



OPTARSS II Win Announcement

Trailboss, as a subcontractor to HCI, is on one of the winning teams for the OPTARSS II contract. OPTARSS – Operations, Planning, Training, and Resource Support Services – is a very large U.S. Army Forces Command (FORSCOM) program which provides expedited support services to the Army and other Department of Defense (DoD) activities throughout the U.S. and overseas. OPTARSS is a multiple award, indefinite delivery/indefinite quantity task order contract.

While no work is guaranteed under the contract, the winning contractor teams are eligible to bid on task orders in the areas of operational planning, training, modeling and simulation, flight operations, mobilization plans and execution, deployment operations, force protection, transformation, and supporting areas. There are both large business (unrestricted) and small business tracks, and task orders under OPTARSS II have a ceiling of \$2.5 billion over the next five years.



This was an extended procurement effort, one that has been in the works for several years. President/CEO Joseph Tolliver summed it up: "OPTARSS awards are coveted and sought after by companies large and small. HCI assembled a winning team of business partners, and we couldn't be prouder to be among them."

By Deb Margolis



Nellis AFB, Cleanup made fun!



Foreign Object Damage (FOD) Prevention made FUN!

On 24 March 2011, the AGE shop at Nellis AFB, Nevada, held a BBQ-Spring Cleaning event. It was designed to clean up the shop inside and out to support our Foreign Object Damage (FOD) Prevention program. We thought it would be a great opportunity to combine the cleanup with a BBQ/Potluck event. Our Morale Booster coordinator, Cynthia Alexander, organized the BBQ/Potluck efforts along with Gerald Ristow overseeing the cleanup efforts.

By James Miller

Top Performer AGE Nellis AFB

By Jim Miller

Volume 9 Issue 4

Cynthia Alexander has been with Trailboss Aerospace Ground Equipment (AGE) at Nellis AFB since January 2009. She was one of the original team members that helped stand up AGE operations at the beginning of the contract. As the Stock Clerk, her main duties are to receive, store, and issue equipment, materials, and supplies in support of AGE maintenance operations.



Cynthia also effectively manages the Due-in From Maintenance (DIFM) program where reparable parts must be turned in for repair within a 5-day window. Her dedication and expertise has earned her praise from the Program Management Office who recognized her for, ***“Consistently managing the AGE DIFM Program in an outstanding manner. To date for 2011, no late DIFMS attributed to the AGE section.”***

Along with her normal duties expertly maintaining supplies and stocks, Cynthia has taken the lead role in boosting shop morale by coordinating monthly birthday celebrations, and organizing barbeques and chili cook-offs. Her contributions to the shop have made Trailboss AGE a great place to work.

Cynthia’s exceptional supply support and morale boosting activities have made her an essential member of the Trailboss organization as we continue to provide serviceable, reliable, and safe Aerospace Ground Equipment services to our customers.

Thanks for a job well done!

Customer Connection

Helping you get more out of your health plan.



Grants Available for Children’s Medical Expenses

By Vanessa Wilkinson

Qualifying families can receive up to \$5000 to help pay for medical services and equipment such as physical, occupational, and speech therapy, counseling services, surgeries, prescriptions, wheelchairs, orthotics, eyeglasses, and hearing aids.

Families must meet economic guidelines, live in U.S., and children must be 16 years of age or younger. (Other guidelines apply.) Parents or legal guardians may apply at www.uhccf.org. Organizations or private donors can also make tax-deductible donations directly online at this website. For more information, view the UnitedHealthcare Children’s Foundation brochure online.

★ Employee Feedback Survey ★ Employee Suggestions Form ★

Your ideas, feedback, and suggestions are very important to us at TEI. It only takes a minute!

Here is how you find these forms: Logon to www.trailboss.biz. Under *Employee Section/Employee Resources*, go to *Download Forms*, and then to *Human Resources*.

This is where you will find Form # 21 Employee Feedback Survey and Form #22 Employee Suggestion Form. Help us get the information we need to improve your workplace and to help you in accomplishing your goals at TEI!

If we use your idea, we will reward you with \$100! I’ll be looking for those forms!

