

the **Chemunicator**

LE MAGAZINE DE DISTRIBUTION RESPONSABLE CANADA • THE MAGAZINE OF RESPONSIBLE DISTRIBUTION CANADA

SPRING 2021 / PRINTEMPS 2021

CDN \$4.95



NEW BEGINNINGS

NOUVEAUX DÉPARTS



ARE YOU READY?

ÊTES-VOUS PRÊTS?



COMPASSIONATE LEADERSHIP TRIUMPHS IN 2021

**LE LEADERSHIP COMPATISSANT
EST GAGNANT**



YOUR SINGLE SOURCE SUPPLY CHAIN PROVIDER



We understand clients' needs at a deeper level and create solutions that drive costs out of their supply chain and work with repeatable precision. From our facilities in Toronto, Ontario, product can be effectively distributed anywhere throughout Canada and the USA.

- Over 300,000 sq. ft. of warehousing capacity within the GTA
- Hazmat certified + non-regulated chemical facility
- Long-term, short-term and cross-dock storage options
- Protect from freeze, ambient temperature-controlled facility
- Cross-docking facility located in Ohio, USA
- Regional, USA & international distribution
- Cloud-based technology
- RFID scanning, real-time visibility, EDI + WMS SaaS
- E-commerce capabilities – orders and shipments
- Pick & pack, labelling, assembly and replenishment
- Product inspection and quality control
- Reverse logistics and product returns
- Complete on/off loading of trailers and overseas containers
- Secure gated facility, including 24/7 indoor and outdoor surveillance
- 24/7 customer online inventory portal access

Contents

FEATURES

Editor's NOTES: Perspective - C. Wieckowska	4
Chair's MESSAGE: Spring Greetings - A. Derkach	5
Feature ARTICLE: A Safety Share: Are You Ready? - J. Simms	6
Government RELATIONS D. Saucier & J. Bird	8
Regulatory Affairs COMMITTEE New Committee Experts - N. Delrue	12
Company NEWS	13
You Be The Chemist UPDATE	16
Employee NEWS	17
Rising Industry LEADERS Compassionate Leadership Triumphs in 2021 - V. Dean	19
President's PRESS Hope & Love will Lead the Way - C. Campbell.....	20

RDC BOARD OF DIRECTORS

Chair

Anna Derkach, Di-Corp

Vice-Chair

Frank Dempsey, Dempsey Corp.

Secretary Treasurer

Garry Moore, IMCD Canada

Immediate Past Chair

Patrick Haineault, Brenntag Canada

Directors-at-Large

Marissa Cutts, Anchem Sales
Chris Machin, Andicor Specialty Products
Jean Pierre Pelchat, Azelis Americas
Kathie Taylor, Charles Tennant & Co.
David Luciani, Min-Chem Canada (Past Chair)
Philip Zerr, Quadra
Chris Halberg, Univar Solutions

President

Cathy Campbell | ccampbell@rdcanada.ca

Vice President

Catherine Wieckowska | catherine@rdcanada.ca

Regional Director

Jim Bird | jim@rdcanada.ca

Regional Director

Dave Saucier | dave@rdcanada.ca



Editor & Advertising Sales

Catherine Wieckowska
email: catherine@rdcanada.ca | Tel: (905) 332-8777

Design & Layout

VZION Designs | www.vziondesigns.ca

Direct news releases, new product releases, professional staff changes, etc., to the Editor at RDC offices at the address above.

The Chemunicator is published 2 times per year.

Copyright 2021 by Responsible Distribution Canada. All rights reserved.

Note: RDC does not approve, endorse or promote, nor does it assume any responsibilities for damages arising from the use of the products, services and technologies mentioned or advertised in the Chemunicator.

RDC assumes no liability for errors, omissions or inaccurate information in the articles, advertisements, and/or accuracy of information provided by writers, authors or vendors.

Responsible Distribution® is a registered trademark of Responsible Distribution Canada.

You Be The Chemist® is a registered trademark of the Chemical Educational Foundation.



PERSPECTIVE & NEW BEGINNINGS

Catherine Wieckowska
Vice President - RDC | DRC
Email: catherine@rdcanada.ca

Perspective is one of those seemingly simplistic words that carries an exceptional weight. Case and point, you can choose to see the pandemic emergency breaker (currently underway in Ontario and Quebec) as daunting and challenging OR you can choose to see it as an opportunity to keep everyone healthy and well. Your perspective on this matter is likely weighted by your personal experience and may vary day to day. Your perspective may also differ from your colleagues or friends, but I am hopeful that we can all agree on doing what is best for our communities. I hope we can all agree that better days are ahead, and a fresh start is around the corner.

This issue of the Chemunicator focuses on just that – New Beginnings. With more than 12 months of the pandemic behind us, it is important to think about the future. To think about life and business outside of covid recovery and to have hope for what lies ahead.

On page 12 Nancy Delrue, Chair of the Regulatory Affairs Committee (RAC) writes on the succession planning of the RAC. Nancy explains the importance of embracing and supporting your future regulatory experts. Speaking of up-and-coming leaders, Victoria Dean on behalf of the Rising Industry Leaders Committee shares her perspective on modern day leadership and the need for more compassion in the workplace. Be sure to read her three main points on compassionate leadership on page 19. Leadership can also be acknowledged through an organization's management of people and safety. Jason Simms of RST tells the story of a

warehouse incident and how the company managed through because of proper preparedness training. Read this safety share on page 6.

The pandemic has changed the way we all do business. The same can be said of the association as we made several changes to better serve the membership. We are grateful to all of you, who continue to participate in our virtual sessions. RDC used the virtual events as an opportunity to connect more frequently with colleagues from across the country and benefited from meeting new people. While we certainly look forward to seeing many of you live again, we are thankful for the opportunity that the virtual environment created for us. So, my perspective on covid – yah, I am done with it, but I also recognize that it forced us to think differently and as a result, broadened our reach and grew the RDC community.

I am an optimist to a fault, and I know that some of you reading this, will likely challenge my point of view. That's ok. I welcome different viewpoints. I would just ask you this, take a moment to reflect on how your life has changed over the past year. Be honest and make note of both the pros and the cons. While there is much to feel down about, I am confident that with a slight perspective shift, you might even find some things to be thankful for.

