

July Anniversaries

Congratulations to the following employees for their years of service:

Gary Hershey	34
Bob Knutson	28
Dave Berg	27
Bill Lamoureux	27
Deborah Price	27
Bob Walsh	27
Jerry Farwell	26
Tom Hennessy	26
Tim Unger	26
Wayne Dowd	25
Ray Maloney	25
Bruce Sines	25
Kevin Pringle	24
Jim Sessions	23
Clarke Leach	22
Sean Corbett	21
Joel Crowley	21
Jack Cammack	19
John Enyeart	18
Bob Hickok	16
Archie Hattery Jr.	15
Arnie Klimke	15
Mark Tripp	15
Alejandro Padilla	7
Larry Dodson	5
Tina Lane	5
Ed Dowd	4
Rigoberto Sagastume	4
David Marshall	3
Gary Terpsma	3
Juan Puentes Raymundo	2

In Remembrance

William Raymond Robinson

Bill was born on January 12, 1927 in Bellingham, WA and died on May 28, 2000 in Bellingham, Washington. Bill devoted fourteen years here at BCS and was greatly appreciated during his time here.



June's Employee of the Month

The employee of the month for June 2000 is Jerry Farwell, and as BCS embarks on the new century it's only appropriate that Jerry is recognized as one of the company's outstanding employees.

Since the day in 1974, the year Jerry started work at BCS, he has been able to learn different jobs quickly and improve on how things are done. In Jerry's early years of employment he learned all the usual jobs we've all learned, then proceeded on to such things as mink feed operator, crabline driver, and became a key employee at East Dock in its fledgling years.

In 1989 Jerry moved to Orchard and as usual mastered the different aspects of his new work area both quickly and quietly. As Orchard has grown, Jerry's responsibilities have as well. Orchard's expansion overtime has caused Jerry's job to become more demanding and complex. He has met every new challenge with ease. Today Jerry manages the Icicle and Port Chatham accounts while filling in as backup semi driver. Jerry has mastered every aspect of

our Optics system from order entry to truck scheduling and regularly fills in for anyone that might be absent.



Bill Freeman presents Jerry with the Employee of the Month Award!

Jerry is living proof that a Raider Fan can be intelligent, make a major contribution, and speak in complete sentences. With his abilities to learn quickly and multi task day in and day out, he is the epitome of the BCS employee for the new century. There may even be hope for the Raiders.

Bill Freeman, Steve Martin & Eric Brown

International Marine Industries, Inc.

BCS is pleased to announce that International Marine Industries, Inc. (IMI) of Newport, Rhode Island has been chosen as our June 2000 Customer of the Quarter. IMI has brought significant business to BCS this year, in the form of two large bait squid shipments from Argentina. First and foremost, we wish to heartily thank IMI for the patronage of BCS this year.

International Marine Industries was founded in 1977 by lobsterman Bill Palombo in Newport, Rhode Island. Bill started building lobster boats in 1971. At this time, IMI operates 4 lobster boats out of Newport. Bill's next move was to get in to the bait business, which would support his lobster boats.



Justin Hackley and Chuck Paiva of International Marine Industries, Inc.

Currently, IMI owns and operates a bait processing plant in Rowley, MA. Depending on the time of year, the plant processes herring, mackerel and/or

continued next page

Vendor of the Quarter

Prime Equipment Rentals

This last quarter proved to be a busy one with the many plant maintenance projects being done. In order to complete all these projects on time we need to rent equipment that will efficiently assist with the maintenance on our refrigeration equipment, buildings, and various other jobs.

Prime Equipment Rentals of Bellingham has been a real great business to work with. They are always prompt with deliveries, even when we do not give them much warning. Their equipment is always in excellent condition.

Everyone in the office located off of Irongate Road is great to deal with. If there is ever a problem with a piece of equipment (which is a rarity), they have exchanged the unit quickly in order to keep us working.

