

Fednav rides a wave of employee pride and loyalty

When Lucie-Marie Gauthier crosses Montreal's Victoria Bridge on her way to work each morning, she looks out for Fednav's signature red ships as they make their way through the locks.

It's been eight years since Gauthier began her daily commute to the dry goods shipping company, but the game of spot-the-ship never gets old.

"I always feel a wave of pride," says Fednav's vice-president of human resources and communications. "I like seeing people manoeuvring the ship, and I always have a special thought for all my colleagues in the office who have made this voyage another successful one. I also try to guess where the ship is coming from — Europe? Asia? South America? The world is our playground."

After over six decades in operation, the company has pioneered many activities and practises. For instance, Fednav is a world-wide leader in the Arctic and in conquering ice-covered waters. Another important focus is the environment.

"It's one of our top priorities when we consider the design of a new vessel," says Christine Mack, manager of employee development. Additionally, as a privately owned company with its head office in Montreal, its employees need to maintain an innovative mindset to find creative solutions for their customers. To help this come about, professional development is provided.

For example, summer students work with professional mentors on case studies related to existing business challenges, then present at a company-wide meeting. A comprehen-



From Fednav's shipping fleet, the bulk carrier Federal Maas navigates a lock.

sive training program for new graduates enables them to learn all aspects of shipping, and may include experiencing a transatlantic voyage or observing the building of a Fednav ship in a shipyard anywhere in the world. In addition, all new employees — from accountants to fleet operators — attend orientation sessions over a two-week period and have the opportunity to visit a ship.

"Employees walk away from this experience feeling more connected to our company, with a better understanding of the business processes and the values that make up our culture: honesty and integrity, commitment to professional excellence, regard for employees, and corporate and social responsibility are the essence of who we are," says Mack.

An integral part of the workplace culture at Fednav is getting involved in the community. Whether cleaning up the shoreline of the St. Lawrence River or raising more than \$160,000 for charitable organizations, employees are always looking for ways to give back. And Fednav makes it easier — an employee committee that meets on a regular basis is able to award a generous budget and paid time off to selected projects proposed by employees who are involved in a cause.

When employees go through personal difficulties, Fednav assists them with paid time off when required and support systems ranging from professional coaching to guiding them through necessary medical care. It's no wonder there's no shortage of staffers

Fednav

- **YEARS IN BUSINESS:** 67
- **NUMBER OF EMPLOYEES:** 250
- **HEAD OFFICE:** Montreal
- **POSITIONS EMPLOYED**
Chartering brokers, fleet operators, fleet managers, ice specialists, accounting, other support staff.
- **HIRING INCENTIVES:**
Comprehensive group insurance plan, defined-benefit pension plan, yearly bonus plan, maternity leave top-up, athletic subsidy, professional development plans, referral bonus program, community involvement program.
- **APPLICATION PROCESS:** Visit www.fednav.com

celebrating 25- and 40-year milestones at the company's annual year-end parties. Indeed, more than a third of Fednav employees have been with the company for more than 20 years, while the overall turnover rate is less than three per cent.

"Our pride is our people and everything we do at Fednav reflects this very essence says Mack. This is a tried-and-true recipe that was created by the founder over 65 years ago and the baton has been successfully handed down to the third generation. This is what makes the Fednav family one of a kind."



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