Vanessa Wilkinson, HR Department

Top Performer RAF Fairford

“An exceptional Aerospace Ground Equipment (AGE) Mechanic describes Edmond Davis to a T. He consistently set the standard for others to follow throughout his Air Force career and continues to do so as a Trailboss AGE team member at RAF Fairford. Ed plays a key role in maintaining 527 equipment items and a myriad of equipment support taskings, such as the largest Air Show in Europe, the annual Royal International Air Tattoo (RIAT). His motivation and meticulous work ethic are on display daily as he drives inspection processes and minor maintenance, as well as complex repairs of assigned AGE.



Ed Davis, RAF Fairford

“Keep up the good work, Ed. Trailboss appreciates your dedication to exceptional customer service!”

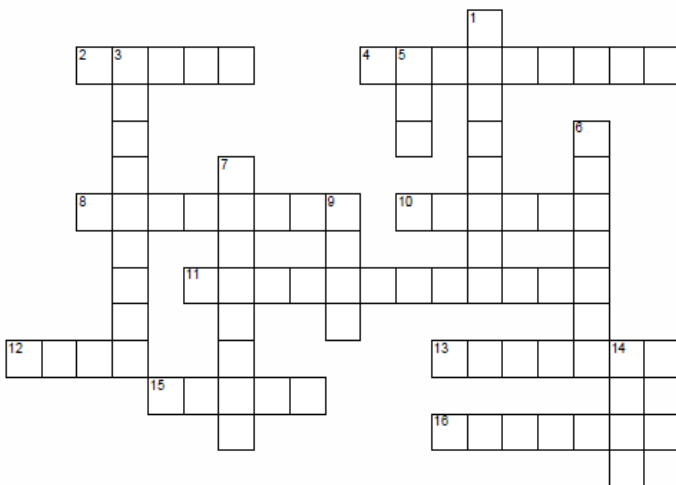
Ed originally hails from Detroit, Michigan. He joined the Air Force in 1978 and spent his military career overseas between Okinawa, Japan; Kunsan, Korea; and RAF Mildenhall, England. After 20 years, Ed retired from active duty in the United Kingdom where his daughter Neah lives. After retirement he worked for a contractor in Moron, Spain until starting his employment with Trailboss at RAF Mildenhall in 2002. Ed later transferred to the Fairford AGE operation in September 2010. Ed is proof positive that there is versatility and upward mobility within Trailboss..

Ed is a key player in the completion of our 75 to 100 monthly scheduled inspections, culminating in an impressive “in commission” rate of 98%. He has taken the lead and is providing Transient Alert training to all mechanics assigned to the RAF Fairford AGE shop. Ed’s direct efforts have led to both outstanding customer surveys and exceptional progress ratings.

By Gary Fultz



EASTER



ACROSS

- 2 Easter Island is a special territory of ____.
- 4 The last supper was held in ____.
- 8 Easter is a "____ feast" as it does not fall on a fixed date.
- 10 Easter was first celebrated by the ____ long before it became a Christian celebration.
- 11 The white lily, the symbol of the ____, is the Easter flower.
- 12 Easter now falls on the first Sunday following the full ____ that falls on or after March 21st.
- 13 The Easter Bunny has its origin in ____.
- 15 ____ are the most popular non-chocolate candy bought during the Easter season.
- 16 The name Easter comes from Eostre, an ancient Anglo-Saxon ____.

DOWN

- 1 Easter eggs are painted with bright colors because they represent the ____ of spring.
- 3 Easter comes in second to ____ in terms of the annual sale of confectionary items.
- 5 The largest Easter ____, according to the Guinness Book of World Records, was 25 feet high and weighed 8,968 lbs.
- 6 "____" is the name given to the tradition of Easter egg painting.
- 7 The most expensive Easter Eggs in the world were made by ____ for the Russian royal family.
- 9 76 percent of people eat the ____ of the chocolate Easter bunnies first.
- 14 The first Easter baskets were made to look like ____.