Happy Spring,

Catherine

Intelligence for Today's Chemical Supply Chain

CHEMICAL SUPPLY CHAIN MANAGEMENT
DIPLOMA PROGRAM



Enroll Today!

www.cscm-edu.com

CHAIR'S MESSAGE



SPRING GREETINGS TO ALL!

Anna Derkach, Di-Corp
Chair, Responsible Distribution Canada
Email: chair@rdcanada.ca

Springtime always brings feelings of a fresh start, and this year more than ever I feel like we have a lot to look forward to. With all the safety regulations, we made it through winter like a bear coming out of hibernation into a time of opportunity full of fresh, new green growth still surrounded by the same world, just under a new perspective.

As I write this message on March 11, 2021, it marks the one-year anniversary of when the world changed. The World Health Organization declared a worldwide pandemic on this date just one year ago. Before that, pandemics to me were things I read about in history books. They were things that our ancestors had to live through, and later bounce back from, which they did very well. In present day, because of increased travel, globalization, and more open borders than ever, it meant that viruses spread more quickly but with that, so did information and knowledge. We learned from each other, observed other countries, and we watched as businesses created quick solutions and opportunities in the marketplace. And, most importantly, how to make a vaccine fast.

I look back to the last two years through my position as chair on the RDC board and I could have never predicted how much change and disruption we would see. All association milestones and markers like the Annual General Meeting, the Semi-Annual Meeting, the YBTC Golf Tournament, quarterly board meetings and numerous networking opportunities throughout the year – gone. Business as usual was no more, as all our teams scrambled to adapt to deliver what our customers needed and what the country needed as well. Instead of the normal, what we saw and responded with was different but maybe, just maybe, even better. We now can build upon that and hopefully even find a silver lining.

We have proven that working remotely can and does work, and we will most likely never get back to the normal 9 to 5 from the office, followed with a long commute every day. We have proven that as a country we must and possibly can be more independent. We have proven that we can go through tough times financially with our business, but can also find ways to be creative, pivot and bounce back (in some cases even stronger than ever). We have proven that we can get creative and switch out our manufacturing lines to make products that are in demand during tough times. We have also proven that toilet paper is a hot commodity and to always have a good supply in stock.

In the last message I wrote, I focused on the power of people. I talked about how together we can solve and adapt, and this spring I am feeling that more than ever. In the end it has been people, their ideas and hard work that have pulled us all together and it will be people even more so in the future. Let's focus on our people that stood next to us and make them stronger than ever. Let us provide training, education, support, cross-training, mentorship, leadership, opportunities for growth and they will respond in kind and take our companies to places we could not ever imagine.

I would like to take this opportunity as I am writing my last message as chair to thank all the wonderful people I have met inside and outside the industry. I am so thankful for the support and hard work of the staff at RDC but especially for the energy and creativity of Cathy and Catherine. This association is stronger than ever, and it is because of the vision, determination, and loyalty of all the people involved on staff and on the board. It has been such a pleasure to contribute to the strategy and execution of those ideas while at the same time learning and working with such talented, committed people.

It may not have been the two-year term I had imagined, and I missed seeing everyone in person, but I will never forget the strength I felt as a group during town hall meetings, or the inspiration I felt listening to our keynote speakers virtually. During a recent townhall meeting we celebrated Cathy and her huge 25-year milestone with RDC. For that townhall, we celebrated Cathy by holding up our cards with just one word to describe her (great idea Catherine), and although a very difficult challenge to pick just one word, it moved me to see all of the different meaningful words that I saw up on that screen. Cathy, thank you for all your dedication and as I looked at all the different words on the screen it struck me that your leadership, tenacity, and no-nonsense approach was just what we needed.

Thank you everyone for your support. I look forward to what is yet to come in 2021 and to embrace change, like how we embrace Spring's breath of fresh air.

Anna



ARE YOU READY?

By: Jason Simms, RST

As business professionals responsible for ensuring the flow of chemicals throughout many supply chains, we all understand that we need to be prepared for when something goes wrong; the question is are we?

A client of ours recently recounted an incident that happened several years ago; an accident that not only changed that person's perspective on safety preparedness, but also their understanding of the responsibility of being a leader.

To provide some context while not divulging too much about the client, here are some facts; the client is a B2B distributor of several commodity types, with sanitation chemical products being an important part of their offering. They have several branches within their trading area, each branch having both retail and warehouse space dedicated to servicing their customers' needs. They also have a strong safety culture, with JOHSC teams in place at all branches, a good RIR within their industry, and a commitment to ensuring that everyone goes home safe and sound after the end of each shift.

The person sharing the story was a former branch manager, who was very proud of their branch; the revenue and profit numbers were good, the safety scores were exemplary, employee engagement (EE) scores were great, and the branch was viewed as the high-water mark against which all the other branches were compared. The branch manager was very proud of their active JOHSC, with their fire-drills and monthly inspections performed religiously and was certain that a part of their high EE scores came from the shared passion for safety. Everything was great, until it wasn't...

The branch had recently taken delivery of a new forklift

for their warehouse, with training provided for all the warehouse team members by the supplier. Everything was good until one of the team members was picking a pallet from the top tier of the warehouse racking, and in the process managed to hook the pallet that was on the opposite side of the racking. When the operator retracted the intended skid, they also pulled the skid from the other side with it. When that second pallet cleared the front racking support, it then slipped down through the racking, spilling the contents of the pallet, as well as knocking product from the skid below it, creating an avalanche of pails of chemicals, with many of them breaking open when they hit the concrete floor. When the different chemicals mixed, there was a reaction, with a gas forming and then starting to spread throughout the warehouse.

Their preparedness training paid off; after a quick assessment, the evacuation order was given, and the team assembled outside at their muster point and no one was hurt. The call to 9-1-1 though highlighted a glaring omission – the local fire department was not equipped to respond to a chemical spill of this nature. Even though the SDS were available for all the products in the building, no one had thought about who was going to respond to an accidental mix. Who do you call when the response from the Fire Department is basically “sorry for your luck and lack of planning”? After many phone calls and emails (and a couple of tense hours), a response team was identified and dispatched. The spill was neutralized, and the clean-up begun. The team worked into the night and got everything cleaned up, and the branch re-opened in the morning on time as if nothing had happened.

