

On March 3, 2025, Michael Glionna announced the restructuring of our **LEAD team** (***Leadership, Engagement, Action, Development***). The original **LEAD** team was formed in August 2022 and tasked with a mandate to explore and implement initiatives focussed on enhancing employee engagement.



This group was instrumental in executing a number of hugely successful programs, stemming from the results of our ***Employee Engagement Survey*** conducted in December 2022:

- ***Shift Your Mind*** (mental health & wellness program)
- ***Summerlicious Days*** (food & ice cream trucks)
- ***Universal Employee Volunteer Opportunity*** (paid day working with your chosen registered charity)
- ***Spirit Days*** (days dedicated to team-building events & activities)

Now that the company's top-level focus has shifted to Business Development, it was decided that the **LEAD** team will be restructured to be our internal group of Team Leaders.

The new **LEAD** team will be led by 3 of our Managers, **Lukas Hamann**, **Tina Scharnberg** and **Vincent Kwong**. These 3 Managers will strategize with the **Ignite** team to set objectives and drive projects for the **LEAD** Team, along with preparing topics for monthly meetings. By participating, our Team Leaders will have the opportunity to develop and strengthen their leadership and management skills.

In addition to the restructuring of our **LEAD** team, we also introduced **3 new internal committees/teams** which will complement our 2 existing volunteer groups, the Events Committee and the *Universal & You* editorial team.

New Committees:

Engagement Committee

Led by Committee Coordinator, **Debbie McGuire**, the *Engagement Committee* will remain focused on initiatives to enhance the overall employee experience and workplace morale. Building on the efforts of our previous *LEAD* team, we will also introduce new mental and physical, health and wellness initiatives.

Education Committee

The *Education Committee*, led by Committee Coordinator, **John Leis**, will work to continue the company's commitment to both internal and industry-related training initiatives for our employees. Internal training will encompass programs designed to enhance employee skills and support career progression, within the company. This will include leadership development, technical skills enhancement, and soft skills workshops, all aimed at building a highly competent and motivated team

Communications Committee

Led by Committee Coordinator, **Tina Scharnberg**, the *Communications Committee* will continue to work on our external communications to clients, prospects and agents. The main focus at the outset will be on producing our monthly *Route* newsletter, featuring articles related to the logistics industry. The ultimate goal for this committee is to handle all external communications, e.g. *Trade Alerts*, social media, company website, etc., while encouraging creative thinking and new approaches to improve our communication offerings.

Existing Committees:

Events Committee

The *Events Committee* spearheads the planning, scheduling and organization of all Universal Logistics company events, including our annual Summer Family Event and Staff Christmas Party. Led by Committee Coordinator, **Tina Scharnberg**, the committee's main responsibilities include sourcing venues, coordinating entertainment, activities, prizes and gifts. The current *Events Committee* is comprised of employee volunteers who are passionate about event planning.

Universal & You Editorial Team

Universal & You is our internal company newsletter, published on a bi-monthly basis. The *U & Y Editorial Team* aims to keep everyone updated on all that's happening at Universal Logistics, while offering employees a more in-depth look into activities and interests outside the office. The team will continue to be led by Committee Coordinator, **Sharon Fong**, and is made up of employee volunteers who are committed to writing about and sharing their hobbies and passions.

Here's why you should consider joining:

- **Make an Impact:** You'll have the chance to influence decisions that affect the entire organization.
- **Grow Your Skills:** Committee participation will help you develop your leadership, teamwork, and problem-solving abilities.
- **Connect with Colleagues:** You'll work closely with members of various other teams and help to foster stronger, company-wide ties.
- **Contribute to Our Culture:** You'll be helping to create a workplace environment that aligns with our overall company values and vision.

To express your interest in joining one of our Committees, please email committees@universallogistics.ca

Thanks as always to all of our company volunteers. Your participation, care and effort truly do make a difference at Universal!

