Anne Dubuc – Aerospace – Stores, Halifax International Airport, NS)

#### **Patricia Szczypa**

(Jack Szczypa – Corporate – Information Technology, Halifax, NS)

## Exeaire delivers 1000th PC-12



Congratulations to the Exeaire team who delivered the 1000th Pilatus PC-12/47E in July. Pilatus started producing the aircraft in 1994. The Exeaire team is proud to be part of this milestone event in the history of the



Pilatus PC-12/47E.

## Innotech obtains Nadcap Approval

After an extremely challenging and time consuming process, Innotech received Nadcap (National Aerospace and Defense Contractors Accreditation Program) approval for its Chemical Processing and Aerospace Quality System. The Nadcap Team learned



L-R: John Nother, Roland Belanger, David Weishar, Marc Savoie, Pierre Paquette, Diego Velandia, Kevin Thompson, Michaela Kramer, Jorge Anaya.

a great deal from the experience however it took exceptional dedication and commitment to meet the stringent requirements and timelines imposed.



*achievements & awards*

## CC-130 Model J Hercules – IMP Warehouse Takes Flight in Trenton

In December 2009, IMP Group - Aerospace Division was awarded the Warehousing component of the In Service Support (ISS) contract for Canada's new CC-130 J Model Hercules fleet. As a direct subcontractor to Lockheed Martin Aeronautics, IMP will provide comprehensive warehousing services including receipt, storage, control, order packaging and fulfillment activities. This is a multiyear, performance-based contract, assessed on specific measures of customer satisfaction. The awarding of this contract recognizes IMP Group – Aerospace Division's excellence in supply chain management in the aerospace industry, built on 40 years of experience.

The warehouse is located at 8 Wing, Canadian Forces Base (CFB) Trenton, Ontario (see map) and consists of 2 locations with a combined storage capacity of approximately 14000 square feet, dedicated to CC-130 J spare parts.

Embracing one of the more expensive inventory items in the picture to the right, the team is led by former IMP Aerospace HIA Warehouse Manager, Dave MacConnell (centre bottom) and moving clockwise, Jim Towns, Darren Gammon, Jason Williams (Supervisor), Rich Machell, Andrew Windover, Paul Wilson, Angela Keeler and Patsy Koster.

An incredible amount of work has been completed in the 9 months since contract-award. This work included facility design and set-up, staff hiring & training, computer system integration and the receipt of approximately 2000 line items (and counting). The operation achieved a major milestone with the arrival of the first CC-130 J Hercules aircraft, which took place with a formal ceremony at CFB Trenton, on June 4th, 2010. There are four J-Model Hercules aircraft scheduled to be operating at the Trenton location by the end of September of this year,



with all 17 aircraft delivered by December 2012. In fact, the warehouse is now providing 24/7 coverage to CC-130 J flight operations.

Congratulations and a huge thanks are due to the team for their accomplishments in this limited time-frame. The success of this contract will further enhance IMP's reputation with Lockheed Martin and open other opportunities in the supply chain field, independent of IMP production maintenance operations.

Keep up the great work!

Dave MacConnell (centre bottom) and moving clockwise, Jim Towns, Darren Gammon, Jason Williams (Supervisor), Rich Machell, Andrew Windover, Paul Wilson, Angela Keeler and Patsy Koster.



## Atlantica Hotel & Marina Oak Island Employees Make the Difference

Good Morning,

I am writing to thank you and your staff for doing a wonderful job with our class reunion this past weekend. I've attended business meetings across Canada for 35 years and have seldom been more impressed with the attention to detail than I was at Oak Island.

Kathy, Tracy and in particular, Daveda, did a superb job organizing, coordinating and delivering a memorable experience for us. Our two young waitresses, who served us all of our meals, were absolutely great. We had classmates from across Canada as well as Texas and Israel attending and many of them commented very favorably on your location, accommodations, meals and service.

Over the weekend I had many occasions to

watch your staff in action. Without exception, they were professional, helpful and efficient. They were also unfailingly pleasant and smiling, in spite of the extraordinarily busy weekend at Oak Island. The few onsite requests we had (housekeeping, maintenance and catering) were taken care of within minutes. Having arrived the day before our reunion, I was in my room, jotting down a few questions so I could ask someone about some small details regarding our event when the phone rang. It was Julie, asking if I had any questions! Coincidental perhaps, but still pretty impressive.

You will likely enjoy knowing that, while speaking with some of your staff, more than

one of them offered unsolicited compliments of the "new General Manager". ...