But something had happened. When the branch manager got home late that night and fell into bed exhausted, sleep did not come easily. Instead, it was

hours of re-living what had happened, questioning why it had happened and processing the reality that it was only by pure chance that one of the team members was not seriously hurt (or worse). That sense of failure, associated to what in hindsight was a lack of planning, was so intense that it left them despondent and sleepless.

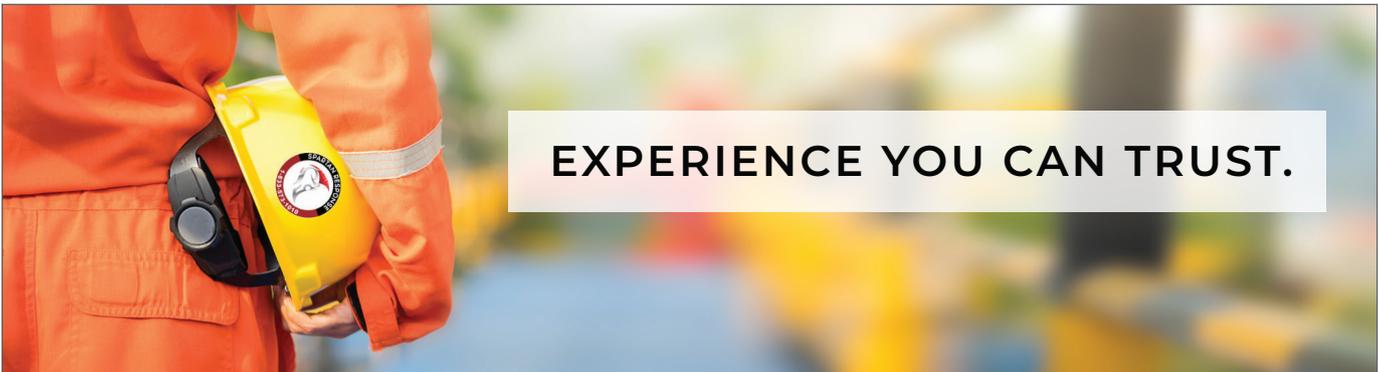
As part of the follow-up incident investigation, the root cause analysis identified the primary cause (fine calibration of the forklift controls) and a contributory cause (lack of wire mesh shelving for racks). There was also a full review of all branch response plans performed to ensure that a proper response team would be available should anything like this ever happen again.

Another significant outcome from the incident was a visceral change in the branch manager. This person had narrowly escaped having to make a phone call to a team member's family to inform them that an incident had happened at work and their family member wasn't coming home. This realization provided a clarity of understanding and commitment to look at things

differently. Things being "good" wasn't going to be good enough anymore. There was renewed purpose in re-looking at things from a different perspective, revisiting previously accepted actions and now evaluating them through this new lens of consequential understanding.

A commitment to safety is something that we all make every day at our workplaces, and it is one that I hope all of us make to ourselves and our families too. The reality is that many people only have a true understanding of what that commitment to safety entails after it is too late, or a near-miss occurs (like it did to this branch manager). There is power though in looking to others for both guidance and assistance in engraining a safety culture. Asking community partners, association members, suppliers, and/or customers to share in lessons learned and participate in reviewing your safety and emergency preparedness protocols may help.

As the adage goes, sometimes you can't see the forest for the trees... allowing new eyes to see potential issues before they become real problems can make a difference that saves a life.



EXPERIENCE YOU CAN TRUST.

We provide integrated, responsive and cost-effective services led by industry experts.



OUR SERVICES INCLUDE:

- 24/7 Emergency Response
- Industrial Cleaning
- Worksite Safety Training
- Pre-Start Health & Safety Reviews
- Engineering & Project Management
- COVID-19 Decon & Disinfection
- Confined Space & Standby Rescue
- Hydro-Vac & Waste Disposal
- Fit-Testing (APR, SCBA & N95)
- Equipment & Gas Detection Sales

CONTACT US:

11-41 Brockley Drive, Hamilton ON L8E 3C3
24/7 Emergency Response: 1 (833) 573-1010

SPARTANRESPONSE.COM
info@spartanresponse.com





A FRESH START OR A CHARGE INTO THE UNKNOWN

I read with great interest the testimony from Hon. Jonathan Wilkinson, P.C. M.P., Minister of Environment and Climate Change Canada who attended the Standing Committee on Environment and Sustainable Development (ENVI) on Wednesday March 10, 2021.

Minister Wilkinson stated that a Bill will be introduced into Parliament in April or May of this year to modernize the Canadian Environmental Protection Act (last amended in 1999).

What was more interesting is the challenge by opposition members on why manufactured plastic articles are proposed to be toxic and added to Schedule 1 of CEPA (the Toxic Substances List). Minister Wilkinson had challenges when pressed on the issue of plastics being toxic.

When pressed by Mr. Matt Jeneroux (Conservative – Edmonton Riverbend) on why Canada is adding plastic manufactured articles to the toxic substances list, Minister Wilkinson replied: “I’m saying that the Canadian Environmental Protection Act is the tool that we use as a government, and as all governments in Canada, to ensure that we are appropriately managing the way in which we deal with environmental issues. Certainly, we found through the science that was conducted, that plastics are harmful in the environment and we need a plan to ensure that doesn’t continue to happen.”

Bill C-204 An Act to Amend the Canadian Environmental Protection Act, 1999 is set for discussion at the ENVI committee on Monday March 15, 2021 and Wednesday March 17, 2021 and covers plastic waste. Our colleagues from the Chemistry Industry Association of Canada are scheduled to attend as witnesses. The devil will be in the detail on how plastic waste is defined, because this could inadvertently capture off-spec resins that RDC members might find a home for in another country.

Does CEPA get a fresh start, or will plastics be exploited by politicians to appease non-government organizations under the guise of

developing a green economy at the expense of the oil, gas and plastics sectors? The science around plastics is incomplete and requires more time to conduct a robust risk assessment, that is clearly indicated in government documents published because of extensive consultations.

There are valid arguments that the development of an Act to enable a circular economy would be far more effective at mitigating the harm of plastics released into the environment and coincidentally create economic growth through research and development to capture and repurpose plastics with single-use applications be they for important medical applications or for food. So why the fixation on banning certain single use plastics. Canadian ingenuity and innovation would best be applied to developing this circular economy leveraging the success of Canada’s Chemicals Management Plan.