Universal Employee Volunteer Opportunity

On January 10, 2024, the *LEAD* team introduced the **Universal Employee Volunteer Opportunity**. This is a self-driven initiative, designed to enable all interested Universal employees to volunteer their time to a registered charity for 1 day per year, while being paid by Universal for a regular work day.



If you are currently working with a charity and are interested in participating, please see your Manager to receive a *Volunteer Participation Form*, which you will need to complete and submit for approval.

Giving back to the community is a core value of Universal Logistics, and we encourage everyone to participate in this on a personal level.

Guidelines:

- All volunteer work must be done with a Registered Charity (must have Registered Charity #).

- Universal employees can submit volunteer opportunities to their Manager by filling out the Volunteer Participation Form, located in the *Employee Guidelines, Benefits & Information* folder on the G Drive under *Universal Employee Volunteer Opportunity*. Employees approved for volunteering must have a signed *Volunteer Participation Form*, confirming their involvement with the charity on the day agreed.
- All volunteer opportunities to be vetted by Universal for approval.
- All employees can volunteer their time a maximum of 1 day per calendar year and will be paid for a regular work day by Universal.
- Employees participating, must coordinate with their Manager to ensure their workload is covered for the day they are volunteering.
- The Volunteer Day will have to be reviewed and agreed to by the Manager to ensure there is no more than 1 person per team volunteering on the same day.

Code of Conduct while volunteering:

It is important to keep in mind that employees participating in this initiative are acting as ambassadors of Universal Logistics while volunteering. We ask that you follow the Code of Conduct and guidelines of the charity and Universal. Universal employees are asked to contribute to a safe and inclusive environment, and show respect for all staff and other volunteers.

Something's Brewing

Contributor: Alice Yan

The Resurgence of DIY & Crafting

In recent years, DIY (“Do-It-Yourself” projects) and crafting have surged in popularity across North America. Fueled by pandemic-era creativity, social media inspiration, and a growing desire for sustainable, personalized goods, people of all ages are embracing hands-on projects. The appeal lies in the blend of self-expression, mindfulness, and the tangible satisfaction of creating something unique.

Why Crafting Matters: Benefits Beyond the Glue Gun

- **Mental Wellness:** Crafting reduces stress and anxiety by promoting mindfulness, akin to a meditative state.
- **Physical Engagement:** Activities like knitting, woodworking, or painting improve fine motor skills and hand-eye coordination.
- **Sustainable Living:** Upcycling materials cuts waste and fosters eco-conscious habits.
- **Personal Fulfillment:** Completing a project boosts confidence and provides a sense of accomplishment.



- **Social Connection:** Fosters community through workshops, online groups, and craft swaps.

Activities to consider for your first (or next) DIY project!

1. **Resin and Polymer Clay Jewelry** – If you love making small, detailed pieces, resin and polymer clay jewelry could be a perfect craft for you to make and sell. These materials let you create everything from delicate floral earrings to bold, abstract pendants without needing expensive metals or gemstones. With polymer clay, you can sculpt lightweight, colorful pieces, while resin lets you embed dried flowers, gold flakes, or even tiny illustrations for a glass-like effect.



3. **Tufting** – Once an industrial technique, it's now a viral DIY obsession. Using a handheld tufting gun, crafters “shoot” yarn through fabric to create plush rugs, pillows, and wall hangings. The tactile satisfaction of building textures and the ability to craft statement home decor have made tufting workshops a hotspot for millennials and Gen Z. Bold, quirky designs – from abstract shapes to pop culture motifs – dominate social feeds, proving this craft is as much about artistry as it is about coziness.



- **GTA:** [EmoTuft Tufting Studio](#)
- **Buffalo:** [Tufted Whiskers](#)
- **Cleveland:** [The Tufting Studio](#)

4. **Needle-Felted Goods** — Stabbing wool roving with barbed needles to sculpt 3D shapes is winning hearts for its whimsical results. From adorable animal figurines to rustic holiday ornaments, the craft combines patience with playful creativity. Its slow, methodical nature is ideal for unwinding, while the tactile wool appeals to all ages.



