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July 8, 2020

Cathryn Wilson
Executive Director
BC Achievement Foundation
602 – 999 Canada Place
Vancouver, BC V6C 3E1

RE: 2020 Indigenous Business Award Nomination for Tsawwassen Shuttles Inc.

Dear Committee,

On behalf of myself and my colleagues at Global Container Terminals (GCT), I would like to wholeheartedly support the nomination of Tsawwassen Shuttles Inc. (TSI) for BC Achievement's Indigenous Business of the Year Award 2020.

Tsawwassen Shuttles started off as Stark Transport in Tsawwassen/Delta in 2011 dealing with small environmental related contracts and grew to become Tsawwassen Shuttles in 2015 offering a wide array of services for industry, community and environmental research needs in the area. Steven Stark, the owner and CEO, took the time to research current and projected needs for land and marine related shuttles and adapted accordingly, becoming one of Tsawwassen Nation's biggest employers.

Tsawwassen Shuttles has never failed to impress with the level of service that they provide. From Valerie on dispatch, to the locally knowledgeable drivers and the well-maintained fleet of vehicles, through to the timeliness and accuracy of the billing department, the ease of integration continues to set the bar very high. We have used various companies in the past for such services, but the responsiveness and professionalism at TSI is exemplary.

As GCT is a port operator we are classified an essential service during this COVID pandemic to facilitate getting vital goods to where they need to go. We had to remain operational and do so safely for the benefit of Canada. One of the ways we had to adjust our operations is to facilitate social distant transportation of our workforce on the terminal, and this is where TSI responsiveness and exemplary service delivered yet again. They quickly collaborated with us and provided us with necessary vehicles and service to facilitate safe transportation of the workforce, thus ensuring the terminal remains operational. Their customer-focused service delivery model is evident in everything they do.

Additionally, Steven Stark must be given special mention for how he has grown the business. For his clients, his attention to detail, innovation, and hands-on approach in overseeing all elements, ensures that services are consistently excellent. For his team, he is a motivator and mentor that leads by example in the hours he puts in, commitment to safety, and also his effort to support the



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personal growth of his employees. In addition to training, competitive salaries and benefits, Steven believes in also offering equity options to employees as an added incentive. Employee training is catered in a way that supports individual needs and everyone is incentivized to succeed and share in both the vision and the successes of the company – if one is so inclined, he or she has every opportunity be an owner helping to shape future goals. Anyone who knows Steven knows of his remarkable story, his perseverance, his genuineness, and the passion he puts into everything he pursues.

Tsawwassen Shuttles is a business that embodies all of the elements in business of the year category. I hope that I have successfully captured why this business is deserving of winning.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Marko Dekovic', with a long, sweeping flourish extending to the right.

Marko Dekovic
Vice President, Public Affairs
Global Container Terminals Inc.