I really cannot comprehend what had to happen behind the scenes and how you managed to deal with all the details of the two large functions, as well as our little one, last weekend. I do know that it was beautifully done and I will not hesitate to recommend Oak Island to others. ... please pass along my thanks to your staff at your earliest opportunity.

Best regards,  
David Hyson



## CanJet Introduces CanJet Select at VIP night with Transat Tours

On May 12th, 2010 CanJet hosted a VIP night for their partners Transat Tours Canada at the Innotech - Exeaire Hangar in Montreal. During this event, CanJet announced the introduction of the CanJet Select Program.

CanJet Select (CS) is a selection of premium products bundled together, designed to enhance the passengers' travel experience in Economy class. CanJet Select is available for sale for any CanJet flight departing July 1, 2010 and onwards.

### What's included in CanJet Select (CS)?

- Seat Selection
- Priority check in
- Priority baggage handling
- Up to 10 kg additional weight
- Priority security check point (YUL and YVR only)
- Priority boarding
- Free headset (Southbound only)
- Champagne welcome aboard (Southbound only)
- Alcoholic beverage during bar service
- Beer or wine with meal service
- 1 snack from our on board bistro
- Pillow and blanket set (Southbound only)

### How does passenger book/pay?

At present, all CanJet Select bookings are made via the CanJet Seat Selection Call Centre. A credit card payment is required at the time of booking and passengers are sent a confirmation email.

### What does it cost?

CanJet Select prices vary, depending on the type of seat selection.

Roundtrip rates in Canadian dollars

All destinations

Regular seat \$79.00 CA  
Exit and Bulkhead seating \$109.00 CA



A sincere thank you to the following staff that made the VIP night with Transat Tours a successful event:

Jean-Paul Lapensée	Julie thibeault
Cynthia Demirdjian	Julien Sauvé
Melanie Boulé	Noel Bugeya
Lisa Joseph	Emilie Marsolais
Alain Royal	Samantha Stein
Chris Kelly	Sandrine Dahan
André Sasseville	(Innotech – Exeaire)
Linda Galipeau	Joel Bedard
Yvan Veillette	(Innotech - Exeaire)
Amanda Anderson	



Above: Amanda Anderson, Julie Thibault and Samantha Stein

Above Right: Daniel Godbout, Chris Kelly, Michael DiLollo, Denise Heffron, Vic Nakleh and Maryse Martel



## RQ Rewards Program at Atlantica Halifax Hotel Seasons Bistro & Wine Bar

RQ Rewards is a Seasons Bistro & Wine Bar loyalty program designed to promote Seasons as the social destination for downtown Halifax's vibrant Robie & Quinpool neighborhood.

To join, simply complete and hand in your coupon and you will receive your RQ Rewards card and a complimentary entrée. Each time you return to Seasons thereafter, and order an entrée, your card is stamped; after seven stamps, you will receive a free entrée\*. Some additional benefits you will enjoy are: 15% off each visit (excluding free entrée visits), preferred seating at special events, free dinner entrée on your birthday, special invitations to our tasting dinners, free parking (subject to availability). \*some conditions may apply



# SEASONS

BISTRO & WINE BAR

**Robie & Quinpool's Social Destination**

www.seasonsbistro.com for event listings



## JOIN THE CLUB!

- FREE PARKING WHEN AVAILABLE
- PREFERRED SEATING AT SPECIAL EVENTS
- FREE DINNER ENTRÉE ON YOUR BIRTHDAY
- ENJOY 15% OFF FOOD PURCHASES
- TASTING DINNERS
- 7<sup>TH</sup> ENTRÉE FREE (SOME CONDITIONS MAY APPLY)



## The Safety Culture is Growing at IMP

### What does Workplace safety mean to you?

This is the question that the Harding Medical lift division asked itself when looking for new and innovative ways to assure the safety and protection of their staff. Safety precautions take on a whole new concern in today's work environment, especially in the Construction Industry. Whether it implies being suspended a few stories from an elevator shaft or simply a few steps on a ladder, they had to re-think and re-learn how to work safer and seek out potential on site hazards.

Harding Medical's lift division recently underwent and passed the extensive COR (Certificate of Recognition) Certification program with courses such as Fall Arrest, Confined Spaces, and Hazard Assessment, amongst others. With the help of Karl Brown, IMP's OHS Manager, Charles Landry, Harding Medical Moncton and Emile Touesnard, HSE Integrated Ltd., they were able to adopt a team approach and engage staff in safety discussions and equipment requirements to expand their knowledge of new safety standards and practices. COR Certification is one of the highest safety certificates a company can achieve. It requires its employees to follow strict guidelines, extreme safety audits and continuous training.