From outside sales to inside sales, the people at Prime Equipment Rentals know their equipment. Thanks to everyone for your efforts!

*Sandy Olson
BCS Purchasing*



*The crew at Prime Equipment Rentals!
Thank you for your great customer service.*

(con't from cover)

squid. One interesting side business for IMI is in Hagfish or slime eels. Chris Patsos, Operations Manager, runs 3 boats out of Gloucester, MA for the Hagfish operation. This product is exported to Korea, where it is used for human consumption. The skins of the eels are used in leather products.

Lastly, there is the Fisheries Division run by Chuck Paiva. The Fisheries Division focuses on two activities. First there are worldwide commercial bait sales. The bait business is completely international in character with supplies and sales being found in many countries of the world, depending on the specific strengths and needs of the many varied fisheries. The second focus of the Fisheries Division is North Pacific groundfish trading. Chuck sources a variety of groundfish from Alaska and then sells them in the Northeast U.S. to a varied customer base. IMI is also involved in the sale and procurement of squid, herring and mackerel for human consumption markets.

The name "Chuck" is a familiar one to most people who have been in the local seafood business for any amount of time. Since 1990, Chuck has been a fixture in the Seattle and Alaska bait business, first working with Flynn Fisheries and more recently with IMI. At any trade show, one is likely to hear Chuck's familiar laugh. For those baseball fans among us, Chuck is known as one of most passionate and avid fans on earth. Chuck has played and coached the game for most of his life. Go Sox!

Very recently, Justin Hackley, formerly of Flynn Seafoods and currently on Chuck's baseball team, joined Chuck as a salesman in the Fisheries Division. Justin has been responsible for offloading trampler vessels in the East Coast of the U.S., Northeast Canada, Newfoundland and Iceland.

BCS' involvement with Chuck spans many years. One of the major parts of the bait business is the importation of Argentine squid for use by Alaska's longline fleet. Argentine illex squid is sought after by these boats, and throughout the world's longline fleets, because of its mantle thickness. Also, the product is desired because it is hand laid, jig caught and all frozen at sea. The Argentine squid has the thickest average mantle size of any squid in the world. The mantle is essentially the body of the squid. Most longliners use auto baiters and/or hand baiting operations, and the thick mantle works well with the baiters and leads to highly efficient bait usage.

Each winter a large fleet of foreign squid jiggers heads to the international waters off Argentina. The bait is caught, frozen in 40LB blocks, and delivered at sea to trampers. Once the trampers are filled, they sail to ports around the world. IMI sources their bait primarily from the Korean and Taiwanese fleets. This Spring, BCS saw two trampler deliveries of squid for IMI. The trampers partially offloaded here and then continued on to Asia to discharge the balance of their loads for human consumption.

The biggest fishery in the North Pacific this bait is used for is the cod fishery. The cod fishery operates from Fall to the following Spring each year, so this is when the majority of sales take place. When the squid arrives here, it is in the form of naked blocks. Aside from offloading and storing the product, BCS bags each block. This is a major operation given the large amount of blocks involved. As we get closer to the cod season, we will begin to ship the product out via container and ship to Alaska.

We are proud to be a partner with IMI and thank them for the business they have brought BCS!

*Ben Savery
Marketing/Sales Manager*

Management Focus

A Cultural Perspective *with Stowe Talbot, VP*

In February this year, many of you will recall that a group of Russians from “Nakhodka Fishing Port” (NFP) spent a week at BCS touring the facility and learning about our business. “Nakhodka Fishing Port”, located in Bellingham’s Russian sister city, is a company very similar to BCS: They store and handle frozen food, as well as load vessels, railcars and trucks.

Unlike BCS, NFP also handles many other dry cargos such as logs, metal and cotton. Their company newsletter, “Our Paper”, recently published an interview with the delegation upon their arrival home from Bellingham. Below is a translation of part of that interview. It is interesting both to understand their impressions of American cold storage practices and to see how America looks to an “outside” observer.

