

**February Anniversaries**

Congratulations to the following employees for their years of service:

*Leroy Hawkins* 34

*James Tagart* 2

**February Forecast**

We should see the following:

\*king crab

\*herring

\*peanuts

\*cod

\*pollock surimi/block

**The ABC's of BCS**

\*Everyday Hero Carpool

Contest - Feb 7 - 25

\*Completed Carpool Contest

Forms Returned - Feb 28

\*Prepare for Annual Hearing

Test - March

\*OPTIC computer classes by topic - on demand

\*Process Safety Mgmt (PSM) ongoing

**A Day to Remember**

*Congratulations to Bud and Pat Vermeulen who at 7:20 AM became the proud grandparents of Alexander James on December 19, 1999. Alexander weighed 7 pounds 13 ounces and was 21" long.*

**Employee Appreciation Party**

*This year's BCS Employee Appreciation Party will be held at the Bellingham Elks Lodge on Saturday, February 26, 2000 from 6:30 PM to 9:00 PM.*

**January's Employee of the Month**

January's Employee of the Month is Jack Cammack. He was hired for the maintenance department on July 20, 1981. Jack is skilled in most all areas of the maintenance department, but his specialty lies with design, fabrication and welding.



*Someone needs to ask Jack if he is "Giving Up" on catching the "Big" fish. Just last month Jack was out Jigging for smelt.*

There are quite a number of items throughout the BCS/BOCS complex that Jack has been a part of. Included in this list are constructing hydrosieve frames, vessel boarding ramp, dock ladders, man-lift baskets, rebuilding truck ramp frames and miscellaneous fabrication to accommodate the herring operation. Jack is also part of the vessel loading equipment safety certification program, the BCS employee Suggestion Committee and is one of the Teamster Stewards. Thanks Jack for a job well done.

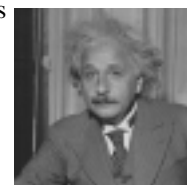
*Bud Vermeulen - Maintenance Shop Foreman*

**Message from the President...****The Meaning of  $E=CI^2$** 

A Customer Service awareness workshop, designed to illustrate the high priority that BCS places on professional interaction skills with customers, vendors, regulatory inspectors and each other, was held at BCS for all employees. Excellent customer service is the one attribute that is strongly emphasized here at BCS, and in many instances, I feel it is what sets us apart from the competition. BCS has and will continue to stand behind its motto, "Only your product gets an icy reception".

At this workshop, all BCS employees had an opportunity to discuss

and give personal accounts on the benefits of creating the best possible working environment. The "BCS Theory" was also introduced and is defined by Excellence through Continuous Improvement or  $E=CI^2$ . This play on Einstein's Theory of Relativity,  $E=mc^2$ , helps to illustrate that good personal interaction skills are not rocket science. In fact, most of the necessary skills to interact professionally, we learned in kindergarten. As children, terms and values such as: "thank you"; "please"; "good morning"; "treat others how you would like to be treated"; and "pickup after yourself" were continuously being instilled in us. Upon completion of the workshop, each employee received a very attractive mock turtleneck complete with both the BCS and  $E=CI^2$  logos.



*Albert Einstein*

This newly created equation formulated from a very basic but old concept is now a functional part of the BCS corporate road map, and I am confident that it will help to create an even more positive, healthy and fun working environment for everyone. Thanks again for your participation and support on this most important aspect of our business!

Have a great February!

*Douglas G. Thomas - President & C.E.O.*

## Teamwork

### BCS is Y2K Safe

I would like to extend my thanks to those BCS employees that dedicated time away from friends and family on New Year's Eve.

BCS proved to be in good hands through the highly publicized and never substantially realized Y2K disaster scare! After midnight and from their respective homes, both Clyde Duranceau and Jim Tagart interrupted their Y2K festivities to log onto all of BCS's Information Systems to ensure everything was running smoothly (which it was).

Unable to do diagnostic checks from the convenience of their homes, Mike Clausen and John Enyeart, of the BCS Engineering Staff, actually camped-out at BCS during the arrival of the new millennium to ensure a smooth transition.

With this team effort, BCS entered the new century without a Y2K hiccup.