5. **Pressed Flower Crafts** – Pressed flower art bridges nature and creativity, perfect for spring and summer projects.

By preserving blooms in books or microwave presses, crafters create botanical bookmarks, resin coasters, and framed wall art.

It's also beginner-friendly, requiring minimal supplies – a heavy book, glue, and creativity – to transform fleeting beauty into lasting decor.

DIY and crafting are no longer niche pastimes – they’re a movement redefining how North Americans engage with creativity, sustainability, and self-care. So, grab a glue gun, a thrifted find, or a block of resin – your next creative adventure awaits!

Question: Apart from all the new and trendy DIY activities, right now, one of the most popular ones is LEGO building. What DIY project holds the record for the tallest structure built with LEGO bricks?

- a. A replica of the Eiffel Tower
- b. A 116-foot-tall tower
- c. A life-sized LEGO house
- d. A 90-foot-tall rocket

Click on the question above, submit your answer to Sharon, and you’re eligible to win!

Submission deadline

Friday, April 4th (Noon)

Prize

\$25 Tim Hortons, Starbucks or Amazon gift card for the 2 winners

(If more than two contestants have the right answer, we will pick the winning names out of a hat)



Kudos (Noun) – Praise & honour received for an achievement

Kudos Corner is a forum where Universal employees can recognize the efforts of their co-workers. Bring forward candidates for *Kudos Corner* at your next Team Meeting or simply drop your Manager a line whenever you feel someone’s efforts should be recognized in *Universal & You*.

For this issue we received the following entries:

Submitted by Vincent Kwong of our Ocean Services team:

*“In November 2024, due to Suzi Hudak’s departure and the onboarding of James Yatson, the Cleveland office needed some assistance with managing freight. After recognizing the short-staffed situation, **Vivien Yu of our Ocean Services team at Head Office** immediately*

stepped up to offer help. We initially expected the Cleveland office to be back on track quickly, assuming James was making progress quickly. Unfortunately, James left Universal in January. Since then, Vivien has been managing most of TCEDs and various other imports on her own. Although I had planned to split TCED evenly with Vivien, she would beat me to it when I was behind with emails.

There were occasions where Vivien coordinated deliveries on her day off. While having Vivien work during her day off is not ideal, knowing that Vivien stayed on top of things provided me with peace of mind.

Currently, Vivien is still managing a fair amount of cargo for the Cleveland office. This not only demonstrates her dedication and teamwork, but also gives Pamela Randolph the time required to train Alexis Wanzo, our newest Cleveland team member.”

Submitted by Lukas Hamann of our Canadian Customs Operations team:

*“When **Isabelle Lima of our Canadian Customs Operations team at Head Office** heard that a new employee, Vanessa Varga, would be joining the team, she took it upon herself to devise a comprehensive training plan for her. Isabelle took the initiative to provide Vanessa with clear guidance on procedures, expectations and an overall understanding of ITMR4, all while maintaining her regular workload.*

Throughout this endeavour, Isabelle demonstrated outstanding leadership, patience, dedication and a willingness to invest extra time and energy into the training process, in order to ensure that Vanessa had the best learning experience possible with the company.

On days when she was scheduled to work from home, Isabelle made sure she was in the office to assist Vanessa with training. This was entirely Isabelle’s idea, and she pushed hard to make sure she was in the office, even when feeling under the weather. Putting Vanessa’s training and development in front of her own schedule was incredible to see and showed great character and leadership skills.”

