



# 100 YEARS 1911 - 2011



# Celebrating a century of service

THANK YOU TO OUR STAFF AND CLIENTS FOR 100 YEARS OF INDUSTRY LEADERSHIP. WITHOUT YOU, WE COULD NOT HAVE ACHIEVED OUR GROWTH, OUR REPUTATION, OUR SUCCESS AND OUR ABILITY TO SUPPORT THE COMMUNITIES IN WHICH WE LIVE AND WORK.

## 1911: OUR FOUNDING

In 1911, Russell Farrow saw opportunity on the Detroit River barge plying the border between Windsor and Detroit. He came to the business through family involvement; his father, Robinson Farrow, was Commissioner of Customs for the Dominion of Canada in Ottawa. Russell set up a table and typewriter aboard the barge and processed customs paperwork during the crossing. Since then, the company has innovated on many fronts including: the use of mainframe computers in the 60's, introducing kiosk technology at border crossings and more recently customized reporting for clients as well as real-time notification for carriers and clients.



## THE FARROW GENERATIONS

Four generations of Farrows have led the company. The founding generation included Russell Farrow and, after his passing, his wife Alice Farrow. The next generation of leaders included Jane, Bob and Huntley Farrow. Huntley's sons Rick and John now lead the third generation while Jeff Farrow brings a fourth generation of family involvement into the company.

## SPECIAL THANKS:

It takes a lot of collaborative effort to build a successful corporation. As we mark our centennial year, we extend special thanks to the following participants in our success:

### OUR STAFF, PAST & PRESENT

Our dedicated staff have always been the core of our success. In celebrating our centennial, we celebrate in large part the pivotal role they have played over the decades.

### OUR CLIENTS

Many clients have been with us for decades. Others have joined us more recently. We thank you all for the trust you place in us and our services.

### COMMUNITY GROUPS

We thank the community groups and organizations that have inspired us through the years and to whom we have been honoured to pledge our support, including:

- HABITAT FOR HUMANITY
- UNITED WAY
- HOSPICE OF WINDSOR-ESSEX
- W.E.T.R.A.
- ROTARY CLUB OF WINDSOR (1918)
- CHILDREN FIRST
- W.E. ALZHEIMER SOCIETY
- AKO SPORTS

### A PART OF OUR COMMUNITY

Farrow Group is proud to be a big part of the Windsor-Essex community. More than 200 of our 600 employees across North America work here, in three major facilities.

### SERVICES

- Canadian and U.S. Customs Brokerage
- Consulting Services
- Freight Forwarding
- Warehousing and Distribution
- International Parcel Logistics
- International Trade Software
- Systems Solutions

## VALUED PARTNERSHIPS

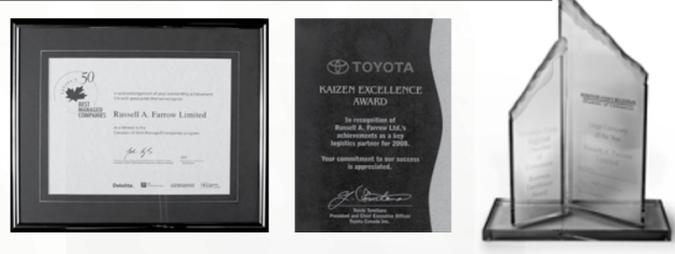


A number of our key partners have played vital supporting roles for over 50 years. Our partnership with IBM, for instance, dates to the 1960s when we became the first customs broker in Canada to use mainframe computer technology. Our relationships with key banking partners and financial advisors like CIBC (Canada), Deloitte & Touche, and Chase (U.S.A.), also date from this era, and contributed to our ongoing success.



## A CENTURY OF GROWTH

From humble beginnings, each successive generation of family leadership has helped the company grow to the point where it now encompasses 26 locations across North America including regional processing centres, border offices, and warehousing facilities, and over 600 employees. The growth of the company exploded during the 80's and 90's, having successfully integrated 13 acquisitions since 1984 and inaugurating the U.S. division in 1995. This aggressive plan to grow by acquisition as well as organic growth continues today.

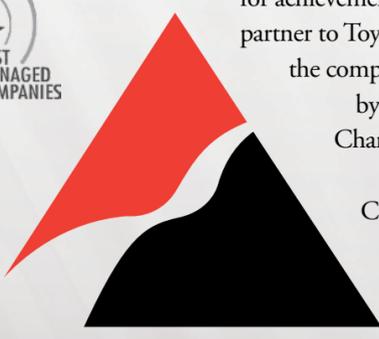


## AWARDS OF RECOGNITION

The Farrow Group has been delighted to earn the recognition of its clients and peers over the years. Major awards have included two designations as Canada's 50 Best Managed Companies and two Toyota "Kaizen" Awards (in 2004 and 2008 for achievements as a key logistics partner to Toyota). Most recently, the company was recognized by the Windsor-Essex Chamber of Commerce with its second Company of the Year Award.



A Windsor Star ad celebrating our 50th anniversary



# FARROW GROUP

## 26 OFFICES THROUGHOUT NORTH AMERICA

Corporate Head Office: 2001 Huron Church Road, Windsor, ON N9C 2L6 P (519) 252-4415 F (519) 252-0982

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|--------------------|--------------------|--------------|----------------------|---------------------|
| <b>IN CANADA</b>   | Fort Erie ON       | Surrey BC    | <b>IN THE U.S.A.</b> | Depew (Buffalo) NY  |
| Ayr (Cambridge) ON | LaSalle ON         | Toronto ON   | Battle Creek MI      | Detroit MI          |
| Calgary AB         | Montreal PQ        | Vancouver BC | Blaine WA            | Lewiston NY         |
| Coutts AB          | Niagara Falls ON   | Windsor ON   | Buffalo NY           | Port Huron MI       |
| Delta BC           | Pacific Highway BC |              | Champlain NY         | Sweetgrass MT       |
| Edmonton AB        | Sarnia ON          |              | Chicago IL           | Taylor (Detroit) MI |



Ayr Regional Centre (near Cambridge, ON)

www.farrow.com