Allowing manufactured plastic articles, which are not toxic, to be added to the Schedule 1 isn’t the fresh start needed to help stimulate the green economy. The “law of unintended consequences” are sending strong signals that there is a significant possibility that this precedent will take us all down a path into the unknown by enabling politicians other opportunities to add items that are not toxic to Schedule 1.

We have all recently witnessed the remarkable work that was done by the Government of Canada in responding to COVID-19 with interim orders and interim measures that proved beyond a doubt that regulators can and will introduce agility leveraging common sense in response to a crisis. The plastics “crisis” would benefit from this same agility by creating an Act to initiate a made in Canada “world-best-in-class” circular economy that can be a proud model for other countries to adopt as has happened with the Chemicals Management Plan. This approach is a win-win for all Canadians.

BIGGER THINGS COMING!

I choose to look forward; enough of looking back on difficulty, loss and tumultuous change. Learn, adapt and move on!

Certainly, there has been much to consider with our changed world. We can look at this as an opportunity to change the way we do things and recognize that some of these worldly changes may be to our benefit. In my world of Transportation of Dangerous Goods, combining communication technologies with the tried-and-true physical presence, which will never be totally replaced, offers many benefits.

Remote inspections were an initiative that the TDG Directorate's Compliance and Response Department began with COVID restrictions. There was angst and concern at the beginning, as with anything that is not traditional. Yes, there were some areas for improvement, and at this point we begin to see that remote inspections will continue as a useful tool in the oversight toolbox. Moving forward this can lead to more physical inspections where needed. There are still many entities in Canada which handle, offer, transport or import dangerous goods that could use more oversight.

That leads to getting more information and the Client Information Data Base (CID). While industry concerns remain about redundant reporting

and definitions of "site" and corporate reporting, the concept of more complete information will benefit public safety for all Canadians. Electronic Shipping Documents will become another useful piece to better communicate information regarding shipments and together with CID, real time accurate information with wider availability can be nothing but beneficial. This is recognizing that issues remain to be worked through; the goal is to have CID and Electronic Shipping Documents closer to reality in 2022.

Part 8 Reporting in the TDG Regulations is under discussion with the Part 8 Working Group of which RDC is very involved. The issues to be addressed will once again contribute to better reporting and finally to better data which can be used for improved risk management.

Finally, with our changing world and the advancement of technology when we could not travel as before, comes the subject of Drones to transport dangerous goods. Sounds far fetched and the first thought is how could this possibly be useful? However, it has great potential of which this article does not have the space to get into. Look for the policy set to appear in Part 12 Air, of the TDG Regulations. This will pave the way to moving dangerous goods via drone which will open further opportunities for all. There is much to anticipate, and I choose to look forward!



THE RIGHT PEOPLE



THE RIGHT EQUIPMENT



THE RIGHT MINDSET



SAFE, RELIABLE, PROFESSIONAL: THAT'S THE RST ADVANTAGE



800-463-8551 | RSTTRANSPORT.COM | SALES@RSTTRANSPORT.COM



35th ANNUAL GENERAL MEETING

JUNE 1ST & 2ND, 2021
 VIRTUAL CONFERENCE

PRELIMINARY AGENDA

➔ Tuesday June 1st, 2021

Conference Day 1 Opening <i>With Keynote Speaker, Andrew Au</i> <i>Rethinking Work: Innovation, Empathy & Sustainability</i>	1:00pm – 2:00pm
Andrew Fisher, JD Irving <i>The Impact of Decarbonization:</i> <i>Driving Sustainable Transportation</i>	2:00pm – 2:40pm
Bio & Stretch Break	2:40pm – 3:00pm
Sean Simpson, Ipsos Public Affairs <i>The Road Ahead: Canadians, Politicians and Businesses Alike</i>	3:00pm – 3:40pm

➔ Wednesday June 2nd, 2021

Elite Executive Training with Andrew Au <i>New Work. New Rules.</i> <small>*additional fee applies</small>	12:00pm – 1:00pm
Conference Day 2 Opening <i>Annual Member's Meeting</i>	1:15pm – 2:15pm
Craig Wright, RBC <i>An Economic Outlook – The Road Ahead</i>	2:15pm – 3:00pm
Wes Hall, Kingsdale Advisors & BlackNorth <i>Diversity in the Workplace</i>	3:00pm – 4:00pm

*Times are shown in Eastern Standard Time

REGISTRATION FEES

MEMBER & AFFILIATE RATE (2 DAY PACKAGE)	\$225.00
NON-MEMBER RATE (2 DAY PACKAGE)	\$350.00
MEMBER & AFFILIATE RATE (1 DAY PACKAGE)	\$150.00
NON-MEMBER RATE (1 DAY PACKAGE)	\$250.00
ELITE LEADERSHIP TRAINING SESSION FOR MEMBERS & AFFILIATES ONLY	\$99.00

The pandemic has changed the way we do business and has certainly rerouted the direction that many of us will take. This coupled with technology advancements and supply chain digitization has challenged leaders to think differently. To help you steer through the disruption and prioritize a viable path for you and your organization, Responsible Distribution Canada has prepared the Navigating The Future virtual conference designed to educate, inspire and support you through your journey. The conference programme features dynamic speakers and offers an exceptional educational experience. Be sure to take advantage of the 2-day package cost savings and consider attending the elite executive training.

THE 2021 PROGRAMME FEATURES:



Andrew Au, Digital Transformation, AI and Modern Leadership Expert



Craig Wright, Senior Vice President & Chief Economist at RBC



Andrew Fisher, General Manager of Transportation & Logistics at J.D. Irving Ltd.



Sean Simpson, Vice President at Ipsos Public Affairs



Wes Hall, Founder of BlackNorth & Kingsdale Advisors

Register at: www.rdcanda.ca/agm

PRIMEMAX ENERGY INC.

