



Erb Group of Companies

An introduction to the Erb Group of Companies

The Erb Group of Companies developed from a one-man company in 1959 to one that currently employs over 1100 employees and 140 owner/operators. This family-owned business' reputation has been built on *Service, Satisfaction and Success*. "The dedication and expertise of our employees and owner/operators has enabled us to expand and develop far beyond our original dream," says Vernon Erb, CEO and President. Today over 1800 companies rely on the Erb Group of Companies for the delivery of time and temperature-controlled products to over 24,000 consignees. To anticipate and meet our customers' needs, we offer over 600 power units and 1000 refrigerated trailers.

The Erb Group of Companies now includes the original company - *Erb Transport Limited*, a less-than-truckload (LTL) and truckload transportation and distribution company, with terminals in 7 Ontario cities as well as 1 in Quebec and 1 in Manitoba – Baden, Barrie, North Bay, Ottawa, Thunder Bay, Toronto, Trenton, Montreal and Winnipeg. *Erb International Inc.* is primarily a truckload operation covering 48 American states, from our terminals in Canada. *Erb Expedite Inc.*, our newest company, started in 1997 with emergency/expedite/courier services. *Erb Transport Inc.* in Elverson, Pennsylvania is a regional truckload carrier serving the mid-Atlantic region of the U.S.

Company History

Vernon Erb was determined to be a truck driver, despite his father's wishes that he continue his schooling. He worked for a year driving a bread delivery van. Then, in 1956, he was hired by Sindall Transport in New Hamburg, as a local and long distance driver, gaining valuable experience on the road. As time passed, he felt that trucking was his life.

Vernon purchased his first dump truck in June 1959 and was contracted to haul gravel for the construction of Ontario Provincial Highway 19. The early years of his business were a struggle - but like most successful entrepreneurs Vernon had a unique sense of determination.

In 1963, he purchased an egg trucking business serving Wellesley and Wilmot townships, carrying eggs to Toronto food giants, Loblaws and Dominion.

In 1965, Vernon bought his first reefer – the start of the refrigerated fleet, in response to a business proposition to haul live and processed poultry.

In 1970, he was able to purchase an unrestricted PCV licence which gave Erb Transport authorization to carry refrigerated goods throughout Ontario. The company was still based in Wellesley, with the office in the Erb's family home. Viola Erb, Vernon's wife, was office manager, bookkeeper, dispatcher, and receptionist. Mr. Erb serviced the trucks himself when he wasn't driving them.

Erb added a number of important names to its customer base including in 1970: Burns Meats Ltd., Canada Packers Ltd., F.W. Fearman & Co. Ltd., J.M. Schneiders Inc.; in 1973/74: Rich Products of Canada; and in the 1980's, Ready Bake Frozen Dough Inc.

It was at this time that Erb developed the strategy that makes it almost unbeatable today – LTL (less-than-truckload) shipments. The success of this decision, enabling Erb to gain a market niche, was dependent on opening refrigerated terminals in other cities.

In 1973 Thunder Bay was the first terminal to open. Toronto was next and the rest followed quickly.



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In 1980 Erb acquired a limited PCV licence to haul meats into the U.S.

In 1981 Erb began its reputation for embracing leading-edge technology and installed its first Burroughs B90 computer; then in 1986 an IBM System 38 and in 1996 an IBM AS/400.

In 1986, the company purchased Laurier Transport Ltd., an Ottawa based trucking firm and acquired its licence to ship refrigerated goods into Quebec.

In 1991, Erb and J.M. Schneider, Inc. agreed to use EDI (electronic data interchange) to change the way they did business with each other - to re-engineer various business processes, in order to address their specific corporate needs. Phase one was the electronic invoicing of freight bills for transportation services that Erb provided to JMS, while phase two would have JMS electronically transmit customer invoices to Erb's loading docks for printing and updating. Erb not only became EDI-capable, but a leader in the use of EDI in the transportation industry.

In 1996, Erb International Inc. purchased Cancom Mobile's two-way satellite messaging and tracking system and became the first Canadian fleet to install Cancom's new Enhanced Display Unit. Today, 100% of Erb International Inc. and Erb Transport Inc. fleets are satellite equipped.

In June 2005, the Erb Group took part in a HACCP audit and is set to become only the second Canadian carrier to gain their HACCP Certification, which confirms Erb's best practices in food safety and quality assurance.

Today's Erb Group

A strong commitment to customer service, plus Vernon's hesitation to say "No" to a customer has gained the company a reputation for never letting anyone down. On many occasions, when freight traffic is especially heavy, every available person is recruited to drive trucks. This recruitment can include the company President, General Manager and the majority of the Executive Team – who are almost all former drivers themselves.

The Executive Team has an incredible 267 years of combined experience working for Erb. Current Vice Presidents began their careers decades ago on the dock or as drivers and have grown and expanded their roles alongside the growth and expansion of the company. This continuity and stability over the years has served both our employees and our customers well. The company has also welcomed later generations of Erb family members into the business in a variety of positions. Wendell, Vernon Erb's eldest son, whose first job was mowing the lawn at the New Hamburg Terminal as a boy, is now General Manager of the Erb Group of Companies.

The Erb Group has been fortunate. In 46 years of operation, it has maintained many loyal employees, customers and suppliers. The Erb family philosophy of honest, straightforward dealing, coupled with a willingness to work hard, has allowed the Erb Group to grow - yet at the same time, keep its personal commitment to each customer. That commitment will continue to guide the company as it has sustained it.

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