Submitted by Devon Jarvis of our client, Turf Care Products Canada Limited:

*“I wanted to take a moment to personally acknowledge the outstanding service and dedication that **Susan Sok of the Customs Consulting Services Team at Head Office** has provided to us. Working with her has been an absolute pleasure, and I cannot emphasize enough how much we appreciate her hard work and commitment.*

Susan is always willing to drop everything to assist us, no matter how busy she is. Her responsiveness, problem-solving skills, and deep knowledge of customs processes have been invaluable to our operations. Whenever we have a question or need assistance, she is quick to provide clear and effective solutions, ensuring that everything runs smoothly.

Beyond her expertise, Susan is truly a pleasure to work with. She is professional, patient, and incredibly detail-oriented. Her proactive approach and dedication have not gone unnoticed, and we are grateful to have her as a key point of contact.

It is rare to find someone as reliable and committed as Susan, and we wanted to make sure her hard work is recognized.

Thank you for having such a fantastic team member—we look forward to continuing to work with her!”

Growing again

In *Universal & You*, we want to introduce all new employees. We have a new addition at the Cleveland office. Please join us in welcoming Alexis Wanzo to the team!



Name: Alexis Wanzo
Team: US Freight Operations (Cleveland Office)
Start date: February 10, 2025

Book Buzz

Contributor: Barbara Mulatinho

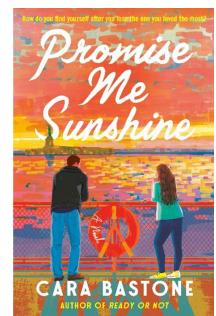
March New Releases

Romance

Lenny's a bit of a mess at the moment. Her best friend, Lou, recently passed away and her death has left Lenny feeling completely lost.

The only thing she can do is a temporary babysitting gig, helping single mom Reese and her daughter, Ainsley.

Ainsley's uncle, Miles, who seems to always be around, sees right through her. Turns out, he knows a lot about grief and he offers her a proposition.



Promise Me Sunshine - Cara Bastone

He'll help her complete everything on her "live again" list if she'll help him connect with Ainsley and overcome his complicated relationship with Reese. Lenny doubts anything can fill the hole Lou has left behind, but as she begins to spend more time with Miles, Lenny is surprised to discover that, sometimes, losing everything is only the first step to finding yourself, and love, again.

Young Adult / Science Fiction

When you've been set up to lose everything you love, what is there left to fight for?

As the day dawns on the fiftieth annual Hunger Games, fear grips the districts of Panem.

This year, in honour of the Quarter Quell, twice as many tributes will be taken from their homes. In District 12, Haymitch Abernathy is trying not to think too hard about his chances. When his name is called, he can feel all his dreams break.

He's torn from his family and his love, shuttled to the Capitol with the three other District 12 tributes: a young friend who's nearly a sister to him, a compulsive oddsmaker, and the most stuck-up girl in town.

As the Games begin, Haymitch understands he's been set up to fail. But there's something in him that wants to fight.

Thriller

Three women. Three smouldering secrets. Who will make it out alive?

It's the 5th of November, and a woman awakens to a nightmare. Bound and gagged, she lies trapped in the heart of a towering bonfire. As the smoke thickens, panic sets in – she's moments away from being engulfed in flames. How did it come to this?

Rewind eleven months: Margot, a faded TV star, and her friend Anna watch as glamorous Liv moves in with her family into their street. The three women soon fabricate a pretence of friendship, but each harbours her own deadly secret – and newcomer Liv senses something is terribly wrong beneath the polished exteriors. As cracks widen in the veneer of perfection and lies escalate out of control, tension ignites. Bonfire Night is approaching and someone is set to burn...But who will it be?



Sunrise on the Reaping – Suzanne Collins



You Killed Me First – John Marrs

Culture and Entertainment

Contributor: Barbara Mulatinho

International Winners at the 2025 Oscars

This year's Academy Awards celebrated many international feature films. Among the standout winners this year were **I'm Still Here** (Best International Feature Film), **Flow** (Best Animated Feature Film), and **No Other Land** (Best Documentary Feature Film), all exemplifying the richness of global cinema.