BULK TRANSPORTATION SERVICES

Compressed Gas | Asphalt | Butane | Ammonia
Chemicals | Dry Bulk | Propane | & More



 Primemax Energy Inc

 @PrimemaxEnergy

 @primemaxenergy

www.primemaxenergy.com

Toll Free: 1-800-377-1666



REGULATORY AFFAIRS COMMITTEE

NEW RAC COMMITTEE EXPERTS

The Regulatory Affairs Committee (RAC) has been assisting all our members with compliance related activities by keeping them apprised of proposed regulations (how it could affect the business), new regulations (how it will affect the business) and any questions they might have in regards to the current and proposed regulation.

Our team has generally been comprised of more seasoned members, who have been in the industry more than 25+ years (yes, we are old dogs). Recently, we have had some of our committee members retire or stepped down which has provided an opportunity to invite new members to our group. Succession planning is important in every business and the RAC committee is no different. It is imperative to have a fresh set of eyes and willing members to take on the additional work of reviewing and participating in various meetings while handling their current company workload.

We are blessed to have some younger members step up and want to assist in our important committee work. Here are the newest committee members and the areas they are providing subject matter expertise:

- Vyan Nguyen, Cambrian Solutions, lead of Food & Drugs Act (FDA) committee as well as the of Vice Chair of the RAC Committee
- Hardev Bendick, Univar Solutions, lead of Hazardous Products Regulation (HPR) / Workplace Hazardous Materials Information Systems (WHMIS) Committee
- Benjamin Nelson, Univar Solutions, lead of the Environmental Emergency Regulations (E2) Committee
- Aaislinn Chalecki, Chemsynergy, Inc. lead of the U.S. Regulatory Update

As the various legislation changes are proposed, the role will be to attend RAC meetings, interact with the various government departments, assist in providing responses to proposed regulations and to notify RAC members of any proposed or pending changes. This might be a daunting task, but we are lucky enough to have competent and dedicated staff at Responsible Distribution Canada, who have more than 100+ years of experience combined. They will assist you in each step of the way, so you are never alone. The RDC staff will mentor and guide each committee member as they have worked with the various governments in the past.

Handling compliance would be difficult for any one person. Some of the proposed regulations, do not take into account distribution and this is one of our biggest hurdles to continually remind regulators that there is more than manufacturing in Canada. Responsible Distribution Canada continues to help keep distribution activities in the fore front and the importance our members play in servicing the wide range of Canadian economies.

Remember, if you've read the same regulation five (5) times and are still unclear, call the RDC or a committee member as we have all been there. You can also contact the RDC office to request an active role, shadow on a committee, or get your feet wet and test drive participation.

One day for fun, we should take a vote among the members for the most difficult regulations to read. Personally, I am torn between the NFPA (National Fire Protection Association) and SNAc (Significant New Activity) by Environment & Climate Change Canada. Which one would you choose?



AZELIS

Azelis and Synthomer Announce New Distribution Agreement in Eastern Europe

Azelis is happy to announce a new agreement with Synthomer, for the distribution of its performance-enhancing polymers and additives for paints, primers, coatings, sealers and inks. Effective February 2021, the agreement covers Poland, Russia and Ukraine. This new partnership is a great next step and reinforces the collaboration between both companies, expanding the existing relationship with Synthomer for coatings, adhesives and construction markets.

Highlights & rationale:

- The new mandate broadens Azelis' product offering into the coatings, construction and adhesives market in Poland, and coatings & adhesives in Russia and Ukraine.
- This latest extension builds upon a successful distribution partnership between Azelis and Synthomer in these regions for Synthomer's Functional Solutions.
- This agreement is a demonstration of Azelis' strategy to organically grow with its key partners.

Synthomer is one of the world's foremost suppliers of aqueous polymers and has leadership positions in many markets. By adding these specialty polymers, customers can create advanced new products, and enhance the performance of existing products in the coatings and construction industry. With the acquisition of Omnova Solutions in 2020, Synthomer grew its global manufacturing network, expanded its product portfolio and geographical presence, allowing it to better serve new and existing customers around the world.

Stefan Klötzer, Distribution Manager Europe, Synthomer Functional Solutions, comments:

"We have chosen Azelis as our preferred partner based on their expertise and coverage in the coatings and adhesives market, their synergistic product portfolio, as well as the strong technical capabilities of their teams. Our current and future customers will get access to a greater selection of products and solutions for different applications and requirements, and will benefit from the direct local contact."

Frank Bakhuizen, Market Segment Director CASE EMEA at Azelis, confirms:

"The CASE market in Eastern Europe is developing rapidly and expanding our collaboration with Synthomer to include their legacy Omnova product portfolio allows us to serve our customers even better with high quality, market-leading specialty additives, which are complementary to our existing portfolio."

With over 60 application laboratories across the world, each dedicated to their own market segment, Azelis provides technical support to customers and suppliers. By providing product knowledge, market trend information and all-round service, Azelis is an established key player in all market segments, and CASE in particular.

Azelis and MANE Announce Exclusive Distribution Agreement

Azelis announces a new and exclusive agreement with MANE for the distribution of its flavour and taste solutions in the Benelux. Commencing January 2021, MANE's flavours and taste solutions will be distributed exclusively by Azelis. This new agreement is a great next step and reinforces the collaboration between both companies.

"MANE is world-renowned for its wide range of Flavours and Taste solutions: We are delighted to be MANE's exclusive distributor in Belgium and the Netherlands, with the accolade of introducing their products to the food markets. We share MANE's values for quality, innovation and sustainability and believe our customers will benefit greatly from our combined technical expertise and our ability to assist with innovation and product development", states Andrey Zhukov - Market Segment Director Food & Health EMEA.

"This new partnership will enable MANE to extend its presence to nearly full market coverage as well as seeing a number of its existing customers being serviced more efficiently by the dedicated Azelis teams. Joining forces this way promises to become a successful path for the benefit of both partners as well as their customers" said Renaud Milliard - Flavour Distribution Director EMEA at MANE.

Company NEWS



ESSENTIAL INGREDIENTS

Essential Ingredients Launches New Branding

In February of 2021, Essential Ingredients officially launched our new branding, including the roll out of a brand-new website.

After a year of reflecting on who we are as a company and what makes us, us, we've made an exciting change to our look! We wanted our branding to mirror the idea that while each of the employee owners at Essential Ingredients comes from a unique background, we all come together to create a team that is passionate about what they do.

