

## President's Message

A belated *Happy New Year* to all!!

Going into our 2025 year, we were dealing with the uncertainties of CARM, unsure of how we would manage this new Canadian import reporting program for our clients. Within a few months, we were then faced with an unexpected announcement from the US government, that significant tariffs would now be imposed on imports into the United States from all countries. This news was followed immediately by reciprocal tariffs and surtaxes being placed on goods shipped from the U.S. into Canada. A global trade war had been ignited.



*Michael Glionna, President*

What did all of this mean to our clients and to us as their logistics service provider? Well, when there is severe disruption and uncertainty in the marketplace, it means importers and exporters are reluctant to continue shipping. Many put their immediate plans on hold. They first want to understand the impact of these changes on their shipping costs, and they need help in planning their logistics strategies going forward. In early 2025, our clients leaned heavily on our accessibility and our willingness to share our expertise and guidance.

So, while market uncertainty led to us handling fewer shipments last year, our workload actually increased dramatically as we endeavoured to gain an understanding of the new trading environment, and to address the many inquiries from our concerned clients. In effect, it was a matter of more work for less pay. But, despite this predicament, our company rose to the challenge. We took this as an opportunity to demonstrate our reliability and responsiveness. And, we strengthened our client relationships by providing them with clarity and solutions.

For me, this was not a surprising result. Whether it be a global pandemic or an international trade war, during these times of serious uncertainty and disruption, there is one constant that our clients can count on. It's you, the employee group at Universal Logistics. You are well-prepared, available to help, and always committed to meeting our clients' needs.

If you look at the home page on our web site, you will see that we promote ourselves as "Canada's most trusted freight forwarder and customs broker for over 75 years". We go on to promise "fast, smooth, and reliable services from people who care and won't leave you in the dark when things get tough". Well, in 2025 you once again proved that our marketing is more than just an empty pledge. You stepped up under very stressful conditions and performed with your usual effectiveness and professionalism.

I am pleased to report that while our volume of transactions handled in 2025 dropped in comparison to the previous year, our overall revenues continued to grow. We proactively adjusted our pricing to ensure we were being adequately compensated for the increased workload and expertise required under this new and challenging trading environment. Once again, as a team, we persevered through adversity to achieve success.

As we embark on a new year, we want to continue building on this success. We are very well-positioned to thrive in this new global environment as our clients explore alternative supply chain options. With strong and established partnerships in Europe and Asia, we can offer new service solutions to our clients beyond the traditional U.S.-Canada trade lane. At the same time, we have first class freight and customs operations, as well as the necessary technical consulting expertise, to assist our clients with their U.S. to Canada and Canada to U.S. shipping requirements.

In 2026, we also want to continue developing our most important asset – our people – so that we remain the trusted and reliable partner our clients have come to depend on during times of uncertainty and disruption. We want each of you to know that you can build a meaningful and successful career here at Universal.

If you are aspiring to work towards a leadership position, be sure to express this to your Manager so we can help you reach your goal. We have established a *LEAD* team to advance employees in their Team Leader roles. Our newly formed internal committees are focussed on *Education*, *Engagement* and *Communication*. Not only do these committees present opportunities for you to get involved and develop your own skills, but they will enhance our internal learning programs and the working environment for all. With your continued development, and the company's 75+ years of well-established global services, I am confident there is more success to come in the year ahead.

On behalf of myself and my brothers, David, Mark and Paul, I would like to thank each and every one of you for your contribution to our success in 2025. We are extremely proud to call you part of our Universal family. We now look forward to your continued dedication and support as, together, we move into a new year of opportunity.

Both personally and professionally, I wish each of you the very best for this New Year!

Michael Glionna, President

## Christmas Wrap-Up

In order to make sure that everyone was getting a piece of our Christmas cheer, we kicked off our 2025 Christmas celebrations by offering Gingerbread Kits (by [Parties Made Simple](#)) to each child of our Universal employees! The Events Committee organized and distributed the kits.



*Ewan, nephew of Mandy Chan*



*Diane Richer*



*Ewan, nephew of Mandy Chan*



*Ayla & Brooklyn  
Friends of Maryam Mehrdad*



*Ayla & Brooklyn  
Friends of Maryam Mehrdad*



*Ayla & Brooklyn  
Friends of Maryam Mehrdad*

On December 9, 2025, the **Airport office** got the party path paved with their cozy Christmas potluck luncheon featuring some delicious festively named dishes such as: Winterberry Walnut Brie (brie cheese with walnuts & cranberries), Mamma Mia Melt Delight (baked pasta & roasted veggies), Opulent Orange Bites (sweet & savoury honey-glazed carrots), Luscious Layers

(layers of honey cake, berry compote & cream), Cocoa Berry Bliss (chocolate covered strawberries), and more! Visitors from Head Office (*Michael Glionna, David Glionna, Mark Glionna, Paul Glionna, Chris Cartan, John Leis and David Lyчек*) joined as well to indulge in their yummy menu.