Congratulations to the Harding Medical lift team in acquiring COR Certification all the while "delivering independence" to its clients.



Karl Brown, Occupational Health & Safety Manager, IMP  
Charles Landry, Harding Medical Moncton and  
Emile Touesnard, HSE Integrated Ltd. (L-R)



## IMP Solutions Now Services Xerox Equipment

IMP Solutions has just added Xerox vendor certification to the large portfolio of IT hardware products they service. This means that, in addition to Technical Service support on most desktop, laptop, server, and network peripherals, IMP Solutions now supports all leading manufacturers of printer/multifunction devices. IMP Solutions Technical Services provides Printing as a Service, a managed service for worry-free and reduced overall printing costs. Also, IMP Solutions Technical Services provides comprehensive Hardware Maintenance Agreements, IMAC services (Installation, Moves, Adds, Changes) and the capability to augment organizations' desktop support team on a short or long-term

basis. Please contact [Paul.Bishop@IMPSolutions.com](mailto:Paul.Bishop@IMPSolutions.com) for more information.



## Atlantica Hotel Halifax Welcomes New Chef

The Atlantica Hotel Halifax is delighted to welcome Executive Chef and Culinary Instructor Luis Clavel to their management team. As current President of the NS Association of Chefs and Cooks, Chef Clavel brings a



Luis Clavel, Executive Chef  
Atlantica Hotel Halifax

wealth of talent, experience and expertise to compliment the Atlantica Culinary brigade. While indulging his passion for food, he embraces his Puerto Rican heritage as it influences his innovative talent in creating diverse styles of cuisine utilizing local food. The highlights of his many awards include placing second in the Canadian Chef of the Year Competition in 2008 and winning Nova Scotia Chef of the Year in both 2008 and 2009.



## KIT Carts Aid Inventory Control

Managing work-in-process (WIP) levels is always a challenge in a production environment. Over recent months the CH47 Chinook team has completed several major improvements to realign the manufacturing process so that the product flows from the receipt of material through all of the assembly steps and into final inspection without leaving the work cell. One of the key elements to this process improvement has been the introduction of "kitted" parts carts. The carts allow the stores employees to precisely place the parts in trays and racks so that they only issue to the area exactly what is needed and they present them to the assembly employees in a clear and concise manner eliminating the need to search through trays of detail components



for the next part in the assembly sequence. As you can see from the pictures below the KIT carts that the employees designed and built are impressive and have had a significant impact in the work areas.



Aerospace Components

## Resilience®

Your IMP Employee Assistance Program

Counselling for:

- marital & family problems
- stress
- psychological disorders
- alcohol & drug problems
- bereavement
- lifestyle problems
- referral for financial & legal problems
- and more

CANADA-WIDE 24-HOUR  
IMMEDIATE RESPONSE  
1 866 644-0326  
TTY 1 888 384-1152

  
Manulife Financial

## Employment Equity—October is Women's History Month

### October is Women's History Month

Proclaimed in 1992 by the Government of Canada, every October we celebrate Women's History Month, with the highlight being Persons Day on October 18. The month of October has been selected as Women's History Month because of the historical significance of the Persons Case decision of 1929, which represents a landmark victory in the struggle of Canadian women for equality. Women's History Month provides an opportunity for Canadians to learn about the important contributions of women and girls over time to our society - and to the quality of our lives in the 21st century.

Each year a national theme is chosen in celebration of the diverse groups of women. Past themes have included:

**What do you Mean Women Couldn't Vote?** (2003), an appreciation of the liberties and rights that our foremothers struggled to win. Encouragement and inspiration for young Canadians to look back at the past and understand how far Canadian women have come.  
**Yes, Women are Persons!** (2004), a revisit of the 1929 hotly contended issue that gave rise to the Persons Case. Although the results of

the case only recognized women as "persons qualified" for appointment to the Senate, the media at the time declared "Women are Persons!" With those words emblazoned on broadsheets across the country, more and more women began to question their role in society and their contributions to Canada.

**Women and War: Contributions and Consequences** (2005), marking the 60th Anniversary of V-E and V-J Day, the end of World War II, the Government of Canada declared 2005 the Year of the Veteran. Knowing all too well the consequences of war, the 2005 Women's History Month theme examined the role of women in Canada, in times of war, conflict and peace-making.

**Aboriginal Women: the Journey Forward** (2006), the objectives of Women's History Month 2006 was to make Canadians aware of Aboriginal women's contributions to Canada, to their communities and to their families. It was also intended to promote understanding of the realities of Aboriginal women's lives and the unique challenges they face.