Our bold new color scheme shows off our fun nature and differentiates us from others. Our use of various shapes that come together to form a cohesive design alludes to the fact that we are a building block of our customers' and suppliers' successes and that they are just as critical of a building block to our success as well.

Ultimately, we see our rebrand as an example of our commitment to innovation, to improvement, and to being the best version of ourselves so that we can continue to contribute the success of our partners.

We are excited that we are finally able to share our new look, and we are excited for what the future holds at Essential Ingredients!



POLARIS

Polaris Continues to Give Back

Polaris Transportation recognises the importance of giving back to our communities. As we continue through the pandemic, families continue to struggle in our community. Polaris has donated to The Salvation Army in Mississauga, and Cleveland Ohio to assist with food, shelter, and support for families and individuals in need. Polaris also recognized the importance of the mental health in our youth. Polaris is a proud supporter of the Kids Help Phone who provides 24/7 assistance to youths across Canada. The impact on our youth will be felt well into



the future as this pandemic continues and we want kids to get the help they need to get through this situation. In addition to the ongoing support, we provide to various charitable organizations, we are very proud of our employees who go the extra mile to give back to those in need during these trying times.

Long-time employee, Mary Ann and her family sent money to an organization in the Philippines assisting those who have lost their jobs. The funds they provided helped families purchase food and school supplies for their children. Mary Ann shares, "I am very happy to have been able to help make a difference during this difficult time. The kids were extremely excited and I'm so grateful we were able to extend a helpful hand."

Stephanie, another member of the Polaris team has been supporting local homeless shelters. In February, she participated in The Coldest Night of the Year fundraiser. This Covid-safe, walk was held to raise money for charities serving the homeless and the hungry. This event has raised over \$33MM in 149 communities across Canada.

In addition to the great things our employees are doing for our communities, we also need to recognize our drivers. President, Dave Cox states, "It is very important we continue to acknowledge and support our driving force for their essential services. They work extremely hard to keep our freight moving, ensuring everyone continues to have the products they need readily available to them." Mr. Cox continues, "I am very proud of our team. The positive impact our employees have made truly reflects the core values of Polaris Transportation Group."

Company NEWS



SPARTAN RESPONSE

Safety at the Forefront, Despite Unprecedented Times

Despite the many business challenges due to the novel coronavirus, Spartan Response proved resilient with our vision to align our services in response to these changing conditions. Throughout the past year, Spartan was able to maintain a consistent level of business activity, experience growth in new market segments, and retain many new clients.



Photo Credit to Emergency Response Assistance Canada (ERAC)

As Managing Director, Kevin Wallace explains “When the effect of the Covid-19 virus was fully appreciated, Spartan Response adjusted internal procedures to protect our staff and clients while re-tooling our hazmat team to support the disinfection requirements that were quickly materializing in the marketplace. We maintained our focus on training and equipment improvements to allow Spartan to further demonstrate our resilience and skills in the hazmat spill response segment. This resulted in securing important new contracts and expanding existing working relationships.”

As a natural extension of our Hazardous Materials and Emergency Response capabilities, Spartan developed a strategic plan to support the demand related to COVID-19 virus exposure through our Disinfection & Decontamination services. As a result, our 24/7 Response Teams have provided rapid deployment to hundreds of client-affected sites, delivering full-service disinfection services including incident reports and completed certificates.

In response to COVID-19 activities, Spartan Response was also awarded the mandate to provide infrastructure and site support services to the Niagara Health System (NHS). As

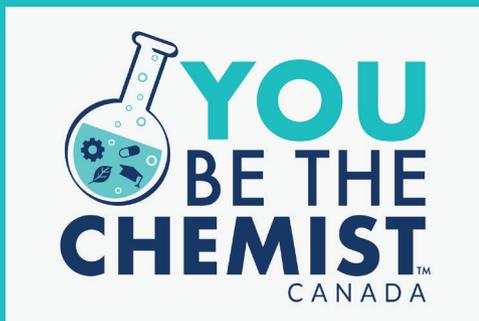
part of the existing contract to provide Hazmat Emergency Response services, Spartan Response led the engineering and project coordination of the NHS primary drive-through COVID-19 testing clinic and temporary vaccination centre to service the Niagara Region.

We are pleased to announce an industry milestone for Spartan Response with Emergency Response Assistance Canada (ERAC) who recently approved our status as an Emergency Response Contractor for Flammable Liquids in their national network. The Regional Training & Assessment was held from March 2nd – 4th in Hamilton & Toronto, and included ten of Spartan’s field responders. Spartan is one of only three companies in Ontario approved to support ERAC, and Spartan is looking forward to fostering a strong partnership in providing best in class field response services.

Our Emergency Response Assistance Plan (ERAP) and E2 support services have also experienced significant growth in the last six months to include technical support and incident response for the following clients: Northern Nitrogen, Maple Lodge Farms, Original Traders Energy, Rev LNG, Meridian Liquids and Sofina Foods.



Lastly, Spartan Response is pleased to announce the launch of our new 24/7 Hydro-Vac services. As part of our long-term growth strategy to expand our offering in Industrial and Emergency Response services, we recently purchased a Pressvac stainless steel vacuum truck (13,000 litre) engineered for spill response, industrial cleaning and high pressure washing. Continued investment in Spartan-owned equipment assets supports the opportunity to seamlessly manage and provide multiple services to our clients.



YBTC INTERNATIONAL CHALLENGE

Ten thousand students from the United States and Canada recently competed in the *You Be The Chemist Challenge*®, a science competition held by CEF where teams of 5th-8th grade students explore chemistry concepts and the role of these concepts in their communities. Teams participated in one of three virtual events held in February and March where they answered timed questions and heard from scientists and industry representatives across North America. This is the first year students from the U.S. and Canada have participated together in the event. Canada was represented by students from Yukon and Ontario. And the competition isn't over yet – teams will submit a video this spring exploring a chemistry concept, and their video score will be combined with their team's virtual competition score to determine which teams will advance and compete in the National Challenge in June.

Learn more about CEF at chemed.org/programs/challenge



Your Complete Source for Dangerous Goods Regulatory Compliance.

Have you had to adapt your team, your products, or your process to meet these challenging times?

We can help.

Our experts can advise and provide the complete regulatory compliance solutions you need.

CUSTOM OR STOCK, WE PROVIDE SOLUTIONS.

