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## A New Face for Mill Health & Safety

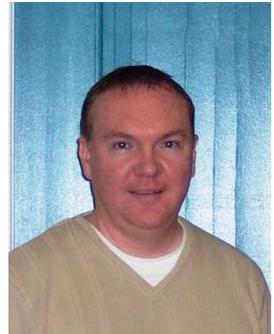
Although not officially or widely publicized, Rod Wiseman of the Human Resources Department has been diligently working 100% in a safety capacity since October of 2010. His role as full-time Safety Coordinator ramped up in the Fall of 2010 with the Mill Health & Safety initiative as set forth by the Mobilization master plan.

Rod has been familiarizing himself with this new role for sometime. The ongoing plan to improve the Mill's safety culture and performance, ultimately reducing our OSHA rate, is a priority not only for himself as Safety Coordinator, but a priority for Kruger and the local Management Team. It must be a priority for everyone coming into work at our Mill.

In the coming weeks, Rod's office will be moved into the Mill. This will allow him to be right in the midst of the action as its happening! This move will be well communicated to all employees at the time it is made.

Kindly provide your support to Rod in his capacity as Safety Coordinator. And remember: Safety is everyone's responsibility!

*This article and/or the information contained within was kindly supplied by Jessica Couture.*



**Did you know ...**

The provincial Department of Finance completed an analysis of our value to the Provincial economy in 2010. Based on their analysis of 2009 figures, they reported that CBPP spent \$80.3 million in direct wages and benefits and another \$72.5 million in other direct spending on goods and services. That's \$152.8 million dollars going out into the Provincial economy. \$107.3 million of that was spent in the Humber Economic Development Zone which takes in the entire area from Corner Brook and the Bay of Islands to Jackson's Arm in the White Bay.

*Contributed by Pat Tompkins.*

**CBPPL Communicator** is an initiative of our Communications and Engagement Team.

## Reducing the risk of fires – the human element

As we continue to work with our insurer to find cost effective means to reduce our risk and keep our premiums down, we look toward the things that can be accomplished with low capital investment yet deriving high benefits. The most significant risk in the mill remains fire. In today's environment, as was pointed by our insurer, that, in the event of a major fire in a paper mill, it is unlikely that a mill would be replaced. While we have made significant investment in fire systems and equipment, one of the highest potential risks remains the human element. This is primarily a function of managing the way we do business. Other than house keeping, the two items focused on by the insurer were control of smoking and management of the hot work program inside the mill.

For 2011, key items will be around human element items. Several of the key focus areas are:

- Hotwork Program, we need to train people that are completing the Hotwork permits about the importance of completing the permits correctly and the enforcement of the permits. We need everyone's co-operation to again follow the practices set in the Hot Work Procedures.
- Smoking in non designated areas; on the insurers last visit, cigarette butts were found in many areas where smoking is not permitted. This is totally unacceptable going forward and existing policies need to be enforced. We can not afford for the careless actions of a few individuals to impact the livelihoods of every employee in the mill.
- Develop a mill fire preplan with the city Fire department. This will allow for better communication between the two groups. Last year the City fire department completed a one day visit of the mill to get familiar with the obstacles that are around the mill. The next step will be to complete pre fire plans with them.

With the completion of the above items this will help put CBPPL on the road to reducing it's risk and insurance cost. The fire that we prevent could make the difference in keeping the mill operating long term.

*This article and/or the information contained within was kindly supplied by Glenn Fisher.*

## ENSURING SUPPLIER ACCOUNTABILITY – THE SUPPLIER CORRECTIVE ACTION REPORT (SCAR) PROCESS

As a supplier of quality newsprint in a demanding and competitive marketplace, all employees must do what they can to ensure that the products we supply continually satisfy our customer's requirements and expectations.

Similarly, equipment, materials and services provided to Corner Brook Pulp and Paper Limited by our suppliers, must also meet our requirements for pricing, quality, delivery, suitability and overall effectiveness. This applies particularly to critical supplies that become incorporated into our finished newsprint rolls and can directly impact roll quality.

Occasionally, we receive goods or services that are deemed to be non-conforming. In such event, a Supplier Corrective Action Report (SCAR) is initiated to notify the associated vendor regarding the non-conformance. The SCAR also provides a means of recording, tracking and finalizing issues related to the non-conformance. Examples of non-conformances for which a SCAR is generated include receiving a portion of the total items ordered, being supplied a wrong or damaged item, receiving an item that is found to be defective, fails prematurely or doesn't support our quality requirements.