*Airport Office Potluck*

This year's Office Christmas Party saw us returning to a venue – [Marlowe Restaurant!](#) On December 12th, party goers got to mingle and munch on a phenomenal appetizer spread, buffet-style during cocktail hour. The restaurant was decorated for the holidays and everyone was able to pick their seats and mill about before sitting down to choose from an incredible menu. While we waited for our meals, party games ensued hosted by Games Masters Alice Yan and Sharon Fong. A classic game of Musical Chairs had winners from each player group face off for a Grand Prize in a tournament of Egg Pong.



Service award presentations by Michael Glionna saw the celebration of five major milestones. Universal's success is based on the skill, commitment and loyalty of our employees, as such, the Christmas party is the perfect opportunity for us to recognize and celebrate our coworkers!

The Universal employees celebrated were Brian Rowe (40 years), Lizanne Gray (25 years), Ivy Woo (20 years), Michael Shelton (20 years), and Mike O'Donnell (15 years).

[>>> Click here to relive the party! <<<](#)

A few days later, on December 16th, the Events Committee set up the annual Head Office Christmas Potluck luncheon. The multi-cultural feast featured contributions from everyone, and no one left unsatisfied (or with the same waistline).



Everyone was able to enjoy the meal together while going around the office, showing off their ugly Christmas sweaters, and admiring the work put into decorating cubicles. In accordance with tradition, everyone voted for their favourite ugly sweaters and cubicles. Congratulations to the *Ugly Christmas Sweater* contest winners, Maryam Mehrdad, Nazrin Carim and Mariana Minero, and the *Decorate your Cubicle* contest winners, Maggie Gragasin and Bowen Zhu!

[>>> Click here to check out photos from both the Airport and Head Office Potlucks! <<<](#)

We would also like to thank everyone for their generous donations to Toy Mountain and the Vaughan Food Bank.



*Santa Brenda*

## 2026 Summerlicious Days

The *Engagement Committee* is excited to announce that in 2026, we will once again be hosting *Summerlicious Days* at Universal. As before, on set dates over the summer months, the *Engagement Committee* will arrange for a **Food Truck** to provide lunch for our Head Office staff, as well as an **Ice Cream Truck** to provide tasty frozen treats for those hot summer days – *all courtesy of Universal Logistics!* Following is the schedule – dates to be announced soon!

- **May** – Food Truck
- **June** – Ice Cream Truck
- **July** – Food & Ice Cream Truck at Summer Family Event
- **August** – Ice Cream Truck
- **September** – Food Truck

Our Canadian Branch and US Offices are also going to enjoy lunch and treats at their offices on the above dates, arranged with options specific to their locations.

Stay tuned for more details!

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## Something's Brewing

Contributor: Alice Yan

### Saving Smarter: Level Up with Money-Saving Challenges

As the new year kicks off, inflation and rising costs are hitting hard, and saving money feels tougher than ever. Everyday expenses keep climbing, and financial stability can feel out of reach. Right now, saving smarter isn't optional. While coupons, cash-back apps, and basic budgets still help, they're not enough on their own. What actually works is a simple, no-nonsense approach that turns good intentions into real action.

Here are the ***Top 8 most popular and effective money-saving challenges*** designed to build your savings muscle. Choose one that matches your cash flow and ambition:

#### 1. The 52-Week Money Challenge

- **How it works:** You save money once a week, increasing the amount by \$1 each week. Start with \$1 in week one, \$2 in week two, and so on, until you save \$52 in week 52.
- **Total Savings:** \$1,378 annually
- **Advantages:** Starts small and gradually increases, making it easy to adapt.
- **Challenges:** The larger amounts towards the end of the year can be difficult.
- **Variations:** Reverse 52-Week Challenge (start with \$52 and decrease) or a bi-weekly version.