*Douglas G. Thomas  
BCS President & C.E.O.*



## Internet

### Free Web Access? You bet!

For a few years Juno has been offering free Internet eMail. Recently, my grandparents and I decided to move them from Earthlink to Juno since all they use the Internet for is eMail. Well to our surprise, Juno is now offering Free Internet access. The catch is you have to have an advertising banner always showing in your browser window. The banner is not too annoying and, well, what do you expect for free?

The Juno interface is nice and simple to use. It is now much, much easier for my Grandma to do her eMail. We were also able to scale the Fonts to a size that was easy for her to see. Juno uses your existing browser.

Here's a sample banner ad (Juno Guide) and what the Juno web page has to say about itself...



It's So Easy...

When you try Juno's FREE Internet access service, you'll get:

- The Juno Guide!** In order for you to get free access to the Internet, Juno will place a separate window on your screen called the Juno Guide. The window floats on top of your Internet browser and contains helpful navigation links and buttons, as well as advertisements that contain special offers!
- Fast, reliable connections at speeds up to 56K**
- Award-winning Juno e-mail software with file attachment capability**
- Free online technical support**
- Your own Web site (up to 12 MB!)**
- Fax and voicemail capability in your Juno Inbox**
- Discounts on child protection software**

To find out more visit <http://www.juno.com> and believe in free Internet access. Also don't forget about the free Anti-Virus software from Computer Associates at <http://www.cai.com> and the Bellingham Bay cam at our site <http://www.bellcold.com>

*Jim Tagart, Network Engineer*

## Vendor of the Quarter Hardware Sales Industrial Division

These last few months have seen a surge of activity around BCS. During these busy times we ask a lot of our vendors, both with more volumes and quicker delivery times. We appreciate all our vendors for helping us get projects done. We would like to take this time to thank Hardware Sales Industrial Division for their "we can take care of it" approach. This past year Hardware Sales added their Industrial Division, and they have built a great department. Hardware Sales has always been the one place that has everything or anything. Now we can call Ron, Sharon or Ty, and get things located, priced, and delivered

with one phone call. This is a great time saver and it is truly appreciated. Thanks for all the hard work!



*Sharon and Ron from Hardware Sales Industrial Department.*

## Customer of the Quarter

# Q Sea LLC

BCS is pleased to announce that Q Sea LLC has been chosen as our fourth quarter 1999 Customer of the Quarter. Though Q Sea has been a customer of BCS' since its founding in 1995, their presence at the waterfront facility has recently grown substantially. In November of 1999, Q Sea signed a 5 year lease agreement for use of the former Dean Foods repack facility and the areas in and around tunnels 1 + 2, at the end of warehouse 7.

### Salmon

Q Sea is first and foremost a custom processor for the salmon roe and herring roe industries. From August to November each year, Q Sea processes salmon caviar for their customers. The raw material is brought in from a variety of locations in Puget Sound, Canada and Alaska. The finished caviar product largely goes to Japan. A by-product of the caviar production is headed and gutted salmon production. This product normally is sold to Japan, the domestic U.S. and Europe.

Most salmon comes to Q Sea in a head-on fresh state directly from the production area. The eggs or roe are stripped and then the fish is headed and gutted. The roe is then treated, packaged and frozen while the salmon carcass goes directly into the freezing process. Though Q Sea specializes in chum salmon, they do work with all 5 species of salmon. Further, in addition to fresh production, Q Sea does some value added salmon fillet production.

### Herring Roe

From December to July each year, Q Sea processes herring roe. Though the largest and most well known roe fishery is in British Columbia, significant amounts of product from both San Francisco Bay and Alaska are also involved. For the British Columbia and San Francisco fisheries, Q Sea is involved on both the front and back end of the business. Q Sea's customers bring their fresh fish from boat off-

loading facilities in San Francisco Bay and all over British Columbia via truck to BCS. Q Sea owns a brine freezer which, using large amounts of salt, freezes the herring in such a way that the roe is protected for extraction at a later point in time. This freezer, which consists of two container units, can now be seen near BCS' Central Dock where it is connected into BCS' Tunnels 7 + 8. The brine freezer sets the fish and BCS' tunnels then bring them down to temperature.