TEI's Safety Corner



With the award of Trailboss's new contract performing Aerospace Ground Equipment/General Maintenance Equipment (AGE/GME) at Hill AFB, Trailboss' Safety Program takes on a whole new perspective in Shop Safety and Personal Protective Equipment (PPE). Along with routine shop activities, AGE/GME includes Welding Shops, Paint Shops, and abrasive blasting operations to strip equipment of previous paint coatings.

To prevent mishaps, we need to apply safe operating practices of specialized equipment, tools, and machinery according to the operating specifications and maintain strict situational awareness. Proper use of PPE will prevent mishaps and incidents. All Trailboss managers and employees are expected to employ strict application of safety principles and use of PPE.

In paint booths, ensuring adequate ventilation of fresh air to direct fumes out through an exhaust outlet reduces vapor buildup and prevents exposure. Ceiling filters should be changed a minimum of twice per year and intake filters changed monthly. According to the Environmental Protection Agency (EPA), filters in spray booths remove 90 to 99 percent of mist fumes and particles. Ventilation is a concern in welding shops and may be obtained from natural or mechanical means (such as vacuum systems).

Abrasive blasting presents risks for employee's health and safety, specifically in portable air blasting or blast room (booth) applications. Although many abrasives used in blasting rooms are not hazardous in themselves, their use may present serious danger to operators, such as burns due to projections (with skin or eye lesions), falls due to walking on round shots scattered on the ground, exposure to hazardous dusts, heat exhaustion, creation of an explosive atmosphere, or exposure to excessive noise.

Occupational Safety and Health Administration (OSHA) mandates engineered solutions to potential hazards. Typical safety equipment includes positive pressure blast hood or helmet; Grade D air supply (or self contained oil-less air pump); ear protection; and body protection. Use of PPE is mandatory, not optional.

Initial and refresher training is key to Shop Safety. Management surveillance reinforces Trailboss' commitment to safety and helps identify non-compliance of safety practices and use of PPE.

By George Whittington

Think Safety!



New Hires!

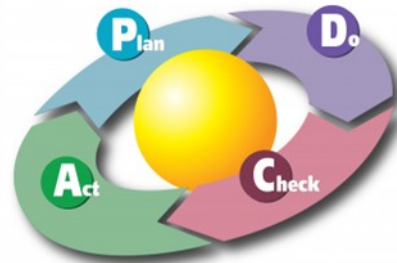
Dustin Padilla

Ne'Tosha Burdette

Trailboss's Successful ISO 9001 Assessment

Trailboss recently completed our first Annual Surveillance Audit for the maintenance of our ISO 9001: 2008 Quality Certificate. The assessment evaluated Trailboss' management organization by applying the PDCA cycle approach (Plan – Do – Check – Act). This approach included assessment of our:

- ✓ Management system and objectives – PLAN
- ✓ Processes in operation – DO
- ✓ Results and analysis – CHECK
- ✓ Improvements – ACT



The assessment provided positive feedback on implementation of our new Quality Objectives and matrix to measure objective effectiveness. Additionally, management participation received positive results based upon conduct of internal audits, records of management reviews and our handling of corrective and preventive actions. Results of customer feedback (monthly reports and CPARS) reinforced our commitment to Quality and our customer.

Congratulations to the staff for a successful assessment.



By George Whittington

THINK B4

900 calories



Climb Stairs for 2 1/2 hours

Burning up to 900 calories in a 6-oz snack pack of potato chips take 2 1/2 hours of stair climbing. Are your knees up to it?

LIGHTEN UP: Can't resist potato chips? Don't even start. Opt for an obvious alternative:
fresh popped popcorn!

YOU EAT®

62 calories



personal best.
Healthy businesses depend on it.



Climb Stairs for 7 Minutes

You can burn up to 62 calories in 2 cups of plain popcorn, perhaps the perfect snack, in 7 minutes of stair climbing.

Eligible employees at TEI are provided a wide range of benefits. A number of the programs (such as Social Security, Workers' Compensation, state disability, and unemployment insurance) cover all employees in the manner prescribed by law.