## 2. 100-Envelope Challenge

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- **How it works:** Label 100 envelopes from 1 to 100. Each day (or twice weekly), pull one random envelope and stuff it with the dollar amount written on it.
- **Total Savings:** \$5,050 in 100 days.
- **Advantages:** Exciting and gamified; results in a significant sum quickly.
- **Challenges:** Requires high cash on hand; the \$100 days can be difficult for many budgets.
- **Variations:** Digital version (transferring funds to a high-yield account instead of using cash).

## 3. The \$5 Bill Challenge

- **How it works:** Every time you receive a \$5 bill as change, or come across one in your wallet, you immediately put it aside into a designated savings jar or account.
- **Total Savings:** Highly variable, but can accumulate quickly for those who use cash regularly.
- **Advantages:** It's almost "painless" as you're saving money you might not actively miss.
- **Challenges:** Less effective for those who primarily use digital payments.
- **Variations:** Switch to Loonie/Toonie challenge for those who use less cash or less budget.

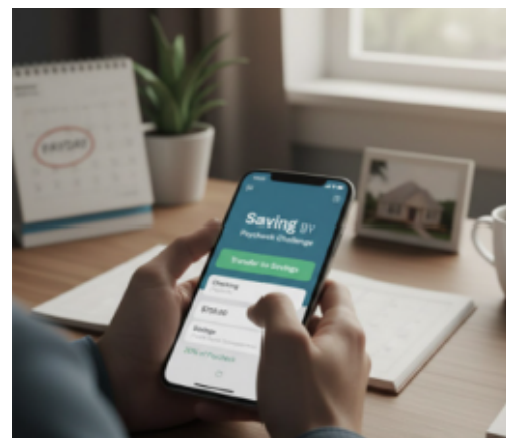


## 4. The 30-Day Savings Sprint

- **How it works:** Each day, you save a pre-determined amount that corresponds with the date (e.g., save \$1 on the 1st, \$2 on the 2nd... up to \$30 on the 30th).
- **Total Savings:** \$465 in one month.
- **Advantages:** Short-term, intense, and highly motivating for a quick goal.
- **Challenge:** The rising daily amounts get tougher near the end, so staying consistent takes discipline.
- **Variation:** Do it bi-annually. Or, save the amount in cents for a gentler version.

## 5. The Bi-Weekly Savings Challenge

- **How it works:** Align with your pay schedule. Each time you get paid (e.g., every two weeks), transfer a fixed sum (\$50, \$100, etc.) to savings before budgeting anything else.
- **Total Savings:** \$1,300-\$2,600+ per year (if saving \$50-\$100 per pay).
- **Advantages:** Automates savings, making it a non-negotiable bill you pay yourself. Challenge: The incremental.



- **Challenge:** The incremental challenge can become difficult in the later periods when the required savings amounts are highest, especially around holiday times.
- **Variation:** Increase the amount by 5% every 6 months.

## 6. The No-Spend Challenge

- **How it works:** Designate a specific period (a day, a weekend, a week, or even a month) where you commit to spending no money on non-essential items. Only cover absolute necessities like rent, utilities, and essential groceries.
- **Total Savings:** Varies greatly depending on duration and spending habits, but can be substantial.
- **Advantages:** Forces you to re-evaluate spending habits and identify unnecessary expenses.
- **Challenges:** Can be difficult to stick to, especially for longer periods, and requires discipline.
- **Variations:** “Low-Spend” challenge where you allow a very small budget for non-essentials.

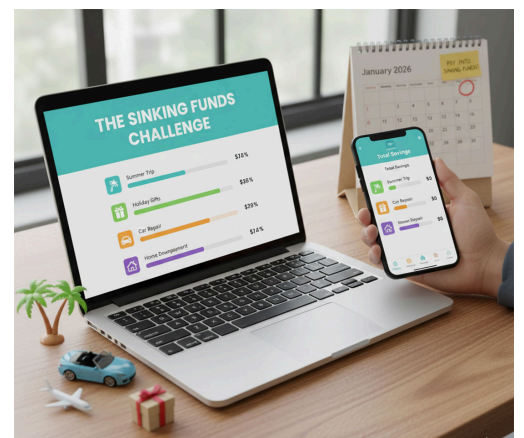


## 7. The Pantry Challenge

- **How it works:** For a set period (usually a week or a full month), you commit to “eating down” what you already have in your kitchen.
- **Total Savings:** Generally, saves between \$150 and \$500 per month for an average household, depending on your usual dining-out habits and grocery budget.
- **Advantages:** It significantly reduces food waste, declutters your kitchen, and forces you to get creative with cooking.
- **Challenge:** Meal planning can become difficult toward the end of the challenge when you’re left with “weird” combinations.
- **Variations:** The “One Ingredient” variant, where you pick one neglected pantry item and find three different ways to cook it that week.