Our Paper: The goal of your trip was to familiarize yourselves with modern U.S. cold storage and cargo-handling practices. What techniques did you see, and could we implement them now or in the future?

E. Strelets: We can borrow quite a bit: Besides operating as a cold storage warehouse, BCS also earns revenue as a landlord: Several food-processing customers are located directly on site, they produce seafood portions, imitation crab, cookies, etc. We noticed that shoreside freezing of seafood is not conducted like we do – in 33 kg blocks: In America, fish is more often frozen individually. The quality is very high, and it is more profitable to the fishermen. In launching our own fish-processing plant here, we will be using many of the same freezing techniques as them. Another difference is that unlike our situation, BCS’s customers have worked in the industry many years and everyone knows one another. BCS doesn’t need a big marketing campaign.

A. Makarov: To blindly copy their methods would be unwise because of the differences between our systems of trade and transactions. For example, our trade network is not yet ready to accept individually frozen fish, just as their stores wouldn’t accept our type of fish blocks. We unload frozen seafood from vessels into railcars, whereas they load mostly trucks, which will distribute the seafood all over America.

Our Paper: What other ideas did you glean from the trip?

T. Lyatambur: At BCS, the work is automated as much as possible. For example, cargo is often weighed at a pallet-scale, which is hooked up to a computer. A printer produces bar-code labels, which contain all the relevant information about that pallet. A scanner then reads the label. Any BCS customer can access their inventory information through the BCS web site.

V. Garshin: This not only speeds up the documentation process, but also attracts new customers. Also BCS has no “kladovshiki” [a person who keeps the key to the warehouse and is responsible for preventing theft].

Our Paper: This bar-code system is undoubtedly useful, but is it possible here?

E. Strelets: We might have some operational problems with that: At BCS any incoming cargo can be weighed “on the fly” by the palletload - the forklift grabs the pallet, weighs it, sticks on a label, scans it, that’s it. Here we have to stamp, count and weigh each box individually.

A. Marakov: As for labels and scanners, we probably can’t achieve that today. But as for more computerization, absolutely. We can start with the systemization and electronic

working of information. Like the company “Tkomist” here in Nakhodka: They work with a computerized measuring system for logs, while we are still operating the old way. We should computerize at least our log handling operations.

T. Lyatambur: At BCS we observed the technology for warehousing and storing product, which allows quick access to almost any pallet, any box, and we could probably use some of this technology [pallet racks]. Currently, we will often need access to a box that is stored in such a way that we can’t get at it, and so problems arise when we need to “certify” a given lot.

Our Paper: Could we change this?

S. Bodarev: They have one-story warehouses so they don’t need cranes or elevators; it’s much easier for handling product that way.

A. Marakov: When our warehouses were built, there was one aim: to put as much cold storage capacity on as small a site as possible next to the pier. However, such 4-story buildings have many inefficiencies, extra equipment and people. BCS has only slightly more than 100 employees total and yet they handle the same amount of seafood as we do. We asked how many engineers they have: about 8. We have 16 welders per shift alone. Also their requirements for tallying allow the drivers to work without much supervision. How can we adopt such methods when our people still pilfer?

V. Garshin: We asked them about product security. They couldn’t imagine why workers would steal boxes of fish.

T. Lyatambur: That was one of our bigger impressions – the respect for

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(article continued from page three)

private property. The whole BCS facility has only one guard.

V. Garshin: We have as many security people as they have total employees. And we still have problems with theft.

Our Paper: Is this respect for property the only difference you saw between us and the Americans?

A. Marakov: They are very serious about work. Often we do it for effect, but they do as a matter of order.

T. Lyatambur: The principal of their work is “excellence plus continuous improvement”. To achieve this they built a training center for raising the qualifications of the employees, with a full-time education coordinator. And everyone receives training, from the president to the new-hire.

E. Strelets: These seminars are so effective, that it inspires teamwork. The workers feel they are being cared for and work not only for their paycheck but because it interests them.