Bong Joon-Ho's words from his Best Picture acceptance speech for *Parasite* still resonate:

"Subtitles are a bridge that connects different cultures. Once you overcome the 1-inch tall barrier of subtitles, you will be introduced to so many more amazing films."

Best International Feature Film

I'm Still Here

Brazil won its first Oscar for international feature with **I'm Still Here**, the story of a family broken apart amid dictatorship. It tells the real-life story of Eunice Paiva, a mother of five children who reinvents herself as a lawyer and activist after the devastating disappearance of her husband, the dissident politician Rubens Paiva at the height of Brazil's military dictatorship.



Ainda Estou Aqui (Brazil)

Director Walter Salles credited the woman who inspired the film – Eunice Paiva, “*This goes for a woman who, after a loss suffered during an authoritarian regime, decided not to bend – and to resist. So, this prize goes to her. Her name is Eunice Paiva.*” **I'm Still Here** notably received three nominations at the Oscars. In addition to **Best International Feature**, the movie was also nominated in the **Best Picture** category, and lead actress Fernanda Torres was nominated for **Best Actress**.

Best Animated Feature Film

Flow

Flow is an animated feature made with *Blender*, a free, open-source graphics software tool using computer generated animation.

The result is a dreamy aesthetic paired with a peaceful, yet post-apocalyptic fable about a black cat, dog, capybara, ring-tailed lemur and secretary bird trying to survive a catastrophic flood. The film has no dialogue and forces viewers to be mesmerized by the unlikely relationship and understanding between the species trying to escape the rising waters.



Straume (Latvia)

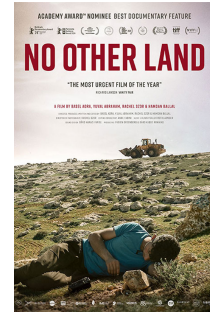
"I think you can express a lot more without words. Some of these emotions and ideas I couldn't articulate with words, but with music, sound, movement and editing, I can say a lot more," Flow's director said backstage. It made history becoming the first Latvian film to win at the Oscars. The movie was also nominated in the **Best International Feature** category.

Best Documentary Feature Film

No Other Land

Basel Adra has been documenting the expulsion and decimation of his community in the small mountain village of *Masafer Yatta* in the southern West Bank since childhood.

By picking up his camera, Adra continually speaks truth to power as he tirelessly documents his reality: impending forced removals, bulldozers destroying homes, and the violence that inevitably follows.



No Other Land

Made under extreme duress and unimaginable production hardships, this film comes from a Palestinian-Israeli activist collective. This film would stand out in any year, but now it feels even more urgent.

Health and Lifestyle

Contributor: Veena Ramesh

Think to Thrive, Not Just Survive

Human beings are classified as the most intelligent species and the reason is mainly because we can think. What is thinking anyway? In simple terms, it is the process of using our mind to reason. While this should be a good thing, we are about to see that thinking is also the beginning and end of suffering. This article is based on the findings in *Don't Believe Everything You Think* by Joseph Nguyen.



The human brain is constantly active – (over) thinking, (over) analyzing – even when we are sleeping. We have all had to face the struggle wherein completing simple tasks become frustratingly difficult due to self-doubt and uncertainty derived from a flood of thoughts that cause suffering and hopelessness.

However, we can change this.

As the narrator of your thoughts in real time, you are in control of the discourse in your mind. Suffering, like happiness, is part of life and the prevalence of its presence is in your hands. It's up to you to not make it a majority shareholder of your existence.

Most of the time, suffering is caused by over analyzing life.

Wait a minute...are we telling you to...not think?

Yes. Sometimes, thinking about things that haven't happened yet (or maybe ever) is the prime cause of suffering – catastrophizing. Most of us have a hard time letting go of suffering, mainly due to fear of the unknown. Some of us would rather suffer in the comfort of familiarity. Pain is unavoidable, but suffering, your emotional reaction to pain, is in your control. So how long do you choose to hold onto what you don't want to relive?

