

Thank  
you



*Flaman Group of Companies values the dedication and loyalty of our employees, and we celebrate their contributions and achievements. Congratulations and Thank you for all your hard work and dedication.*

*We're Sorry!*

A sincere apology to Matt Switzer, Vaughn Cross and Carolee Clements as we misprinted these Service Awards in the Edition 17 of the Flaman Link.



**5 Year  
Service Award**

Matt Switzer  
Yorkton



**10 Year  
Service Award**

Vaughn Cross  
Yorkton



**Employee Of The Year**

Carolee Clements - Yellowhead



**Farm Progress**  
June 21-23, 2017  
Regina, SK

**Ag In Motion**  
July 18-20, 2017  
Saskatoon, SK  
(Langham Area)

# The Flaman Link

Edition 18: June 2017

## 2017 is off to a great start and is going to continue to be an exciting year!

We are continuing our Customer Journey every day we come into work. We must remember to have a great customer journey - we also must have great teamwork.

Great teams have a great culture and a great collective of positive attitudes that drive the team to accomplish their mission.

- Its all about team work. Sometimes you are the star and sometimes you help the star.
- When you work hard to be a great team member you make everyone around you better.
- Your team doesn't care if you are a superstar. They care if you are a super team player.
- Three things you control everyday are your attitude, your effort and your actions.
- Keep positive everyday and you will notice everyone will be positive with you.
- Unity is the difference between a great team and an average team. United teams are connected and committed to each other. They put the team first and know together we accomplish more.
- Great teams care more and the customers know it.

We make decisions everyday. We can settle for average and choose the path of mediocrity or we can take the road less traveled and chase greatness.

To have a great Customer Journey we must have a great team and that includes YOU.

Thanks to every employee at Flaman for making our company better every day.

Rocky Amson

**People together, doing what's right, making a difference**

Thankful  
&  
Grateful



We want to make a special note of gratitude to the employees in Southey, especially Collette Flaman and Rob Ermel. In April one of the Southey team members had a medical emergency while at work. Because of the fast thinking and training of his fellow employees, Collette and Rob, the team member was cared for until the EMT's were able to arrive. Collette has been a first responder in Southey for 17 years! We value community involvement and safety at Flaman and want to commend this admirable act!

Flaman employees were asked:

**If you had to eat one food for the rest of your life - what would you eat?**

## AROUND THE WATERCOOLER



WATERCOOL WATERCOOLER

"Probably Potatoes!"

**Danean Karlunchuck, Moosmin**

"Pizza for sure! LOL!"

**Melanie Ikert, Moosomin**



"PIZZA"

**Erin Oleksyn, Saskatoon**

"This is a no brainer. Pizza..... It has your grain on the crust, dairy in the cheese, protein in the mean and vegetables. This is the only 4 food group food there is!"

**Ryan Flaman, Saskatoon**

"I would eat Sushi for the rest of my life."

**Shivanshu Verma, Kamloops**

"The saucy meaty goodness that is a DONAIR!"

**Scott (Donny Donair) Sangster, Nisku**

"Watermelon"

**Donna Bilewitch, Prince Albert**

"If I could eat only one type of food for the rest of my life, I would choose to eat watermelon."

**Amy Sutherland, Prince Albert Express**

"I don't think I could pick just one! I love all food!"

**Robin Gregory-Daus, Nisku**

"Bacon! If I could have 2 it would be bacon and chocolate."

**April Basset, Saskatoon**

"I take a peanut butter and honey sandwiches to work 3-4 days a week, every week. So I would say Bacon!"

**Bernie Molnar, Yorkton**

"Crab Rangoon from Genesis restaurant"

**Jeff Altrogge, Saskatoon**

"Cheeseburgers"

**Jeff deDelley, Saskatoon**



"Nut butters!! (All natural of course.) Delicious and full of tons of healthy fats that our bodies need!"

**Kristy Attrill, Edmonton**



Finish the summer word scramble, send your answers and the secret message you uncover to [pam.schaan@flaman.com](mailto:pam.schaan@flaman.com). All participants with correct answers will be entered to win 1 of 5 \$10 Tim Cards! All correct answers received by 12:00 Midnight CT August 15, 2017 will be entered into a draw.

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## Race For Kids

In March, the Boys and Girls Club of Wetaskiwin kicked off one of their fundraisers, the **Flaman Race for Kids**. Flaman Fitness is proud to be the sponsor for the 6th year in a row with a \$5,000 donation.