A. Marakov: During the visit we attended training sessions where even the president came to give a talk. Among the attendees was everyone from ordinary stevedores, to computer programmers, to staff workers. We asked if this was organized just for our benefit. No, they replied, this is a regular session.

Our Paper: Are we ready to conduct such seminars? We don’t have a specialist in such matters on staff. And it’s no secret that you can only teach those who want to learn.

E. Strelets: We could invite specialists to teach on certain topics. We could write up our own seminars. And as far as the desire to learn: if you want to work here, you will learn.

Our Paper: Yuri, did you communicate with the workers there?

Y. Bondir: I didn’t talk with them (I don’t speak the language) but I did see how they work. The work operations are much like ours. I saw that the newer, younger generation of workers was Latinos. They worked conscientiously and neatly. I had the impression they valued their work at BCS.

Our Paper: It’s also hard to find work here in Russia. But the attitude to work here is different.

V. Garshin: In America, for breaking the law or violating the company policies they don’t just threaten you symbolically, they’ll dismiss you from work altogether.

Our Paper: So, the biggest impressions from the trip were not necessarily “operational” or work-related?

V. Garshin: The technical and technological advantages of their operations were obvious. But we tried to adopt some of the peculiarities of their interpersonal skills. Those made an impression on us – how people greet each other on the street, how cars will yield to pedestrians. We were all impressed by how clean the streets were; every little space was landscaped and kept up.

T. Lyatambur: The social consciousness of people: For example, if you don’t want or can’t work, you won’t die of starvation. In the New York subway I saw them giving food to the homeless.

Our Paper: Accepting hand-outs isn’t considered humiliating? What is the attitude towards poor people?

T. Lyatambur: Those same social workers in the New York subway who were handing out food, were also accepting donations from the more well-off subway passengers. Of course, Americans love success. If they hate poor people, they sure don’t show it. They think how you live your life is a personal issue. I saw that in stores

they sometime give away day-old bread or other food items to charities.

A. Marakov: Perhaps it is a way for society to protect itself from violence. A starving man is a dangerous man, and social assistance is a way to keep him from becoming desperate or going to extremes.

Our Paper: Yuri you saw how workers related to their superiors, was it good-natured?

Y. Bondir: The relationship between worker and management seemed very good. And in contrast to us, they typically express that good-nature very openly.

A. Makarov: To summarize: with regards to operations, the way the warehouses were equipped impressed us a lot. We are convinced that modernization of our existing cold storages or the construction of new one-story warehouses is our goal, although a distant one. Besides this, the American example and our own experience demonstrate that the importance of truck transportation in Russia will continue to rise. Therefore our facility needs to have good truck-handling capacity.

Second, we need to speed up the “computerization” of our operations. This is realistic in the short-term, and we have already begun. Also we need to try to introduce the same interpersonal skills we saw at BCS. This could be accomplished by yearly seminars.

All the above goals are realistic, and we can and should apply them here.



2000 Bicycle Challenge, July 17-28! Commute News Get More Out of Life

Why do people walk and bike to work? Because they like to. It's as simple as that. How about you? If you need a nudge to try biking or walking to work or to get back into it, here's your chance. For the second year in a row Bellingham Cold Storage will be participating in the Business Bicycle Challenge.

Participating employees get t-shirts and a chance to win a bed and breakfast getaway weekend! Bellingham Cold Storage has a chance to win bragging rights in the contest! We will be competing with companies and organizations from all over Whatcom County to claim the titles of:

- 🚲 Most participating employees
- 🚲 Highest percentage of participating employees
- 🚲 Most first time bicycle commuters
- 🚲 Most miles bicycled
- 🚲 Most participation from management – *New category!*
- 🚲 Most days bicycled – *New category!*

Entry forms and more specific information about the Business Bicycle Challenge will be available by July 5th. If you have questions in the meantime, contact our Employee Transportation Coordinator, Karen Hollingsworth.