## 8. The Sinking Funds Challenge

- **How it works:** Instead of one big savings pile, you divide your savings into “buckets” or “themes” based on upcoming life events throughout the year. Every month, you contribute a set amount to specific categories like “Summer Vacation” or “Holiday Gifts”
- **Total Savings:** Highly customizable, but users typically save between \$2,000 and \$5,000 annually by preparing for big-ticket items in advance.



- **Advantages:** It completely removes the “financial hangover” or “sticker shock” of large, predictable expenses as the money has already been earmarked for that specific purpose.
- **Challenge:** Requires organization and a bank that allows “sub-accounts” or “vaults” to keep the money separate.
- **Variations:** The “Monthly Theme Challenge”, where each month of the year has a specific focus (e.g., January is “Emergency Fund Month,” February is “Debt Paydown Month”)

Saving money is about protecting your future, reducing stress, and creating opportunities. Beyond challenges, small habits like automating savings, reviewing subscriptions, and improving financial literacy can make a real difference. Here’s to reaching your savings goals this year while still enjoying life and keeping balance.

Before you head off to start your saving money challenge, let’s see if you can identify one of history’s most staggering examples of why staying financially savvy is so important.

[Question: Which country once issued a banknote with a face value of 100 trillion dollars due to extreme inflation?](#)

- A. Venezuela
- B. Germany
- C. Argentina
- D. Zimbabwe

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

**Submission deadline**

Friday, February 6<sup>th</sup> (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 entry from Monserrat Vazquez of our Freight Solutions Team:

*“We would like to recognize **Mandy Chan of our Freight Solutions team at Head Office** based on some excellent feedback we received from clients Evertz Microsystems Ltd. (Canadian Account #9034200; US Account #56123) and Verval Ltée (Canadian Account #9178200), praising Mandy’s customer service and hard work which have helped to develop more business with them.*

*Below is a message from **Wendy Nigro of our Client Relations team at Head Office** who met with Evertz:*

*I really want to put Mandy Chan forward for special recognition. In the past, I have had Mandy’s name noted as being very efficient, but when I went out to meet with Evertz this past Friday, Jennifer Hanson praised Mandy endlessly.*

*I have met with Evertz in the past after we handled some air shipments, we were seeing increased volumes from them. They were happy with pricing, but Jennifer emphasized that the communication that we provide is phenomenal. She said numerous times in our meeting that Mandy’s communication and updates are amazing.*

*I truly wanted to share this info with you. Evertz has a lot of potential, and the growth we have seen this year is exceptional. Mandy has done a great job to move this along.*

*Verval Ltée, for whom we have been seeing increased volumes as well, also commented on Mandy’s service. Their shipments need a lot of coordination due to the complexity, as they ship glass and require specialized equipment. Mandy goes above and beyond working closely with our Freight Pricing team, carriers and agents to get all their shipments booked on time, also keeping the client updated constantly. This has not gone unnoticed by the client, and Sylvain Paoli praised Mandy’s hard work several times.*

*Below is a message from **Andrew Doick of our Business Development team at Head Office** who met with Verval:*

*During our conversation, Sylvain said that he wanted to ensure that we are aware that Mandy Chan is doing an amazing job coordinating their freight. Sylvain told me that he is very happy Mandy is involved in his freight bookings and that he is very appreciative of her service and attention to detail.”*

## Growing again

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



**Name:** Christopher Krull  
**Team:** US Customs Operations  
**Start date:** December 8, 2025

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## Book Buzz

Contributor: Barbara Mulatinho

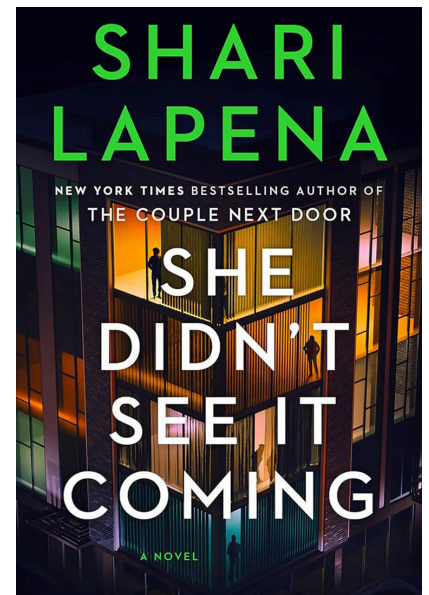
### If You Love Being Lied To: Two Thrillers You Won't Put Down

#### She Didn't See It Coming

*In a building full of people, one woman vanishes...and everyone has something to hide.*

When Bryden, a successful professional and devoted mother, fails to pick up her daughter from daycare, panic sets in fast. The last confirmed sighting places her inside her luxury condo building, and raises a terrifying possibility: Bryden may have disappeared without ever stepping outside.