For British Columbia, San Francisco and Alaska herring, Q Sea offers roe popping services. This product, which almost exclusively is sold in Japan as a delicacy, requires a very detailed and complex production process. After the fish have been frozen at BCS or other locations, the product is then thawed for roe popping. After thawing, the roe is extracted, cleaned, sorted and graded prior to being packed for shipment to Japan. The Japanese have very stringent quality standards for roe popping. Herring roe is a very valuable product and differences between grades are substantial on the price side, so Q Sea's ability to maximize the amount of high grade product is very important to their customers. Much of Q Sea's success can be attributed to the reputation their production has built among Japanese buyers through the past few years.

### Personnel

There are five main Q Sea personnel. Warren McDonald is Chairman and oversees much of the business strategy for Q Sea. Warren spent 10 years with IBM as an Enterprise System Strategist prior to starting Capilano Pacific in 1991. Joel Harvey is Q Sea's General Manager and

is responsible for all the day to day operations of the company. Joel also spent time at IBM. Joel was a Branch Manager for Western Canada for 8 years. Tom Scott, informally known as the Roe Wizard, is Q Sea's Specialty Services Manager. Though Tom is involved with everything Q Sea does, he is the man who delivers herring roe quality for the company. Tom spent 23 years with the Prince Rupert Fishermen's Co-Op, which was the organization that really got the herring roe business started. Since then, Tom has gained experience with several other Canadian firms.

Nothing gets done without a Plant Manager though, and this is where Matt Prado comes in. Matt runs day to day production and manages most of Q Sea's labor force. In the office is Melody Juarez, who is the Office Manager. Melody keeps watch over Joel and the books. Outside of the individuals listed here, Q Sea has a Maintenance staff and a labor staff of 15-30 people throughout the year.

Thanks to Q Sea LLC for making Bellingham Cold Storage a partner in the business. We are looking forward to the years to come and wish Q Sea all the luck with the various facets of their business. Congratulations on your new home!



*From Left to Right: Tom Scott, Doug Thomas, Joel Harvey, Matt Prado, and Ben Savery.*



## Trivia

# Cool Facts with Mike Clausen, Maint & Refrigeration Manager

**Question:** Where did the Birdseye name come from?

**Answer:** It seems one of Clarence Birdseye's ancestors in England, had saved the Queen's life by shooting an attacking hawk squarely through its eye. Thus, came the name Birds Eye or Birdseye. I'm not sure what the family name was before that, and I'm not sure what Queen it was, of course this could be a mythical legend.

**Question:** What were some early methods before the advancements in modern refrigeration used to keep perishable food fresh?

**Answer:** Cool cellars or root houses were used. Buckets lowered into deepwater wells were also used. Another device, which is still used today in some places, is a room with porous walls with water trickled over them, so as the water evaporates the room is cooled.

**Question:** What did a spring of cold water often determine the site for in early American History?

**Answer:** An American pioneer's home. A springhouse was built over the flowing water and the cooling fluid (cold water) was led through a trough system in which crocks of butter and cream were placed. In the winter, farmers stored ice from lakes and streams in icehouses for use during the long hot summers. Similarly, manufactured ice from commercial icehouses were used in cities until the advancement of the home refrigerator was made. This ice was kept in what was known as the icebox. I'm sure some are still used today. They worked in much the same manner as today's ice chest.



**Question:** Does freezing kill bacteria?

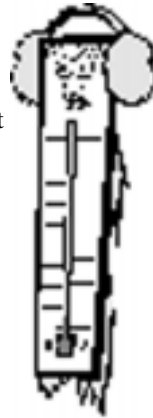
**Answer:** Freezing does not kill all the microorganisms in food. However, keeping the temperature of your home freezer at or below 0 degree's F will help to limit microorganisms. Always remember that when food is thawed, the microorganisms will start to grow again. Cooking at high temperatures will kill most bacteria but not all.

**Question:** If the power goes off, how long will the food stay frozen in my freezer.

**Answer:** If your freezer is located in a cool place, is full, and is well insulated, the food may stay frozen for several days. However, a half-full freezer will thaw much faster than a full one, and will only keep it frozen for about 24 hours.

**Question:** What is freezer burn?

**Answer:** Freezer burn develops when food is not properly wrapped. It is basically the dehydration of the water from the product. The exposed surface of the food loses moisture and dries leaving white or gray spots on the food. This loss of moisture affects the texture, color and flavor of the food. You can avoid freezer burn by removing as much air from the package as possible and sealing the package air-tight. Sealing with vacuum sealing machines is a great way to protect the product. Please remember to use water impervious bags or containers. Bread sacks are not water impervious. Do not use them for long term frozen food storage.