Training and Education

Number POWER Class *with Karen Hollingsworth*

Bellingham Cold Storage is offering a brand new class in a brand new way. It is a self-improvement class in math. Any BCS employee can start; stop and start again at a later time, if they wish. This is a perfect class if you lack confidence in your math skills, have math anxiety or just want to refresh those math skills that are not used everyday.

Copies of the first lesson will be distributed to the fish house lunchroom, the boxline lunchroom and the Orchard Whse 15 lunchroom every Friday starting on July 7, 2000. You are welcome to pick up a copy and work out the answers on that copy for personal use or you can choose to turn your completed copy in with your timesheet to have corrections made (if any). If you do decide to have your work accessed, please do not forget to put your name on it. I can also arrange for you to meet privately with volunteer math tutor one-on-one either before work; during break-time/lunchtime or after work.

Keep in mind that the first lessons may seem too easy, but we need to start somewhere.

Each lesson will continue to get more challenging as the weeks go by. It might be a good idea to start working on the beginning lessons to give yourself a feeling of success.

If the first lessons seem too hard, you may set-up an appointment with me by phone or in person to discuss different math lessons or the option of being assigned a tutor. To date, there are 8 number POWER tutors signed up to help you, and we could always use more. If you are interested in being a number POWER tutor, please call Karen ext 157. Thank you.



Education/Training

The ABC's of

BCS *with Karen Hollingsworth*



🚲 Business Bicycle Challenge
(July 17 - 28)

📖 number POWER class
(More about this **NEW** class inside this edition weekly lessons available for every employee in FH and boxline lunchrooms)

📖 Informal OPTIC class for extra practice (first WED of each month from 11:30 am to 1 pm. NOTE: Due to the 4th of July holiday, this month's OPTIC class will meet the **SECOND** Wednesday of July. THX)

🗣️ Spanish conversational lunch (every Tuesday) /Clase de conversación en español sobre almuerzo (cada martes)

🗣️ English conversational lunch (every Friday) /Clase de conversación en inglés sobre almuerzo (cada viernes)

📖 OPTIC computer classes by topic (on demand)

🛡️ Process Safety Mgmt (PSM) (ongoing)

July Forecast

*halibut
salmon
black cod
strawberries
raspberries
veggies
pollock
hake
bottomfish
cruise ship supplies*

Humor

Today's Stock Market Report

• Helium was in feathers were down

• Paper was stationary.

• Fluorescent tubing was dimmed in light trading.

• Knives were up sharply.

• Cows steered into a bull market.

• Pencils lost a few points.

• Hiking equipment was trailing.

• Elevators rose, while escalators continued their slow decline.

• Weights were up in heavy trading.

• Light switches were off.

• Mining equipment hit rock bottom.

• Diapers remained unchanged.

• Shipping lines stayed at an even keel.

• The market for raisins dried up.

• Coca-Cola fizzled.

• Caterpillar stock inched up a bit.

• Sun peaked at midday.

• Balloon prices were inflated.

• Scott Tissue touched a new bottom.



OPTICS

Schools Not Out For Summer

By Nancy Stone

WOW! A big round of applause to all the guys who attended the first "First Wednesday" lunch time computer skills development session! A total of 10 people took advantage of the session, most giving up some of their lunch time. Special kudos to Darwin for coming in when he wasn't even on shift!

The next "First Wednesday" session will actually be on Wednesday, July 12, due to the Independence Day holiday. The Fish House Training room will be set up with computers and scanners ready for OPTICS practice and skill development. Microsoft Office, including Word, Excel and Power point, will also be available.

As the plant gets busier with the summer rush you may find it hard to get to training classes. We have copies of the OPTICS Pocketbook of Commands and Functions available at Nancy's desk. We also have several "how to" sheets on different topics, especially the newer functionality like pallet tracker and odd weight cases tracking. Feel free to call or stop by any time with questions.