As detectives investigate, the carefully constructed life she shared with her husband Sam begins to unravel. Perfect marriages crack, friendly neighbours grow evasive, and small inconsistencies take on dangerous weight. In a place designed for privacy and comfort, the truth is far more unsettling than anyone expects.



*She Didn't See It Coming* by Shari Lapena

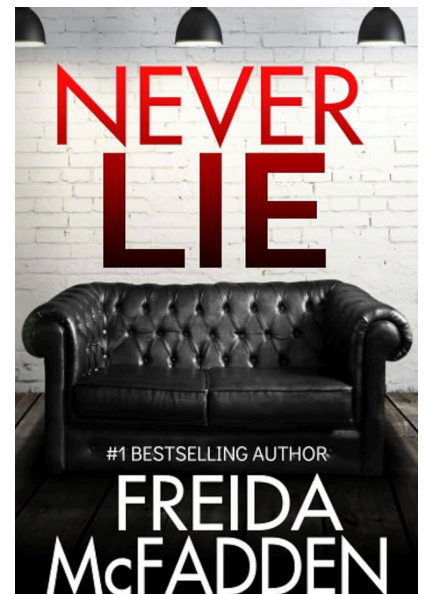
**Barbara's Rating: 5/5** ★ This book was a thrill to read. With a lot of twists and turns, it left me guessing until the very end. All suspects had great motives, and shady personalities, which made me suspect of all of them at one point or another. The reveals kept coming and surprising me – I had no idea where the book was headed. Highly recommend this one!

## Never Lie

*Every secret was recorded...now someone is listening.*

Newlyweds Tricia and Ethan are touring a secluded manor once owned by Dr. Adrienne Hale, a celebrated psychiatrist who vanished years earlier, when a violent blizzard traps them inside. With no way out and no help coming, the house begins to feel less like a dream home and more like a threat.

While passing the time, Tricia discovers a hidden room filled with cassette tapes – recordings of Dr. Hale’s private therapy sessions. As she listens, a chilling story unfolds, revealing a trail of manipulation, obsession, and lies that lead directly to the psychiatrist’s disappearance... and suggest the danger may not be in the past.



*Never Lie by Freida McFadden*

**Barbara’s Rating: 4.5/5★** This book made a fool out of me in the best way possible! The author manipulates us via what she reveals in the tapes throughout the book, making you think the story is going one way when suddenly, *boom!* It’s actually not. All the answers are there if you pay attention, but with so many red herrings, it’s™s hard to find out which ones are real and which ones are not. I had a blast reading this book, and recommend it to anyone who likes to act as detective and figure out mysteries themselves.

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## Culture and Entertainment

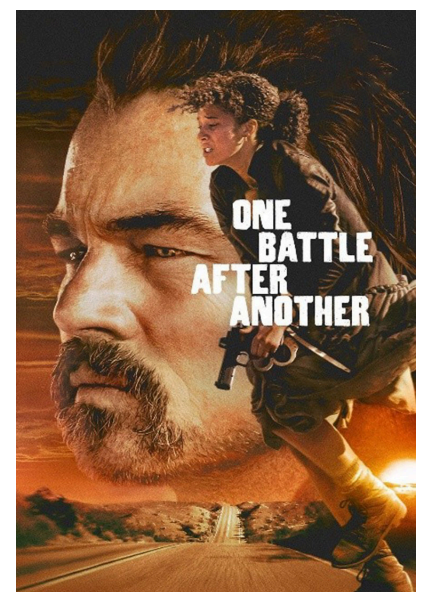
Contributor: Barbara Mulatinho

### Resistance, Grief, and Hidden Lives – Awards Season Standouts

#### One Battle After Another

Some search for battle. Others are born into it. An ex-revolutionary is forced back into a life he tried to escape when a corrupt military officer resurfaces and targets his daughter. What follows is a tense, darkly comic flight that pulls him into old alliances, buried violence, and a reckoning with the past he never truly outran.

