



August 2006

Metro News is proud to showcase the following achievements.

In Mastery, a dedication to personal excellence

Brenda Beal, NBS - Project Administrator

Brenda is dedicated to continuously improving our NBS catalogues and working endlessly to ensure that catalogues and lists are completed in a timely manner. Brenda often puts in overtime and goes the extra mile, and for this she should be recognized for her commitment to NBS.

Jose Cabrera, Field Auditor

Jose continually takes on extra work for our customers and employees satisfaction. He is relentless at solving the most complicated return issues and always completes his audits in a timely fashion; even quick enough to satisfy the majority of our customers.

Jose is a positive role model for all Metro News employees.

David Campanelli, Accounting Manager

David always works towards perfection in everything he does. Meanwhile, he also dedicates improving the whole team's professional performance, productivity, etc. He also encourages team members to express their own opinion and listens to them patiently.

Pam Fernandes, ONS - Distribution Administrator

ONS has been successful in obtaining distribution of the "Christian Science Monitor" on a test basis while they promote the "Jill Carroll" story. The publisher decided to launch distribution at the last minute. Pam used her knowledge and skills to set up distribution and see that it was successfully launched. The publisher was so pleased with Pam's efforts that they sent in a letter praising her for her efforts and dedication. What a great introduction to ONS for the "Christian Science Monitor".

Pam; thanks for your efforts in providing superior service.

Domenic Mele, Credit Manager

Domenic's great knowledge & understanding of the business has made him a very dedicated employee to both those that work directly with him and to the Company as a whole. The continuous positive attitude that he maintains is a true trait that only few can master. His willingness to help out at any given time no matter the circumstances is a great attribute to his pleasant character. He is always looking for ways to boost employee's spirit. He is a true role model with this company.

Thanks for making such a positive impact within the credit department.

Donna Riddell, Manager, Book Purchasing

Donna's grasp of the issues for *all* participants (retailer, publisher, agency and distribution company) is remarkable, as is her ability to identify issues and problem solve, creatively. As a buyer, she has a great sense of what will work, listens to publisher's positions and explains retailer positions in order to find common ground and make good sales.

Donna is a tremendous asset to Metro News/CMMI.



Steve Wilson, Regional Sales Representative

Steve worked directly with the District Manager of Wal-Mart in his area to promote some book product for their *Back To School* event. With Donna Riddell's assistance, Steve presented a selection of product that was different than current authorized promotions to make this event unique. The District Manager authorized an extra 200 copies of a couple titles per store to be merchandised on an end cap with other like product for *Back to School*. This cooperation at the local level builds great relationships promoting both Metro News and CMMI.

Great work Steve!

In Chemistry, a dedication to teamwork

David Campanelli, Accounting Manager

Dave keeps us informed of what is important to our department. He communicates and understands our individual needs. We have a good relationship because he is very approachable, cares and understands our issues.

Dave Facini, ONS - Sales Representative

I work for the Financial Times. I came up to Toronto to do a retail blitz at the beginning of August. Dave was awesome! He had all the locations mapped out, reports showing the number of copies going into each location including copies sold each day. This was crucial because we wanted to hit the top accounts for the FT and only had two days to do so. Every account that we visited knew Dave like he was family. He just knows his way with people – A true people person! It takes a lot of work, commitment and dedication to build those types of relationships. He impressed the heck out of us! He helped us hit over 50 accounts within 2 days of work. That is a record! If it wasn't for him being so prepared and just being there we would've never covered that much ground nor produced half the results that we were looking for. We at the Financial Times really respect Dave over there. All I have to say is that you couldn't ask for a better representative of your company. We are just extremely pleased with his efforts and commitment to making this a true partnership between Metro News/Ontario Newspapers and the Financial Times.

Thank you for letting me share this with you.

Pam Fernandes, Distribution Administrator

Pam is always able to assist us and co-operates fully when needed.

Roche Goleski, Distribution Co-ordinator

Working on the International News account together was one of the most rewarding experiences. Her natural teamwork abilities and approach lent itself to create a common goal and relationship with each store and the Head Office. Even despite multiple requests for distribution changes, Roche reacted with a smile and a "*happy to do it*" attitude. Refreshing.

Thanks Roche for all your hard work and dedication.



Barb Gomes, Book Distribution Co-ordinator

Barb does an exceptional job in coordinating the book distribution between Metro News and Prologix, she truly understands the logistics involved in getting the numerous book promotions out on a weekly basis. Barb is always willing to help with the various distribution challenges that come up weekly and keeps an open mind when alternate solution are suggested. With the large volume of promotion plus the weekly distributions, she always manages to keep the flow of product going as smoothly as possible, which is vital to our daily operations.

Gino Iantorno, Regional Sales Representative

Gino performed above the call of duty with a 12 hours notice. I contacted Gino at 5 p.m. one evening; he visited a Wal-Mart store in Mississauga at 5 a.m. to have the store ready for an impromptu tour called for by a Wal-mart GMM. Gino then attended the tour and was energetic and professional in his dealings with Mr. Von Richter. He took photo images with his camera phone and forwarded these to me for a complete follow up. I want to recognize Gino for his dedication to the team, he made it obvious CMMI has a seamless chemistry with our service agent partners.

Thanks Gino!

Kairn McElhanney, Distribution Co-ordinator

Kairn is a light within Metro News, always smiling and going out of her way to greet tall each morning. Kairn's laugh and cheery personality are motivating and she will always see the positive in any situation which you may not see at first. Just seeing Kairn in the hallway makes you feel better on those dreary days. I cannot express how wonderful it is to have her back within the team.

Welcome back Kairn!

Barb Muire, Merchandiser

Barb merchandises a certain Wal-Mart in Hamilton where the management team is very difficult to work with. They are very rude and demeaning most times to all vendors. This store in particular relocated their kid's books section and just jammed the product anywhere and wanted it reset immediately. Barb chose to reset the section on Monday, August 7th (Civic Holiday), as that was the only time available during the short week. She reset this section amid the management team's intimidating posture and negative attitude, while they seemed "proud" they left the section is such a mess. Barb was professional, and did her job despite the store's negative attitude. Barb's professionalism only strengthened our position in the store.

Thank You, Barb!

Nanda Singh, NBS – Customer Service Supervisor

Nanda is an amazing person. NBS is very fortunate to have her as the front person to interact with their clients. She is friendly, caring, and professional. Any problem or question I may have is dealt with immediately and I am informed of the results. I love having an opportunity to interact with Nanda. She makes my day. NBS is a great company but Nanda's unique style is what makes it even better. She deserves to be recognized for her dedication and hard work. !



In Ingenuity, a dedication to continuous improvement

Lynn Dzebo, Information Systems Manager

Lynn is always willing to work with us in accounting to come up with ideas that will help us to improve the quality of our work. When I go to Lynn with an idea she defines and refines it to come up with improvements that are both efficient and effective.

Lynn Dzebo, Information Systems Manager

Over the years, Lynn has continually shown a drive towards positive change. She has helped me out tremendously with various system changes and has very often made suggestions on converting manual processes to automated ones. Her great sense of humour through all the changes this company has experienced is something that I am thankful for. Thanks for all your hard work and continuous efforts!

Domenic Mele, Credit Manager

Domenic is a good fit to our department. The knowledge he has from working in both receiving and audit has been valuable to all of us. His experience allows him to show us practical applications for different scenarios and also helps us discover the origin of many problems that arise. Domenic demonstrates a positive attitude. His is always willing to listen and offer constructive criticism. He was fast in learning and Accounts Receivable side of things. He continues to work on ideas that will streamline some of our daily task.

Domenic is a good Team Leader.