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The value of the SCAR can range from one dollar to more than \$100,000, depending upon the cost related to the non-conformance.

Further, the cost of the non-conformance can be much greater than the actual material or equipment cost. This applies especially when the non-conformance results in lost production time. Regardless of cost or value, all SCARS follow the same process.

The SCAR is usually initiated by the employee identifying the item non-conformance. The SCAR is then processed at the Purchasing Department for recording and issue to the supplier. The Purchasing group is also responsible for tracking the SCAR and ensuring that the SCAR is cancelled or closed at the end of the process. A representative at the Accounts Department signs off on the SCAR establishing that the appropriate credit or other acceptable compensation has been provided.

In 2010, fifty-six SCARS were initiated. For 2011 to date, twenty-two SCARS have been initiated. A SCAR Status Log is available on the Mill Intranet at cbsinfo under "General and ISO Documentation" in the sub-section entitled "Procurement Documentation". This file shows the current status of all SCARS.

Overall, the Supplier Corrective Action Report process is ensuring that suppliers of goods and services to the Mill are being held accountable for what is being supplied and that acceptable compensation is provided when requirements or expectations are not met.

*This article and/or the information contained within was kindly supplied by Brendan Mitchell.*

### 40 Years of Working Safely

At the annual Corner Brook Pulp and Paper Woodlands safety conference on April 14<sup>th</sup>, two long-serving employees were recognized by Safety and Training Coordinator Kevin Parsons, for their outstanding safety performance.

Douglas Hulan who is a grader operator and Hayward Blanchard who is a feller-buncher operator were presented certificates for working 40 years with the Company, without a lost-time injury.

Woodlands Manager, Pat Tompkins praised the two employees for the example that they provide to all other employees in the organization.

"Doug Hulan's responsibilities as a grader operator include clearing snow in the winter. He is on our roads in the stormiest of weather, opening them up so that everyone else can get back and forth to work safely. Although he has some means of communicating with others, it is not uncommon for him to be working alone in some very tough conditions. Doug has achieved 40 years without a lost time injury because he has learned to recognize the hazards associated with his work and to deal with them in a safe and appropriate manner."

"Hayward Blanchard has been on a harvester or a feller-buncher operator for almost twenty years, and prior to that he was a cable skidder operator. These are all jobs where you set the pace for the remainder of the people in your crew, so a lot is expected from you. In that regard, Hayward is an example for all of the rest of us because through the years, he has been one of the Company's most productive employees. He is proof that a person can be very productive and still work safely. His career is evidence that productivity and safety are not mutually exclusive concepts."

Congratulations Doug and Hayward!



Kevin Parsons (L), Operations Superintendent and Safety and Training Coordinator, Woodlands presents Douglas Hulan (R) with his certificate.

*This article and/or the information contained within was kindly supplied by Kevin Parsons.*

### Two Friends Take to the Woods

On Friday, April 1<sup>st</sup>, 2011, Paula Gardner and Shelley Buffett visited the Northwest Forest Resources harvesting operation at Lady Slipper road. Though employed in different occupations, that day they both had an interest in how Corner Brook Pulp and Paper (CBPP) contractors carried out their business.

Paula works as an accountant with CBPP, keeping the books in order for our Woodlands department. Shelley is employed with the College of the North Atlantic as a Business Development Officer for the Corner Brook Campus. Paula hoped that her trip would give her a better understanding of the different cost components involved within a harvesting operation. Shelley was looking for information to possibly put together an equipment operator training program.

During their day out, they had the opportunity to meet the contractor Craig Reid and his brother Chad, and to visit their maintenance facility. Equipment operators Ed Robinson and Murdock Rowe were eager to give the ladies a demonstration of how their forwarder and harvester worked and even let them take a seat inside the machines.

The cold morning and muddy mid-day didn't bother Paula and Shelly at all. They were all smiles and enjoyed their day. The guys on the job also wore big smiles and were on their best behaviour, so the girls are welcome back any time.



*This article and/or the information contained within was kindly supplied by Kevin Parsons.*

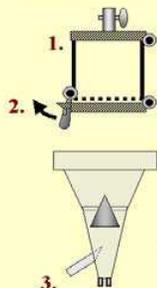
Keep Your Calendar Clear for  
**June 19<sup>th</sup>!!** It's  
**CBPPL Safety Awareness  
 Family Day**  
 at Marble Mountain!