THECOMPLIANCECENTER.COM

888.977.4834 | Regulatory Helpline: 855.734.5469

sales@thecompliancecenter.com



Employee NEWS



Chemical Compliance announces appointment of Pavan Reddy

Chemical Compliance CA Inc. is very pleased to announce the addition of Pavan Reddy to our growing team. Pavan joins us with extensive experience in developing and auditing quality management programs including food safety programs, HACCP, BRC, SQF, ISO 9001, 14001, 45001 and will be available to assist RDC members and their supply chain partners implement and sustain their quality management system programs including the Responsible Distribution® Code of Practice and Annex. Pavan has a Master's in Sustainable Food Manufacturing Management and a Bachelor of Science in Biotechnology and holds Lead Auditor credentials and awards. Pavan and Susan Abel, who joined the team back in late 2020 are both great additions to the Chemical Compliance team.



A conversation with Ian Collins, Chair, GHD's Rainbow Alliance of Diverse Identities for Inclusion (RADII)



Ian, please tell us a little about yourself.

Ian: I have a degree in Engineering Science from the University of Toronto, from back when an Environmental option for that program was being offered. I also have a Master's in

Chemical Engineering from U of T. It's sometimes difficult to believe that I have been working in environmental consulting for almost 17 years now, of which the last 3.5 have been with GHD, but that only goes to show how interesting this career path has been for me!

I am also happy to be chairing the Rainbow Alliance of Diverse Identities for Inclusion (RADII), the Employee Resource Group (ERG) tasked with ensuring that GHD's workplaces are welcoming and inclusive of Lesbian, Gay, Bisexual, Transgender, Queer/Questioning, Intersex, Asexual, and other minority sexual orientations and gender identities (LGBTQIA+) colleagues as part of GHD's Inclusion and Diversity (I&D) strategy. RADII is open to members of the LGBTQIA+ community as well as allies; anyone who wants to create this inclusive environment is welcome to participate.

How does GHD encourage employees to celebrate inclusion and diversity?

Ian: Directly! GHD makes it clear to all employees at the time

of their onboarding that they are welcome to get involved in the various ERGs, including RADII and many others. Representatives of ERGs are given opportunities to speak at regional, national, and international events at GHD, through which we can reach all of our colleagues and inspire their participation in our initiatives.

Why did you start RADII?

Ian: I originally founded the group that was to become RADII because I wanted to build a group to support younger LGBTQIA+ professionals at GHD in a way that I had not experienced in my career. It's certainly true that I, a cisgender gay man, have always felt supported by my largely cisgender heterosexual colleagues over the years, apart from occasional minor incidents, but throughout much of my career I have been the lone out of the closet LGBTQIA+ person in each office. Without LGBTQIA+ role models or networks, I found that particular facet of my experience to be isolating, so I wanted to create and maintain a safe place for LGBTQIA+ professionals at GHD to be able to ask and discuss difficult questions that their cisgender heterosexual colleagues may not be able to answer easily: "Should I come out of the closet to a client?" "Would it be a career limiting move to show up with my same-sex partner to an office party?" "How do I tell my colleagues about my gender identity?" That sort of thing.

Tell us how you went about creating this group.

Ian: I am fortunate enough to be working with an enthusiastic team of allies at GHD, who were able to assist me along the way. After extensive conversations with representatives of GHD's People Team (Human Resources), my manager, and more senior managers, I discovered that there was general leadership support for a group focused on inclusion of LGBTQIA+ people in the workplace in the ERG framework, which was coincidentally being developed and implemented by the People Team at the same time. The group that I had originally envisioned as a mentoring network therefore became an agent of change, and I'm very happy with what it has become thanks to its members and outside allies. I should mention that GHD's other ERGs have also been instrumental in RADII's existence, keeping us inspired by what they've been able to achieve.

What is your role as Chair of RADII?

As Chair of the group, I coordinate and lead all of our meetings. I try to keep my leadership style for the group inspirational, in that I hope that the members of the committee feel supported enough to take on their own projects under RADII's mission. I ask committee members to take the initiative on such tasks, but to keep me in the loop as to what's going on. By doing so, I hope to be opening the door for other LGBTQIA+ professionals and allies who want to make their mark at GHD so we can develop and promote diverse talent throughout our organization.

Employee NEWS

Does the acronym “RADII” have any special meaning?

Ian: Besides the fact that I, as a complete science nerd, am more than happy to be using a math word as the name of the committee, there is another metaphorical layer of meaning in the name. You can think about radii of a circle as lines drawn between its centre and its circumference, and if you imagine a person standing alone in the centre of the circle, surrounded by their colleagues around the circumference, the radii are the connections made between the lone person and their colleagues. We would like to build those connections for everyone in our workplace so that everyone feels included and welcomed in our workplace.

Can you give us examples of the initiatives that RADII is undertaking?

Ian: After RADII was founded, we spent some time brainstorming all of the possible ways that we could think of to ensure LGBTQIA+ people in our workplaces felt welcome and included. We then took all of those ideas and grouped them into four distinct thematic initiatives:

- An intranet hub to serve as a library of useful information for LGBTQIA+ employees, their managers, and colleagues in a professional setting

- Corporate liaison, tasked with writing new policies, procedures, and guidelines, and revising existing policies, procedures, and guidelines, to address LGBTQIA+ issues in the workplace and provide advice to leadership
- Internal visibility, tasked with raising the profile of out LGBTQIA+ people in the workplace and increasing awareness that we work alongside everyone else
- External involvement, tasked with attendance at external events and involvement with LGBTQIA+ professional organizations at all geographic scales

The members of RADII work on various smaller projects under these four initiatives as their time permits, and we're proud of what we've been able to achieve. I'm personally quite proud that we have started and expanded the conversation internally about personal pronoun declaration in email signatures as part of the corporate liaison initiative to begin to demonstrate our allyship with our transgender and gender non-binary colleagues. In addition, we have been delivering presentations internally to audiences ranging from regional to international as part of our internal visibility initiative, all of which have generated interest across the company in allyship to our LGBTQIA+ colleagues. I'm optimistic that as more projects come to fruition, we'll continue to lay successful groundwork for the inclusion of the LGBTQIA+ community at GHD.