Written and directed by Paul Thomas Anderson, the film stars Leonardo DiCaprio alongside Sean Penn, Benicio del Toro, Regina Hall, Teyana Taylor, and Chase Infiniti. It won four Golden Globe Awards, including Best Motion Picture – Musical or Comedy, and earned a record-breaking seven Screen Actors Guild nominations across every major category. The film is widely regarded as the frontrunner for Best Picture at the Academy Awards.



*Available on Crave*

**Barbara's Bit:** *One Battle After Another* is a thrilling movie, that may be a little too long for my taste, but nevertheless very entertaining and current. Once you watch it, you can definitely understand why it's the front runner for Best Picture.

## Hamnet

A love story shaped by loss and the silence that follows. Set in 16th-century England, *Hamnet* follows Agnes (**Jessie Buckley**) and William Shakespeare (**Paul Mescal**) as they grapple with the death of their eleven-year-old son. Told with quiet intimacy, the film explores grief as a living force – reshaping marriage, memory, and the act of creation itself. Directed and co-written by Chloë Zhao, the film was named one of the American Film Institute's Top Ten Films of 2025 and won Best Motion Picture – Drama and Best Actress – Drama at the Golden Globe Awards. Buckley also claimed Best Actress at the Critics' Choice Awards and is considered the frontrunner for Best Actress at this year's Academy Awards.



Available in Theatres

**Barbara's Bit:** Although I've had no time to watch *Hamnet* yet, I've been hearing many good things about it. How it's touching, an amazing cinematic experience, and that it's impossible to leave the theater with dry eyes. I'll definitely catch it before it leaves the cinemas.

## The Secret Agent

In a country under surveillance, secrecy is survival. Set in Brazil in 1977, *The Secret Agent* follows Armando (**Wagner Moura**), a former professor navigating escalating danger under the military dictatorship as he attempts to evade persecution and quietly resist an authoritarian regime. As trust erodes and the state tightens its grip, silence becomes both shield and threat.

Written and directed by **Kleber Mendonça Filho**, the film premiered at the 2025 Cannes Film Festival, where it became the most awarded title, winning Best Actor, Best Director, and the FIPRESCI Prize.



## **THE SECRET AGENT**

Available in Theaters & to rent  
from January 27, 2026

It later made history as the first Brazilian film nominated for Best Motion Picture – Drama at the Golden Globe Awards, winning Best Actor – Drama and Best Foreign Language Film, and now stands as a major contender in the Best International Feature Film race at the Academy Awards.

**Barbara's Bit:** I may be a little biased, but it's very emotional for me to see a Brazilian film getting this much attention, especially this one. With its touch of surrealism and with a grounding performance by Wagner Moura, it showcases some of what Brazil best has to offer: a good and involving story about what humanity is capable of.

# Health and Lifestyle

Contributor: Veena Ramesh

## The Science Behind New Year's Resolutions

I hope everyone had a great start to 2026! The beginning of a new year often brings a powerful sense of renewal. It represents fresh beginnings, opportunities for growth, and the hope that meaningful change is possible. This collective feeling is what motivates many people to set New Year's resolutions.

From a scientific perspective, New Year's resolutions are influenced by what psychologists call **“fresh start” moments**. These moments help us mentally separate our past selves from our future selves, making it easier to believe that change is achievable. Research shows that people are more successful when goals are framed positively and realistically, rather than as strict rules or punishments.

### The New Year as a Mental Reset

The New Year acts as a **temporal landmark**, a psychological reset point that makes us feel we can leave past mistakes behind and start anew. This reset boosts motivation and encourages aspirational thinking. As a result, many people experience a surge of energy and optimism that fuels self-improvement efforts during this time.

Temporal landmarks do not erase challenges, but they do make change feel more manageable. By creating a clear divide between *before* and *after*, the brain becomes more open to adopting new behaviors.



### Why Do We Make New Year's Resolutions?

Whether you play chess or checkers, success rarely comes from relying solely on habits or emotional reactions. Strategy and planning make the difference. Similarly, in life, our brains are capable of looking ahead, imagining multiple possible futures and choosing actions that lead to better outcomes.

As the year comes to an end, many people reflect on unmet goals or routines that no longer serve them. Life itself can be viewed as a series of chapters – school, childhood, moving to a new home, starting a new job, or entering a new phase of responsibility. Each chapter creates an opportunity to reassess priorities and introduce change. The New Year symbolizes the beginning of a new chapter, making it a natural time to pause, reflect, and reset intentions.