**Stay tuned: more details in the coming weeks!**

## Papermaking : Art or Science?

What is pulp freeness? Freeness of pulp can be defined as an indication of the speed at which water can be drained through a mat of fibre pulp. The easier it is for water to go through the pulp, the higher the pulp's freeness index.

### Canadian Standard Freeness



1. 1 liter mixed stock, 0.3% solids. Close top lid & stop-cock.
2. Open bottom lid & stop-cock.
3. Measure volume.

TAPPI Test Method T 227

M. Hubbe

Kraft Pulp freeness:	600
TMP at CBPPL :	110
Old Groundwood pulp:	55

There is a correlation between the freeness and fiber development coming from mechanical shear between refiner plates. If we put more energy in squeezing the woodchip between refiner plates we get pulp that drains less water.

At Corner Brook Pulp & Paper we use the equivalent of 20,000 homes' electrical energy usage to make pulp from woodchips every day.

Freeness of Thermo Mechanical Pulp is around 110 as measured at the paper machine headbox. This plays a big role on the paper machine as paper strength is the result of fiber to fiber bonding during mechanical dewatering on the forming table and the press felts, and the drying with heat in the dryer section.

If the freeness is too low it become difficult to remove the water and the fiber to fiber bond becomes weaker. If freeness is too high printing inks on the paper will go through the paper and it will be impossible to read the news.

That's why papermaking is a combination of art and science!

*This article and/or the information contained within was kindly supplied by Stephane Rousseau.*

## 2011 Spring Safety Conference

On April 14<sup>th</sup>, 2011, CBPP's Woodlands Dept. held their annual Joint Safety Conference at the Deer Lake Motel. CBPP staff, contractors, union and non-union operators, PCT workers, conventional loggers and mechanics took part in a full day of safety related topics. Presenters did an excellent job and kept the day informative and entertaining.

Workplace Health and Safety Compensation Commission (WHSCC) employees Cathy Sturge and Danny Joyce gave very informative presentations on Toolbox Meetings and Early and Safe Return to Work. The new director for the Forest Safety Association of Newfoundland and Labrador (FSANL), Bill Brown brought everybody up to speed on the association's accomplishments and future initiatives. Two VON nurses, Joan Cullihall and Maxine Noseworthy held a Wellness Clinic whereby all attendees were invited to have their blood pressure, blood sugar, and cholesterol levels checked. They also gave a presentation on nutrition. Retired Safety and Training Coordinator George Crocker gave a heart felt talk on the importance of maintaining a healthy and safe lifestyle while employed so that retirement can be as enjoyable as possible.

The conference also offered an opportunity to present information to employees on environmental issues and other new projects and equipment on the horizon. Debbie Hearn explained the Forest Stewardship Council (FSC) certification process. Deon Hamlyn introduced the latest equipment monitoring system, FPdat. Tim Moulton gave an update on the latest mobilization projects.

This year the conference had two MCs, Corvin Vincent (conventional logger) and Eugene Parsons (pre-commercial thinner). Eugene and Corvin kept things moving in a very professional and entertaining fashion.

Thanks to all who attended the conference. It is one of the few opportunities we have to get together as a group and heighten the awareness and importance of developing a successful health and safety culture.



*This article and/or the information contained within was kindly supplied by Kevin Parsons.*

## Conserve Energy by Closing Doors

It sounds like such a simple thing to keep the doors closed in the winter.

Over the last few months we have been trying to bring more attention to the importance of keeping the doors closed in the mill. This reduces the energy we use for heating in building and the air around the machines. It is still not unusual to see the roll up door at the end of the long stand left open, the door beside the TMP main entrance open, or even door in the additive building. Since the building is under negative pressure, the cold outside air is drawn into the building and works its way toward the paper machines (highest negative pressure in the mill). The average air speed coming in through the doors is about 10 MPH. Doesn't sound like much, however, depending on which of these doors we are considering, this is between 60,000 and 100,000 cubic feet of air per minute – per door. This means that it would totally change the air in a standard size house in 7 to 12 seconds.

On typical winters day, at -5C, this would translate to between \$600 and \$1000 per day in energy to heat the air coming in – again, per door.

We often wonder what we can do to improve cost in the mill. While it does not sound like much, keeping the doors closed can make a big difference to the cost of heating the building.

Becoming profitable is about the difference between what it costs us to make our paper and what we get when we sell it. While it is often difficult for us to get more money for our paper in the market place, saving money and reducing our cost is within our control.

*This article and/or the information contained within was kindly supplied by Craig Snelgrove.*

## Corner Brook Pulp and Paper Limited



Comments?  
Suggestions?