Out and About Picturesque...



Holly Young hard at work on the cruise ship accounts.



Long time employee Ursula Heay (left) spent time with her sister who was visiting from Germany. We hope you both had a nice visit



Students from the Assumption School took a tour of BCS. Thank you all for the Visit!



Teresa Rohwer hard at work up at the Orchard Facility.

Sportsbreak

The Greatest Baseball Story Ever

In 1937, Lou Gehrig, the outstanding first baseman of the New York Yankees, was asked to go to the Children's Hospital in Chicago, while there to play the White Sox, and visit a boy with polio. Tim, 10 years old, had refused to try therapy to get well. Lou was his hero, and Tim's parents hoped that Lou would visit Tim and urge him to try the therapy.

Tim was amazed to meet his hero. Lou told Tim, "I want you to get well. Go to therapy and learn to walk again." Tim said, "Lou, if you will knock a home run for me today, I



will learn to walk again." Lou promised. All the way to the ballpark, Lou felt a deep sense of obligation and even apprehension that he would be able to deliver this promise that day. Lou didn't knock a home run that day. He had two.

Two years later, when Lou Gehrig was dying with the dreaded muscular disease that to this day bears his name, on July 4, 1939, they celebrated Lou Gehrig Day at Yankee Stadium. Eighty thousand fans, the governor, the mayor, and many other celebrities paid their respects. Lou was one of America's great heroes.

Just before the mike was turned over to Lou to respond, Tim, by this time 12 years old, walked out of the dugout, dropped his crutches, and with leg braces walked to home plated to hug Lou around the waist. That's what Lou

Gehrig meant when he exclaimed those immortal words: "Today I consider myself the luckiest man on the face of the earth."

Mack R. Douglas
Making a Habit of Success
Galahad Books



<http://www.nmia.com/~browns/gehrig.htm>

Tee Time *with Mike Holcomb*

Hello fellow hackers and welcome to Tee Time. Hopefully most of my readers got a chance to see the Tiger Woods clinic he put on at the U.S Open. Not only did he beat the entire field by 15 strokes, but he also broke 7 U.S. Open records while doing so.

He also helped to prove an opinion that I have had from the start of his career. Now don't get me wrong here, because he's got the game to back up his claim, but when you take the money factor out of his game, you leave him free to concentrate on nothing but the records. I just happen to feel that gives him an advantage.

Well I'm off the soapbox now so on to other things. I played in the Red Cross tournament on June 9th. It was the best ball scramble. I played with Gary Hershey, Mike Coggins and Duane Shelly. I wanted to list my playing partners so that you would know who

was there to witness my first hole in one.

That's right fellow hackers, I finely got one, and I am here to tell you the time to do it is in a tournament.

I won a set of Callaway X-14 steelhead irons. The hole in one was a 78-yard par three up hill to a blind green, so I didn't get to see it go in. I did get to see Gary pick it out of the hole though. You can imagine at that point I went nuts for a while yelling and running around.

I also played in the Jamie Vermeulen Memorial tournament. My partners were Gary Hershey, Mike Coggins and Bill Connelly. We held out to go 13 under in a best ball and took 6th place.



We won a 15-dollar gift certificate from the pro shop at the country club, and a free round of golf at the Chilliwack country club.

I'm going to leave you with something about Tiger. About three weeks ago, Tiger played in the Memorial tournament. In that tournament he had a 224 yard second shot to a par 5 which he had to carry the ball over a creek that was in front of the green. When the club selection was done he had pulled out a 5 iron that's right a 5 iron which he put five feet from the pin. That's the kind of game Tiger has got. See ya.

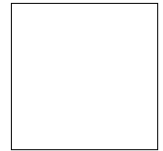


July 2000

The ICEBreaker



Only Your Product Gets an Icy Reception



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Have any questions or comments about the ICEBreaker? Contact Amie Daniels, Editor.

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 Basicos 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