**Celebrating Immigrant Women in Canada** (2007), to inform Canadians of women immigrants to Canada and the significance of citi-

zenship to women in Canada - a theme that reflected the fact that 2007 was the 60th anniversary of Canadian citizenship and celebrates the achievements of immigrant women in Canada and their contributions to building this country.

**Women in the Lead** (2008), honoring the girls and women in Canada, past and present, who have opened doors for others to follow, recognizing girls and women of all ages and all backgrounds in virtually every area of human endeavour: sports, agriculture, technological innovation, aeronautics, scholarship and academia, politics and government, the arts and business, to name just a few; to raise awareness among Canadians and to inspire future generations to make history.

**Women in the Lead: Winter Sports** (2009), in celebration of Canada hosting the 2010 Winter Olympics and Paralympics in Vancouver, this theme was inspired by the women and girls, past and present, who excel in winter sports.

Watch in October for the theme of this year's Women's History Month.



## Growing Executive Charter Business

Execaire has taken recent initiatives in order to grow its Executive Charter Business. The hiring of a dedicated Charter Sales Manager, Marie-Josée Choquette, and the increase in the number of aircraft available for Charter within our fleet will have a positive impact on their business.

The additional aircraft in their fleet are:

Montreal: Citation XLS as well as a Challenger 601

Toronto: Falcon 2000 and the Challenger 300

## Promotional Event in Toronto

On September 24th, Execaire is hosting a promotional event in their facility with Audi and Grey Goose as major sponsors.

The event is being organized by Dauphin Media Group who is the creator and publisher of the magazine "Canadian Architecture & Design." It is expected to draw approximately 300 prominent individuals within the Ontario region.

George Nader, Director of Sales & Marketing, said: "We are excited about this event as it will be a great opportunity for Execaire to network and present some of our aircraft that are available for charter."



## Charter Services

### Nationwide and Around the World

Enjoy unsurpassed VIP jet service from Canada's leading aircraft charter company.

Now, relax in the comfortable Challenger 604 cabin, the widest business jet cabin in its class, all while travelling worry-free in the secure environment of a private aircraft.

Whether you are traveling 500 miles or 4,000 miles, the Execaire Challenger 604 is supported by experienced in-flight and on-the-ground personnel trained to make your flight hassle-free. All you need to do is show up.



Challenger 604

## HONOURED



## Family Member selected during NHL Draft!

Rob Flick, son of Michael "Mick" Flick - South-western Ontario Account Executive with CAN-



Med Healthcare's Health Imaging Division, was drafted on Saturday, June 26th, 2010, in the fourth round of the NHL draft by the Chicago Black Hawks. He is attending the Black Hawks Rookie Training camp this summer. Rob has been playing his junior hockey for the Ontario Hockey League's Mississauga St-Mike's Majors.

Rob Flick & Mick Flick (L-R)



## Tribute to Clément Déry

It is with great sadness that we announce the death of Clément Déry on July 14, 2010. He was our Quality Control Manager. He joined the company in May 1968. Clément will be missed by all Execaire members and in particular the Maintenance team for whom he cared so much.



## Joe Gillivan Retires

After 16 years of managing the Holiday Inn Select / Atlantica Hotel Halifax, Joe Gillivan is embarking on a new career as Executive Coach.

Joe worked in the hotel business for 25 years after immigrating to Canada from Ireland in 1980.

Since coming to Halifax, Joe has been very active in the community acting as president and board member for various organizations.

The staff of the Atlantica Hotel Halifax and IMP Corporate wish Joe the best in his future career.



L-R: Stephen Plummer, Joe Gillivan and Kenneth Rowe

## Summer—BBQ Season

### Innotech-Execaire

On June 23rd, the Senior Management Team for the Innotech-Execaire Group joined forces to grill over 1000 hot-dogs and hamburgers for the employees. Thank you to everyone who made this event a success.



### IMP Corporate

On June 18th, 2010, Mr. Plummer, supported by the Corporate Events Committee prepared hamburgers, hotdogs and veggie burgers for the employees of Corporate and IMP Solutions. The proceeds from the event are going towards the Corporate Holiday Party in December. Thanks to the Corporate



Events Committee members for their work organizing this BBQ and other events throughout the year. Thank you: Carla Beyreis, Lacy Blackburn, Sandi Chase-Caron, Gladys Dsouza, Kate Hopfner, Trish Moriarty, Tracey Nicholas, Sheri Syms and Dawn Wheaton. And a

special thank you to Bill Robar and Scot Green for all their help on the BBQ, the Atlantica Hotel Halifax for providing the equipment, and Mr. Plummer for barbecuing.