## Fresh Starts Beyond January 1

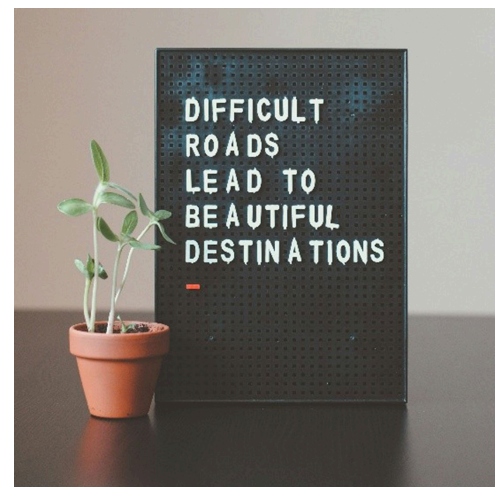
The New Year is not the only fresh start moment. Other points in time such as birthdays, new jobs, or even the start of a week, can trigger similar motivation. Many psychologists refer to *Mondays* as “mini fresh starts.”

When people attempt major lifestyle changes, they are often trying to reshape long-standing habits. Habit formation is challenging because habits are deeply wired into the brain. This is why consistency, patience, and repetition matter more than short bursts of motivation.

## Why Do New Year’s Resolutions Fail?

There are several common reasons resolutions do not last:

- **Vague goals:** Goals should be specific and measurable. For example, instead of saying *walk more*, try *walk for 15 minutes a day, five days a week*.
- **Negative framing:** Many resolutions focus on restriction, such as *stop eating junk food*. This can increase stress and resistance. A positive alternative would be *eat more fruits* or *include healthier snacks like figs and dates*.
- **Unrealistic expectations:** Goals must be attainable and aligned with your lifestyle, schedule, and energy levels.
- **Outcome-only focus:** Habit change is a process. Focusing only on results can lead to frustration. Paying attention to effort and consistency builds long-term success.



New Year’s resolutions often fail not because people lack discipline, but because traditional goal-setting methods do not align with how the brain naturally forms habits.

## Science-Backed Tips to Make Resolutions Stick

Based on how the human brain works, small and gradual changes are more effective than sudden, extreme shifts. Instead of completely eliminating a habit, try adding a healthier alternative in *small increments*.

Other proven strategies include:

- **Start small:** Treat goals as *experiments* rather than permanent life decisions.
- **Expect setbacks:** Slips are normal. What matters most is getting back on track.

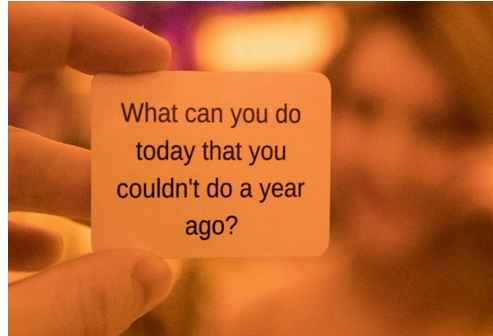


- **Use accountability:** Having a friend, family member, or group to check in with increases consistency.
- **Focus on identity:** Reframe goals around the type of life you want to live and the person you want to become.

When goals align with personal values and realistic routines, they are far more likely to last.

At the end of the day, you don't need a New Year's resolution to create change. Meaningful progress comes from setting goals that fit real life, staying flexible during setbacks, and recognizing small wins along the way.

Change is not about perfection. It's about persistence, self-awareness, and growth over time.



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## 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.

### Certified Customs Specialist (CCS) Course



*Nicolas Gomez  
Customs Consulting Services  
(Head Office)  
graduate of the CCS course*

**Congratulations Nicolas!**



## IT Corner

The IT Corner now features a rotating mix of practical content across five helpful categories since the May 2025 publication:

 **Quick Tips & Best Practices** – Simple tricks to make your day smoother

 **Cybersecurity Awareness** – Stay safe and secure online

 **Tools & Tech Tips** – Get more out of the tools you already use

 **Working Smarter Together** – Collaborate more effectively

 **Learning & Development** – Bite-sized skill builders for continuous learning

Each edition will spotlight a tip or two that you can put into action right away.

 **Cybersecurity Awareness – Understanding “Quarantine Summary” Emails**

You may occasionally receive an email from **release-ctrl@mgw05.pathcom.com** (Universal Logistics IT service provider: Pathway) with a subject line like:

**“Quarantine Summary: [ 1 message(s) quarantined from [Date1] to [Date2] ]”**

### What does this mean?

This email means our email security system has identified one or more incoming messages as **potentially suspicious**. Instead of delivering them directly to your inbox, it is asking **you** to help decide what to do next.