Team's complete a series of Minute to Win it and Amazing Race inspired tasks at checkpoints throughout the community. The event is fun filled and raises tremendous support from the community and supports many children, youth and families. This year's event — the 6th local race — will run on June 10; for more information on the race, visit:

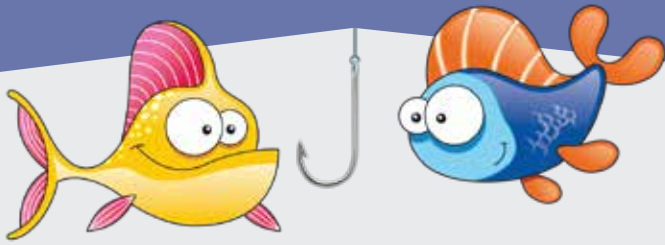
[www.raceforkids.ca](http://www.raceforkids.ca)





# It's Getting Fishy!

Tim Jenson - Saskatoon



We have talked about stocking the dugout in the yard with Fish for years; this year we were given the green light! Keet's Fish Farm in Asquith gave me all the info we needed. I measured our dugout to approximately 450 feet long and 250 feet wide – I also measured the depth with my fish finder to be approx. 30 feet deep.



In May Kurt Flaman and I went to pick up 600 Rainbow Trout which were put into 18 big bags of water. Many employees came out to the dugout to help as we had to put the bag of fish into the water for 20 minutes to adjust the temperature of the water in the bags then we opened the bags and let the fish out. We were all excited to see them being released and all took turns opening bags. We took handfuls of fish food and threw it into the water and were able to see some of the fish jumping.

The fish were 6 inches long when we put them in and by September they should be 10-12 inches long and weigh between 1 and 1 ½ lbs. It will be great place to bring the kids on a Sunday afternoon to fish and maybe cook some hotdogs.

I am excited to be able to do this. It should last for a few years and we plan on stocking more next year!



## Frank Flaman Gala

The 2017 Frank Flaman Foundation Gala was a huge success – some 400 guests sipped martinis, shaken not stirred. Secret agent Frank Flaman hosted the annual Flaman Foundation Gala, James Bond Style. He gave away \$170,000 to 16 charities at the gala as well as announced he planned to donate \$1.5 million this year to help the sick and vulnerable at home and overseas.

It was something of a gamble nearly 60 years ago that set Flaman off on the track that led to the Flaman Group of Companies today operating 10 fully owned retail locations, 47 fitness stores; 100 rental dealerships and employing more than 330 people.

In recent years Frank has helped 10,000 individuals in the developing world have their eyesight restored through Operation Eye Sight; assisted the Mennonite Central Committee to ensure thousands have sustainable food resources, adequate housing and education; and has helped Room to Read transform the lives of millions of children around the world by helping literacy and gender equality campaigns.

*"We only pass through this life once and any good we can do for others isn't an option... We must help the less fortunate"*

*- Frank Flaman*



Frank Flaman with his bodyguards Flaman GM Rocky Amson and Edmonton Eskimo President/CEO Len Rhodes. The "Bond girls" -Apole Tovillo and Kyra Hidalgo, both studying nutrition at the U of A and Diabetes Foundation volunteers.



# The Disney Experience

On March 9th the SK Flaman team had the opportunity to learn Disney's Approach to Quality Service. One of the world's most recognized names in business solutions; The Disney Institute's, the professional development training arm of the Walt Disney Company. It was an information filled day and everyone involved had a great time. Here is some of the feedback we received:



*"The conference proves that the customer journey isn't just something that upper management came up with. It shows that Flaman is aligned with what a world renowned company like Disney strives to achieve."*

*"Quite useful, it gives you another view on how a very successful company works with their customers to provide them with the best customer experience."*

*"It confirmed what we are doing with the Customer Journey and how we can make small steps in the right direction! Hopefully one day we will be THE go to Brand for people!"*

*"The information was useful and helped drive the point home with what we are striving to Achieve with the customer journey."*

*"I was very impressed with the touch points and definitely will implement them in my daily activities with Flaman employees and customers. Also will apply some of these values to my personal life."*

*"Extremely satisfied, it was a great experience, I'd highly recommends it to anyone. I just wish I got the Mickey ears"*



*"Their approach to customer service was simple, but it spoke loud. It all comes down to giving customers the service and experience that US as a consumer would want."*

Flaman is dedicated to positive growth, and continue to focus on the customer experience through practice and education. It's important we hold ourselves to a high standard in order to better our customers. We can't thank you enough for your continued loyalty over the years; we would not be here without you!



## Carlton Trail Scholarship

Carlton Trail College is one of Saskatchewan's leading training and educational institution and has 4 locations in Saskatchewan.

Carlton Trail held its award dinner in December where they spotlighted recipients of special scholarships and the donors that made them possible. Over \$41,000 was given out to 45 students through the support of local businesses and the Saskatchewan government.

There are many faces behind the thousands of dollars that were given out that evening. Flaman was lucky enough to sponsor the scholarship for Innovation and Opportunity, which was awarded to Kale Sutherland.