### IMPAC

IMPAC held their annual Family Day at the Fenwick Fun Park. Despite the rain there was a big turnout of employees and their families. Children enjoyed the Bouncing Castle, a magician/clown, paddleboats and hunting for bullfrogs and pollywogs in the fish pond. The band for the day was Free Fall (with IMPAC employees Al Cooper (guitar/vocals) and Barry White (drums)) who entertained while everyone enjoyed the hip of beef, hot dogs, hamburgers, salads and ice cream. Congratulations to Roger Belliveau the winner of the big screen TV door prize. Thank you to all



the IMPAC employees, volunteers, and entertainers for a very successful Family Fun Day.



At I.M.P. Group we believe employee benefits are an important part of your total compensation package. Therefore, we are pleased to provide a benefit plan that gives you flexibility, choice, and responds to your individual needs.

Below is information designed to provide you with the tools you need to answer any questions and access important information regarding your benefit plan.

To have a better understanding of how your benefit plan operates, meet the I.M.P. group benefits Plan Partners:

**Johnson Inc.**

The plan administrator for the I.M.P. benefit plan. They are responsible for the day to day operation of the plan. All benefit plan inquiries should be directed to Johnson Inc. at (902) 453-9543, toll free 1-800-453-9543 during regular business hours or via email at [imp@johnson.ca](mailto:imp@johnson.ca). For example, some reasons for calling Johnson Inc. are:

- Change of address or mailing information.
- Change in marital status, including common-law relationships.
- Birth or adoption of a child, or addition of dependent children.
- Change of beneficiary designation.
- Inquiries regarding your payroll deductions or cost of the plan.

In the "Members Only" section of the Johnson's website, you will be able to view your complete personal benefit statement, your benefit deductions, as well as the most up to date description of each of your benefits. Johnson's Insurance: [www.johnson.ca](http://www.johnson.ca)

**Manulife Financial**

Manulife is the underwriter and claims payor for the I.M.P. benefit plan. If you have questions regarding a claim that was submitted for payment or want details regarding claims history or annual plan maximums you can contact Manulife at 1-866-507-2727.

By going to the Manulife Financial website you can access to your benefit claims history, where you can see when a claim was processed and how much was paid. This will help you manage your benefit use where maximums and frequency limits apply.

Manulife: <http://groupbenefits.manulife.com>

The I.M.P. group benefit plan renews each year on January 1st. Each year during the designated re-enrolment period, you will be given the opportunity to re-evaluate the benefit options you have previously selected to ensure that your choices continue to meet the benefit needs of you and your family.

**Resilience®**

A full-service employee and family assistance program supporting health at work, at home and in life.

As an employee of I.M.P. Group, you have access to Resilience™, an employee and family assistance program that's part of the Health for Life™ program from Manulife Financial. Resilience™ provides you with easy, confidential access to unlimited short-term counselling, online courses and valuable information such as an online database of childcare/eldercare resources in your community. Resilience™ is the support you need to maintain and improve your physical and emotional health at work, at home and in life. Telephone access: 1-866-644-0326 Online access: [www.myresilience.com](http://www.myresilience.com)

**Whistleblower Policy & Hotline 1-877-349-6446**

The purpose of the hotline is to provide a mechanism for all staff members, vendors, customers, partners and various other stakeholders to raise concerns regarding accounting, internal accounting controls, auditing procedures, financial reporting irregularities, unethical business conduct and violations of the Company's policies and procedures.

The Whistleblower Hotline can be reached by calling **1-877-349-6446**. Your call to the Hotline is completely confidential and cannot be traced. In order to protect your confidentiality, the Chairman of the Audit Committee, who is one of the independent Directors of

the Company's Board of Directors, will handle all Whistleblower Hotline telephone calls. A copy of the Whistleblower's policy can be obtained from your Human Resources Department or Manager.

Company Wear  
 available through  
<http://impgroup.fundytextile.com>

**Atlantica Hotel Halifax Employee Thank You Bar-B-Q and Managers' "Pie in the Face" for Charity**

It has been a very busy summer at Atlantica Hotel Halifax and the employees have been working very hard to ensure their guests have been well taken care of, from curb to pillow. The hotel, in conjunction with the Social Committee, provided a wonderful Thank You Bar-beque lunch, July 28, with fabulous door



Tom Griffin (really—it is) Food & Beverage Services Manager

prizes, games and to top it off, a chance to throw a pie at your manager—all in good fun and with all money going to a local charity.

Games included a putting contest, hoola-hoop and pop ball catch, all for a chance to win various and different prizes.



Robert Goldsworthy, Director of Operations and Velma DeCoste, Director of Housekeeping