New Look, Same Quality Ingredients

from the Finest Manufacturers

If you haven't heard of us, we'd like to change that. Essential Ingredients is a value-driven, 100% employee-owned chemical distribution company. We partner with many of the best suppliers in the world to provide a broad basket of specialty and commodity raw materials for a variety of applications. We represent a functionally diverse group of globally-recognized and high-quality product lines throughout the United States and Canada, and our technically gifted sales team is ready to assist you in selecting the perfect ingredients to help make your formulation successful.



770.831.9010

www.essentialingredients.com

COMPASSIONATE LEADERSHIP TRIUMPHS IN 2021

By: Victoria Dean | RDC & Rising Industry Leaders Committee

What does it mean to have compassion? What does it mean to have compassion in 2021? Merriam-Webster defines compassion as “a sympathetic consciousness of other’s distress together with a desire to alleviate it”. In my own definition, compassion is a willingness and a desire to be kind to others. It is the ability to be aware of what other’s lives and experiences are like and imagine ourselves in their shoes.

Whether we realize it or not, this year we have all worn vastly different shoes. We are reminded now more than ever of our individuality and unique circumstance. During the pandemic, many of us went home every day to vastly different households. Some of us went home to a full house, some of us went home to our partner, and some of us went home alone. Some of us worried for our family working the frontlines, and some of us had the ability to work at home. Some of us buried loved ones, while some of us waited anxiously for loved ones outside of closed hospitals. Despite these unique situations, we have ALL learned a lesson in compassion. Compassion for our friends, neighbors, colleagues, and fellow citizens. Compassion for our healthcare workers, and the behind-the-scenes workers combatting this terrible disease. But one thing is for sure following the events of this past year. Compassionate leadership WILL triumph in 2021, and here is why:

COMPASSIONATE LEADERS IMPROVE COLLABORATION AND HELP TO FOSTER TRUST & LOYALTY AMONG THEIR EMPLOYEES

Compassion is critical during a crisis. In these times of uncertainty, leadership is at the forefront. Employees are looking to management for guidance on how to move forward in this new normal. They need to know their employer acknowledges their individual struggles and gives them the space they need to navigate this new way of working and living. Doing so will foster trust and loyalty and improve the individual’s ability to collaborate internally with their team.

COMPASSIONATE LEADERS REMOVE BARRIERS

Compassionate leaders remove the barriers placed between themselves and their employees. They jump into the day-to-day tasks with their team and encourage feedback and conversation which ultimately leads to a better result.

“

A true leader has the confidence to stand alone, the courage to make tough decisions, and the compassion to listen to the needs of others. He does not set out to be a leader, but becomes one by the equality of his actions and the integrity of his intent.

– Douglas McArthur

”

COMPASSIONATE LEADERS SEEK INFLUENCE, NOT AUTHORITY

Compassionate leaders encourage employees, rather than demand. They seek to guide and give knowledge rather than assert their leadership title. They lead with hope and integrity, which helps employees develop a passion for their role. Entrepreneur magazine describes compassionate leaders as those who “use the power of their role to lead others into the discovery of their own unique power. They view the growth and development of the people they lead and the communities they serve as the great makers of their success”.

Compassionate leaders will triumph in 2021 because there is no other way to lead, with the nature of our new normal. We need to practice compassion in our homes and in the workplace to create healthier, more prosperous work environments. Whether you lead a small or large team, ask yourself if you foster trust and loyalty, remove barriers and offer compassion to your people. A good starting point is putting yourself in your colleagues shoes and asking, if you would be inspired to work for a leader such as yourself.



HOPE & LOVE WILL LEAD THE WAY

Cathy Campbell
President - RDC | DRC
Email: ccampbell@rdcanada.ca

“

Our human compassion binds us the one to the other – not in pity or patronizingly, but as human beings who have learnt how to turn our common suffering into hope for the future.”

- Nelson Mandela

”

With the onset of Spring comes a clean slate of promise and hope. This is more welcome than ever, as we head into the second year of the pandemic. This has been a chaotic moment in our lives and a crisis that has changed us forever. Sadly, the change in us has not all been positive.

As Canadians I believe we may have lost some of our innocence. On the human level, some ugliness has popped up its head during all of this and we are not proud of our negative behaviour. Following up the Editor's comments in the December issue of *The Chemunicator*, hope, love and community will lead the way to a positive response to Covid19. This quote by Nelson Mandela who survived a great injustice and yet shared love made him one of the greatest leaders of all time. He had a simple strategy and path that resulted in great change.

While some ugliness has occurred, so much good has come to life. Innovative technologies advanced by ten years, communities helping each other, we began appreciating the simple things that we took for granted, such as hugs, loved ones, dining out, visits with family and travel.

We have a choice of what the future will look like. Now is the moment to see what we do with all of this. We have an opportunity that many never have. The ability to push the re-set button. Not literally, but metaphorically. It's the dream you have while sleeping that is so real, the next day you wake up and wonder "was I dreaming?" Unfortunately, this has not been a dream (more like a nightmare), but you can make the decision to improve yourself and raise up those around you.

Last week I witnessed something I never dreamt possible, the landing on Mars. I thought to myself, how amazing that in my lifetime, I have seen a man walking on the moon and now a landing on Mars. We can do anything that we put our collective minds to.

Also in my life is the opportunity to be kind, community-oriented, hope-filled and smarter. I challenge each of us to keep the spirit of community by helping someone every day, smiling more, spreading gratitude and exemplifying positivity for a world that shines bright with hope. It starts with you and I. Are you with me on this?

Cathy

Spring is a season of growth & change!

Spring reminds us how refreshing change can be!



New, refreshing changes in store at

- ✓ Our company colours and logo have changed!
- ✓ Our website has been updated!
- ✓ Our Bulk Tank service offering is improved!



NEW! website

What's the same at

As part of the TFI International family, we remain committed to:

- ✓ DSN's core values, our partnerships, our processes & our people
- ✓ The safe & responsible distribution & transportation of chemicals
- ✓ Providing our partners with a knowledgeable & caring team of experts

And of course, our high level of service remains the same!



A TFI International Company

1-800-388-3487 TOLL FREE

www.ChemicalTransportation.com | info@ChemicalTransportation.com



THANK YOU



RDC | DRC

MERCI