### What you’ll see in the email:

#### Sample 1:

**From:** [release-ctrl@mgw05.pathcom.com](mailto:release-ctrl@mgw05.pathcom.com) <[release-ctrl@mgw05.pathcom.com](mailto:release-ctrl@mgw05.pathcom.com)>

**Sent:** April 28, 2025 11:00 AM

**To:** Kathleen Pope <[kpope@universallogistics.ca](mailto:kpope@universallogistics.ca)>

**Subject:** Quarantine Summary: [ 2 message(s) quarantined from Mon, 28 Apr 2025 10:00:00 -0400 to Mon, 28 Apr 2025 11:00:00 -0400 ]

Date	From	Subject	Web Actions
Mon, 28 Apr 2025 10:40:59 -0400	Al kadi Capital Middle East Investment < <a href="mailto:alshoibi.waleed@alkadicapitalinvest.com">alshoibi.waleed@alkadicapitalinvest.com</a> >	ACMEI FUNDING PROGRAM	<a href="#">Release</a> <a href="#">Delete</a>
Mon, 28 Apr 2025 10:06:14 -0400	Al kadi Capital Middle East Investment < <a href="mailto:alshoibi.waleed@alkadicapitalinvest.com">alshoibi.waleed@alkadicapitalinvest.com</a> >	ACMEI FUNDING PROGRAM	<a href="#">Release</a> <a href="#">Delete</a>

#### Web Actions:

- Click on **Release** link to send a http(s) request to have the message sent to your inbox.
- Click on **Delete** link to send a http(s) request to delete the message from your quarantine.
- [Click Here](#) to send a http(s) request to **Delete all messages** from your quarantine.

## Sample 2:

**From:** release-ctrl@mgw05.pathcom.com <release-ctrl@mgw05.pathcom.com>

**Sent:** January 27, 2026 12:00 PM

**To:** Maryam Mehrdad <mmehrdad@universallogistics.ca>

**Subject:** Quarantine Summary: [ 1 message(s) quarantined from Tue, 27 Jan 2026 11:00:00 -0500 to Tue, 27 Jan 2026 12:00:00 -0500 ]

Date	From	Subject	Web Actions
Tue, 27 Jan 2026 11:44:16 -0500	TDAppl < <a href="mailto:transaction@jdyjihh.com">transaction@jdyjihh.com</a> >	Regulatory Compliance Advisory – W-8BEN Expired	<a href="#">Release</a> <a href="#">Delete</a>

### Web Actions:

- Click on **Release** link to send a http(s) request to have the message sent to your inbox.
- Click on **Delete** link to send a http(s) request to delete the message from your quarantine.
- [Click Here](#) to send a http(s) request to **Delete all messages** from your quarantine.

A table with one or more rows showing:

- **Date**
- **From**
- **Subject**
- **Web Actions** (two links: **Release** and **Delete**) **What**

**should you do?**

1. **First, review the “From” and “Subject” fields carefully.**
2. **✓ If you are 100% sure the email is NOT legitimate:**  
You can then safely delete the *Quarantine Summary* email
3. **🙄 If you are NOT 100% sure, you have 2 options:**
  - **Ask for a second opinion:** Forward the **Quarantine Summary** email to the **IT Solutions Team (tickets@universallogistics.ca)**
  - **Release the email:** Click **Release**, wait for the email to arrive, then review it
    - If it still looks suspicious, create a new email, **attach the suspicious email to it**, and send it to the **IT Solutions Team (tickets@universallogistics.ca)**
    - Releasing a quarantined email tells our security system that the message, and the sender, are legitimate. This means:
      - Future emails from that sender may **no longer be quarantined**
      - If the email turns out to be malicious, it could increase risk for you and others

If you have *any* doubt, the safest option is to forward the Quarantine Summary email to the IT Solutions Team (**tickets@universallogistics.ca**) for review before taking any actions.

### Why these matters:

Reviewing quarantined emails carefully and handling quarantined emails correctly helps reduce spam, prevent phishing attacks, and keep everyone safer—without blocking legitimate emails.

Thanks for helping keep our inboxes safe!

**Small actions, big security wins!** 

## **Calling all Universal Employees!**

We are looking for volunteers to contribute short articles for *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](#).