Email us at:

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Thanks to all who  
contributed articles  
and/or information  
to this month's  
**CBPPL**  
**Communicator!**

Members of the  
Communication  
and Engagement  
Team are:

Robert Bene  
Lisa Janes  
Rob King  
Brendan Mitchell  
Tim Moulton  
Jenny Rumboldt  
Roy Temple

## Corner Brook Pulp and Paper Contractor is Best in Atlantic Canada

For the third time in the last seven years, the Canadian Woodlands Forum (CWF) has selected one of Corner Brook Pulp and Paper's pulpwood harvesting contractors as the best overall forestry contractor in Atlantic Canada. Peter Robichaud, Executive Director of the CWF, announced on Wednesday, April 6<sup>th</sup>, at the organization's annual spring meeting in Moncton that Arthur Fowlow Limited of South Brook (Halls Bay) was chosen to receive the award for 2010.

In selecting the top contractor for the region, the CWF evaluated a long list of items including safety performance, adherence to forest and environmental management policies and regulatory requirements, the volume of wood harvested, the number of employees and the amount of equipment on the operation, the use of new and innovative technology, and the overall management of the business itself.

Art Fowlow, the owner of the company, has been harvesting pulpwood and building roads for Corner Brook Pulp and Paper and its predecessor, Bowater Newfoundland since 1974. In total, the operation normally employs 30 to 40 people and is one of Corner Brook Pulp and Paper's largest in terms of the amount of equipment that it owns - 6 harvesters, 3 forwarders, 2 excavators, and 1 pulpwood loader. Earlier this year, the operation was chosen as Corner Brook Pulp and Paper's top contractor for 2010.

Commenting on the award, Mr. Fowlow was quick to acknowledge the dedication and hard work of the employees on his operation. "They're the reason for our success and this award", he said. He was particularly grateful for the contribution of three individuals who were instrumental in running the day-to-day operations in the woods. "My son, Sterling, is our lead mechanic and really the person who manages the operation in the woods, from an overall contractor perspective. Carl Sheppard is the foreman on the operation and the person who is responsible for the direct supervision of the men, and the day-to-day planning and lay-out. Another son, Gord, is our loader operator and the person who coordinates the trucking aspect of our operation."

Pat Tompkins, the Woodlands Manager with Corner Brook Pulp and Paper, extended congratulations to Art, his family, and their employees. He said, "This is a contractor and a group of people who give 100% every day. They are constantly striving to do more and to do it better. These are tough times in our industry and these people keep rising to the challenges that we're facing. They're setting the bar for what's required from contractors in order to survive these days."

Tompkins said, "The fact that three different Company contractors have been selected for this CWF award in three of the last seven years speaks to the caliber of the people working for us and the high quality of our Woodlands operations here at Corner Brook. Our standards are high and we demand a lot from our contractors. This award is great because it recognizes the effort that the Fowlows are putting into their operation, but it's also a very positive message about Corner Brook Pulp and Paper. Only the very best operations will survive the current problems in the forest industry and this award is proof that our contractors and employees are consistently among the best-in-class in our industry."

To appropriately recognize the contractor's performance, Corner Brook Pulp and Paper will be holding a dinner later this spring, for all employees from the operation and their spouses.



*This article and/or the information contained within was kindly supplied by Tom Harty.*



## L64 Retirement Party, April 8, 2011: Congratulations and Thank You Guys!

L-R: Randy Elliott, Mike Canning, Dave Matthews, Wade Parsons' family (Gerilynn Curtis, Robert Parsons, Pauline Parsons), Calvin Burrige, Gerald Parsons, Kenny Best. Missing from photo: Wade Parsons, Pat Reddy, Gary Braye. Thanks to Brian Ruth for the photo.

## Staff Changes

**Congratulations and Thank You to the following retiree:**

**Gerald Parsons**

**Enjoy a happy, healthy retirement!**

**Welcome to:**

**Danielle Hillier, Eng. Student**  
**Jim Jewer, Casual L64**  
**Ivan Mouland, Casual (SP)**  
**Keith White, IT**  
**Jason Wiseman, Casual L64**

**Welcome back to:**

**Terry Knee, Oiler**  
**Tom Parsons, SP (temp.)**  
**David Ross, SP (temp.)**  
**Werner Schultz, SP (temp.)**  
**Caitlin Thompson, Eng. Student**

**Acknowledgment also goes out to:**

**Betty Randell, Transfer to L64**

The information contained here was kindly supplied by Jessica Couture.