*Student recipients and sponsors*

***Congratulations Kale and all other recipients!***

## Jeremy Martin Memorial Golf Tournament

Flaman Fitness sponsored the 1st Annual Jeremy Martin Memorial Golf Tournament and BBQ which was held in July last summer in Langley, BC. The second tournament will take place this summer. Jeremy was a team member of both our Kitsilano and Abbotsford fitness stores and he passed away in July 2015. The golf tournament raises money for a yearly scholarship fund in Jeremy's name as Jeremy attended and played hockey at the Utah State University. Great way to keep his memory and competitive spirit alive. Rest in Peace Jeremy.



## Erin Roberts EMPLOYEE SPOTLIGHT



### Tell us a bit about yourself!

#### *How long have you worked at Flaman?*

I do inside sales and marketing for Flaman Grain Cleaning. I also work with the testing equipment in our lab. I've been with Flaman for 2 years.

#### *What is your favorite part about your job?*

Working with both the GC and whole Flaman team as well as building customer relationships.

#### *When you're not at work what do you like to do?*

Hang out with my husband and 4 year old son. I do a lot of crafts and especially like knitting and sewing. I have an etsy.com shop DreamingDaisyDolls which features handmade dolls and doll clothes. I've sent items all over Canada and the USA!

#### *What are your plans for the summer?*

Heading to my hometown of Gimli, MB for the August long weekend celebration Islendingadagurinn, (The Icelandic Festival of Manitoba). We hope to do a few day trips to different lakes in the area, do a lot of biking and eat a lot of ice cream!





# welcome TO THE FLAMAN family



**Kholton Zacharias**  
Kelowna  
Warehouse



**Rafal Malewski**  
Langely  
Service Tech



**Josh Villadiego**  
Langely  
Sales



**Chris Gandouin**  
Langely  
Warehouse



**Nathaniel Chranofsky**  
Langely  
Delivery & Service



**Ann Allen**  
Lethbridge  
Rentals



**James Rolheiser**  
Lethbridge  
Rentals



**Rob Goldade**  
Medicine Hat  
Manager



**Lloyd Crawford**  
Moosomin  
Sales



**Danean Karlunchuck**  
Moosomin  
Office Manager



**Kaley Stewart**  
Nisku  
Reception



**Mike Hutchinson**  
Nisku  
Yard Manager



**Monty Heldt**  
Nisku  
Parts & Rentals



**Dwayne Sorensen**  
Prince Albert  
Fitness Sales



**Jeff Kozak**  
Prince Albert  
Parts, Rentals & Service



**Joe Therens**  
Prince Albert  
Parts & Rentals



**Jesse Biller**  
Regina  
Fitness



**Curtis Raiche**  
Saskatoon  
Express



**Melissa Taylor**  
Saskatoon  
Accounting



**Rick Rudachyk**  
Saskatoon  
Parts Hardware Corp  
Manager



**Trevor Grinde**  
Saskatoon  
Grain Cleaning



**Kenton Sanderson**  
Saskatoon  
Grain Cleaning



**Jordan Foley**  
Yellowhead  
Fitness Sales



**Daren Funk**  
Yorkton  
Mechanic

Tyler Down Lethbridge Service  
Craig Mehling Nisku Ag Sales Manager  
Doug Roberts Nisku Ag Sales  
Tyson Metzker Nisku Service  
Tyson Meinczinger Nisku Yard Manager  
Lindsey VanBrederode Yellowhead Parts & Service  
Connor Bergersen Yellowhead Yard  
Brian Wiebe Yellowhead Yard  
Jared Gola Prince Albert Express Sales

**Do you have a great idea for  
the next newsletter?**

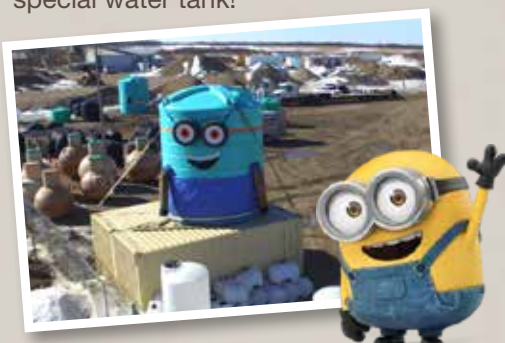
Any ideas, questions or stories can  
be emailed to  
**pam.schaan@flaman.com**



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[www.facebook.com/flamangroupofcompanies](http://www.facebook.com/flamangroupofcompanies)

## Trendy Tank

The Moosomin store shared their good spirit with the rest of their city with this special water tank!



*Flying High!*

Enjoy this action drone shot taken by Flaman Marketing