## Anecdotes

# Believing in Yourself

A professor stood before his class of 20 senior organic biology students, about to hand out the final exam.

"I want to say that it's been a pleasure teaching you this semester. I know you've all worked extremely hard and many of you are off to medical school after summer. So that no one gets their GPA messed up because they might have been celebrating a bit too much this week, anyone who would like to opt out of the final exam today will receive a 'B' for the course."

There was much rejoicing amongst the class as students got up, passed by the professor to thank him and sign out on his offer.

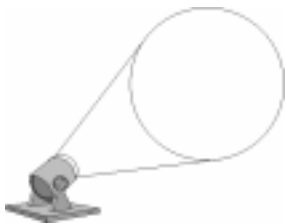
As the last taker left the room, the professor looked out over the handful of remaining students and asked, "Any one else? This is your last chance."

One final student rose up and took the offer.

The professor closed the door and took attendance of those students remaining. "I'm glad to see you believe in yourself," he said. "You all have 'A's.'"



enter to win big prizes!



## From the President

# Carpool Proclamation

From February 7th through the 25th, Bellingham Cold Storage will be hosting the Everyday Hero Carpool Contest. Our participation in these county-wide promotions is part of our commute Trip Reduction (CTR) program here at Bellingham Cold Storage. The Washington State CTR law asks large employers to set up programs that will reduce the number of employee trips made in single occupant vehicles by 15% in two years, 20% in four years, and 25% in six years. Meeting these goals will help Whatcom County avoid the kind of traffic congestion and pollution that other communities experience as their population grows. The Everyday Hero Carpool Contest is a humorous way to accomplish a serious and worthwhile goal. I urge all employees to try sharing a ride to work at least once during this February promotion.



## Commuting

# About the Everyday Hero Carpool Contest!

*with Karen Hollingsworth*

Everyday, hundreds of Whatcom County residents leave their cars at home and ride to work with someone else. Some people rideshare everyday. Others share a ride one or two days a week. It all adds up to a better community for everyone.



This February, Bellingham Cold Storage and many other Whatcom County employers will be hosting the **Everyday Hero Carpool Contest**. We want to reward our employees who carpool and encourage others to try it.

Share a ride to work *once* during the Everyday Hero Carpool Contest, February 7 – 25, and win a movie ticket! But the more you carpool, the more chances you have to win other great prizes – a nice dinner, an evening at Mt. Baker Theater or even a cruise with your friends on the *Shawmanee*, a beautiful sailing yacht! And if you win, everyone who rides with you will win prizes too!

In addition to the prizes, we'll also be giving out a little fame and glory! Radio station KGMI will be making a visit to our BCS main plant worksite on Friday, February 18, 2000 from 7:15am to 7:45am. Look for the special marked off area of our BCS employee parking lot on Roeder Avenue that day. Everyone sharing a ride to work will get coffee and a donut and will be recognized on the KGMI morning show!

Everyday Hero Carpool Contest entry forms will be available on Friday, February 4, 2000 with your payroll checks. If you need help finding a carpool partner at the onset of the contest, contact Karen Hollingsworth at ext. 157 or stop in and see me at the BCS main office.



## Computer Bits and Bytes

# Y2K was AOK *with Clyde Duranceau*

We made it! No problems! What happened? As we watched the 21st century slowly make its way around the globe, we couldn't help but wonder, did someone cry "Wolf"? Did the news media, in their usual posture of giving the public another dose of information overload and a sense of urgency to prevent some undefined disaster, create a windfall for Y2K solution providers?



Regardless of all of the hype, the BCS IS Department acknowledged that there could be a problem. With this in mind, we defined what the problem was, and then defined how it could affect the computer hardware and software that we were currently using, and what we needed to do to prevent the problem from interrupting our daily business. We also met with BCS Refrigeration Engineers, Mike Clausen and John Enyeart, to discuss Y2K issues.

Throughout the year 1999, there was a lot of work going on behind the scenes that helped make the New Year less stressful and more enjoyable. I would like to give a big THANKS to the IS staff for their efforts in making life at BCS better for you. In summary, Jim Tagart, Network Engineer, took care of the hardware and operating system upgrades. Nancy Stone, Systems Analyst/Programmer, and Judi Edwards, Systems Analyst/Programmer/Consultant, took care of the application software and any database issues.