These thoughts are not reality, and yet, it is through thought that realities are created. Each of us has a different perception that we see our lives through. Two people at the same place, in the same time, will see their surroundings differently. Simplicity brings forth happiness. Changing our way of thinking can alter how we experience our reality.

Human beings do a lot of thinking. Analyzing and rationalizing are keys to survival. As such, the brain is always in survival mode. The mind's job is to alert us of potential dangers in the environment that pose a threat to our lives. It refers to past experiences to create predictions for future dangers. While this helps us survive, it does not allow us to thrive. For example, when applying for a position, whether it is a job or volunteer opportunity, even before applying, the brain might run scenarios based on the fear of failure. "I probably won't succeed anyways, I'm not adequate enough"; "What if I can't make the time? I don't know what might happen..."

Overthinking puts our minds in a state of constant survival mode, anticipating what cannot be foreseen. We talk ourselves out of possibilities and potential rather than into it. We are the limiters of our own mental wellbeing when we let crowd our minds with the what-ifs, blocking what is clearly right in front of us.

Educational Achievements

"Knowledge is what can separate you from the pack. It can take you as high as you want to go if you put it into action."

The employees of Universal Logistics regularly receive industry training that is paid for by the company. We are proud to recognize the achievement and success of our latest course and program graduates.



*Andressa Lopes
Freight Pricing
Completed first portion of CIFFA Certificate
Program – International Transportation and
Trade.*

Congratulations Andressa!



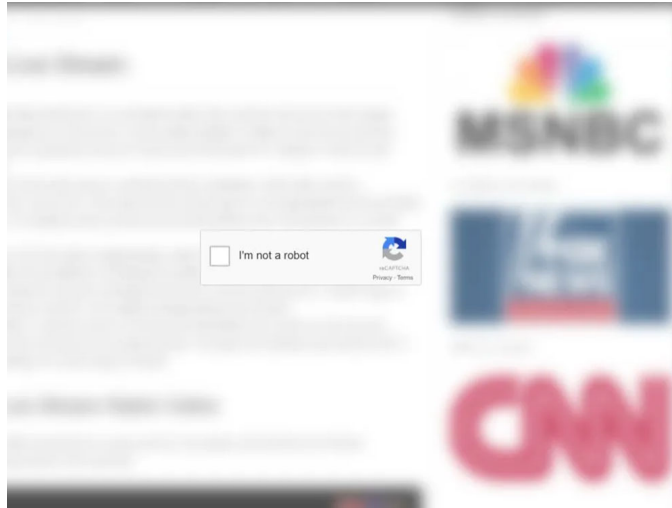
IT Corner

Beware of Fake CAPTCHA Scams!

Cybercriminals have found a sneaky way to trick users into installing harmful software that can steal personal information. Here's what you need to know:

How the Scam Works

1. Tricky Websites – You visit a site offering movies, music, or other popular content.
2. Fake CAPTCHA – A pop-up appears, asking you to complete a CAPTCHA to “verify you’re human.”
3. Dangerous Instructions – Instead of a real test, you are told to press certain keys (e.g., Windows + R, then paste something and press Enter).
4. Hidden Malware – These steps secretly install a harmful program on your computer.



How to Stay Safe

- ✓ Think Before You Click – Be cautious of pop-ups asking you to enter commands.
- ✓ Use Security Software – Keep antivirus and anti-malware programs updated.
- ✓ Avoid Unfamiliar Websites – Stick to trusted sources for downloads and information.
- ✓ Check URLs Carefully – Scammers often use websites that look similar to real ones.

Stay alert and avoid falling for these tricks!

Calling all Universal Employees!

We are looking for volunteers to contribute short articles to *Universal & You*. Topics can be team or industry-related or you might want to share a personal experience (e.g. volunteer work or travel) with your fellow employees.

Please forward your ideas to [Sharon Fong](#).