Benefits eligibility is dependent upon a variety of factors, including employee classification. Your supervisor can identify the programs for which you are eligible. Details of all of these programs may be found elsewhere in the employee handbook by contract and/or location. **Please refer to the Benefits Disclaimer on page 31 of your Employee Handbook.**

New Loan System

Nationwide, TEI's 401 (k) benefit provider, has a new loan system. When considering a loan, keep in mind that it's always important to have your retirement goals first and foremost before borrowing from your retirement plan. Any money that you take from your account loses out on the benefits of possible growth and compounding, even for a short period of time.

However, a retirement plan loan can be a convenient way to get money if you are faced with an unexpected expense or emergency.



Some benefits of using the new system are:

- The approval process is simple.
- Interest rates are competitive.
- You don't pay taxes on the money you withdraw for a loan, unless it doesn't adhere to IRS guidelines.
- The process can be paperless.
- You'll receive notifications anytime the status of your loan changes.

If you haven't logged on to Nationwide.com, follow these easy instructions:

Click www.nationwide.com ; Go to Access My Account; Sign up; Individual; Investments; then follow steps 1-4.



You may borrow a minimum of \$1000 or 50% of your vested balance not to exceed \$50,000. Loan payments are made through payroll deduction. Keep in mind, should you leave the company for any reason, the loan must be paid in full. Make sure to weigh this benefit against the potential cost to your investments over time.

If you do not have access to a computer and would like to get a quote, contact TEI's Benefits Specialist at the corporate office for assistance.

By Vanessa Wilkinson



From the Anchorage Convention and Visitors Bureau

Frequently Asked Question about Alaska

Is Alaska really, really far away? By air, Anchorage, Alaska is nearly three hours from Seattle, five hours from Los Angeles or Chicago, and eight hours from Washington D.C.

Can you rent "regular" cars or do they have to be 4-wheel drive? Do you need chains in the winter? Rental cars are available year round. You have the same options as in the Continental U.S. Four-wheel drive vehicles are not required in Anchorage, regardless of season and chains are not required in the winter, although most residents use studded winter tires. During the winter, Anchorage-area roads are plowed on a regular basis.

Will I have to sleep in an igloo? No. There aren't any igloos in Anchorage. However, we have plenty of first class hotel rooms and suites, plus lodge and resort properties, and plenty of B&B's.



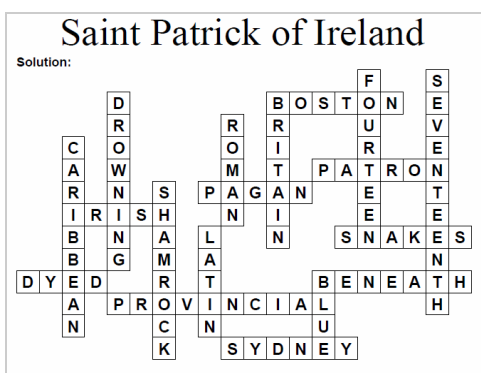
Recently a B757 aircraft was routed through RAF Fairford to pick up cargo consisting of sonar buoys, flares, and fuel. Fairford AGE GSE section personal Mr. Edmond Davis and Mr. Dennis Brewer provided transit alert support for the Australian B757 air crew to include AGE for aircraft servicing operations.

The air crew was exceptionally pleased with all services provided. Flt Lt Thorpe stated that the service was "Excellent." The following day the New Zealand Embassy sent their thanks to RAF Fairford.



"Compared with the rest of this trip, the Fairford stop was by far the easiest, so thanks to the team down there as well"

March



RAF Fairford Australian B757 Brake Check

Quiet "Never be afraid to sit awhile and think"



Lorraine Hansbury

Hustle and bustle are part of our lives. We live with constant background noise: the sounds of human activity on the one hand — cars, aircraft, heavy machinery, music player — and the sounds of the natural world on the other — birds, insects, wind, thunder.

We rarely get the chance to experience quiet — and when we do, we often behave as if we're afraid of it. A few moments in the car? Search for something on the radio. Going for a walk? Plug in the earphones and listen to music.

Once in a while, we need to embrace silence.



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