This was a great team effort and I am proud to be associated with such talented people. I was confident that we wouldn't have any computer-related issues. How confident was I? I was so confident that I stayed home New Years Eve. I toasted the New Year and popped fire crackers



until we were interrupted by three streakers emerging out of the blue haze of firework smoke. Some things just cause a person to lose concentration.



In conclusion, I would like to say that I wasn't worried about Y2K. I didn't draw any money out of the bank or stock up on food and water. I was more concerned about some *whacko* trying to create a disaster. It was a quiet Y2K event. It has been prett quiet in Januark. The most exciting thing to happen was hot cider being spilled on a keyboard. Now that can be a reallk stickk situation. Changing Y2K still doesn't make ank sense! Thanks again to everkone who made 1999 to Y2K a success. Have a great kear 2000.

*PS: I have six cases of bottled water and 125 packages of freeze-dried food for sale if anyone is interested. Just kidding!*

## Tee Time *with Mike Holcomb*

Hello fellow hackers and welcome to Tee Time! I am writing this in the middle of January. I can't believe how good the weather was for that time of year. I played golf all through the month, and with the possible exception of Lake Padden and Sudden Valley most golf courses are in pretty good shape. To be honest, I have not heard a personal report on either golf course to tell you what kind of shape they are in. The 2000 P.G.A. season is under way; you should be able to catch some of the tournaments on T.V when the weather is too bad around here to play. My weight loss is starting to catch up with me. I can see I am getting a little more distance from all my clubs. Let me explain here that as I lose weight, my body and my coordination go through some adjustments and my game suffers because of it. I am playing better at the moment because I have spent some



time at the weight I am at now. If you happen to get a chance during the week and you don't have anything better to do you can go to either Pro Golf Discount or Fosters Golf and spend some time going through their used golf clubs. If you like golf as much as I do its pure entertainment. You also might find some club you just can't live without. There are some old fairway woods at Fosters that just might appeal to some of you, if you're like me and spend a lot of your time in the rough, the old fairway woods were designed to get the ball airborne out of tall grass. Some have ribbed soles that cut through the grass for less resistance. Go look, it can't hurt. This is also a good time of year for club maintenance, so while you are out looking at old clubs take your own clubs along with you and have them re-gripped. I have also noticed lately that a lot of the people I play with, not necessarily my CO-workers but different people, are playing with clubs that are too short for

them. You can take your clubs to just about any golf shop and the pro or the staff can tell you right away if your clubs are to short. I'm going to leave you with this. In their entire LIFE-TIMES Sam Snead, Billy Casper, Gene Littler, Doug Sanders, and Don January made a total of \$5,809,838. In 1999 Tiger Woods made \$6,616,585. So, when they say he is in a league of his own, they may be right. See ya.



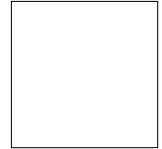
February 2000



# The ICEBreaker



*Only Your Product Gets an Icy Reception*



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Squalicum Waterway  
2825 Roeder Ave  
PO Box 895  
Bellingham, Washington 98227-0895*

*Phone: (360) 733-1640  
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E-mail: [bellcold@bellcold.com](mailto:bellcold@bellcold.com)  
Website: [www.bellcold.com](http://www.bellcold.com)*

*Nosotros trataremos a toda la gente y toda la propiedad con sinceridad y respeto y nos dedicaremos sobre tener buenas relaciones con todos los empleados y clientes.*

*Integridad:*

*Los Valores de Bellingham Cold Storage son la base por la cual nos guiamos. Este mes Integridad esta caracterizado como un componente importante de los Valores Básicos de Bellingham Cold Storage.*

*Actitud*

*Trabajo en equipo • Integridad • Calidad • Responsabilidad •*

*We treat all people and property with honesty and respect, and are dedicated to building trust with our employees and customers.*

*Integrity:*

*Bellingham Cold Storage's Values are the foundation by which we conduct ourselves. This month Integrity is featured as an important component of Bellingham Cold Storage's Core Values.*

*Teamwork • Integrity • Quality • Accountability • Attitude*

**Valores Basicos de BCS**

**BCS Core Values**