

BCS March Anniversaries

Mark Emmons	25
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Sharon Statema	15
Keith Farmer	9
Douglas Thomas	9
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Virgilio Cruz	4
Kyle Loney	4
Hugo Barranco	1
Matthew Mulder	1
Maximino Rodriguez	1

March Forecast

Herring
Halibut
Black cod
Pacific cod
Pollock
Bottomfish

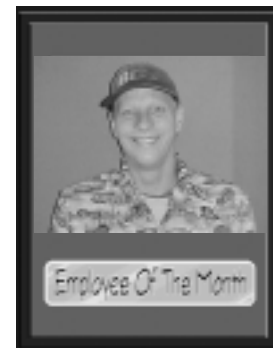
Announcement

Congratulations to our very own Nancy Waterman (formerly Nancy Stone) and her new husband David Waterman who got married on February 4, 2001. We all wish you the best in your new adventure!



February's EOM

"Thank you for choosing West Dock, and how may I help you?" If you've ever called West Dock, you've heard this greeting and understand why Chuck Busby has been chosen as Employee of the Month. Chuck came to us from Express Personnel last year as a temporary employee. It didn't take long for foreman, Gary Hershey, to decide that this temporary employee needed to become a regular employee as soon as possible!



Chuck, the Dock Clerk at West Dock, greets all customers, truckers and employees with a good-natured smile and his "words of wisdom" for the day. Even truckers who are a bit uneasy about making it to their final destination on time feel better about their situation after talking with Chuck. His good humor and enthusiasm are outdone only by his exceptional organizational and computer skills.

If you haven't met Chuck, stop by and meet the happy voice that greets you when you call West Dock. You'll see what we mean!

By Gary Hershey, West Dock Foreman

Heroic Customer Service

Excellent customer service comes from people who care, not company policy. Take this example of a front-desk clerk at Walt Disney World's Polynesian Village resort. As a guest was checking out, she told the desk clerk that she had a wonderful visit but had been heartbroken when she lost several rolls of film she hadn't yet developed. The clerk not only sympathized with the guest, she also told the woman to leave a couple of unused rolls. "Leave the rest to me," the clerk said.

Two weeks later the guest received a package at her home. In it were photos of the entire cast of the luau show, personally autographed by each performer. There were also pictures of the parade and fireworks in the theme park, which the desk clerk took on her own time.

The guest wrote, telling Disney that never had she received such compassionate service from any business.



—adapted from Chicken Soup for the Soul at Work (Health Communications, Inc.) and Wear Clean Underwear by Rhonda Abrams (Dell Publishing)

Highlights

The ABC's of BCS

■ Employee Appreciation Party
Mar 3 at Northwood Hall

■ Hearing tests by LISTEN, INC
Mar 21 Wednesday
Sign-up is required:

8 – noon for Fish King/Swiftsure
noon – 4:30 for BCS employees

■ OPTIC sessions by signup
Topic to be announced for Mar 27 and 28

■ Workforce Education Classes

English as a Second Language;
Mon and Wed 3:30 pm – 5:30 pm

GED; U.S. Citizenship classes;
Fri 3:30pm – 5:30 pm

ESL Real Life Class;
Sat 10:00 am – noon

■ IVES forklift theory/driving class
For BCS tenant, Swiftsure;
To be scheduled in March

■ Engineers respiratory physical
exams; Deadline March 30th

■ number POWER class
weekly take home handouts available
in FH and boxline and BOCS lunch-
rooms.

■ Help with English class homework
Monday and Thursday;
Noon to 12:30 PM in the FH educ room

■ Process Safety Mgmt (PSM);
ongoing

■ Whatcom Literacy
Trivia Bee
Friday, April 6th,
@ 7:00 PM.
See newsletter article
in this issue for more
details.



Management Focus

Power Needs For The Future

Most of us have heard a little about fuel cells, but how many of us really know what they are or understand how they work?

The fuel cell was invented in 1839 by Mr. William Grove. The principle of the fuel cell is very simple, but the actual application is much more difficult.

Fuels cells are basically like a common battery. However, unlike a battery, they don't lose their electrical charge, and as long as their fuel source (Hydrogen and Oxygen) is available they don't need to be recharged.

One of the best sources for Hydrogen is from Hydrocarbon fuels (natural gas, methane, methanol, gasoline, propane, etc). Natural gas is one of the best choices because of its availability and its widespread distribution systems. Natural gas is piped almost everywhere. Oxygen, of course, is readily available because it is in the very air we breathe.

The fuel cell is made up of three parts. The anode catalyst, the electrolyte membrane, and the cathode catalyst. The electrolyte membrane is sandwiched between the anode, and the cathode. Again, this is very similar to the common battery.

Hydrogen is fed into the anode, and oxygen enters the fuel cell through the cathode side. This is encouraged by the catalysts. The hydrogen atom splits into a proton and an electron. The proton and electron both take different paths to the cathode side of the fuel cell. The proton passes through the electrolyte. The electrons develop a current that can be used in a simple circuit before they return to the cathode side of the fuel cell. This process can be easily compared to the positive and negative side of a battery which is precisely how the electrical power is generated.

The other really neat thing about fuel cells is the fact that no combustion takes place. It's a chemical reaction which creates the electricity, and the only waste exhausted is water. Another benefit from the fuel cell is the heat that is developed during the chemical reaction, and this heat can be used to heat homes, cars, water, etc.

As practical as fuel cells are, the cost for the types of materials needed to make them both efficient and long lasting are high. However, it is only a matter of time before they become affordable and commonplace everywhere.

Currently, Vancouver, BC Canada has a number of buses in the city transit's bus fleet that are running on fuel cells. These fuel cell engines are being built and developed by Ballard Power Systems of Vancouver BC. In fact, the Transit Minister toasted the introduction of these new buses by drinking a flagon from the buses exhaust. The Transit Minister was able to do this because the exhaust contained nothing but pure water.

Mr. Jurgen Schrempp, chairman of Daimier/Chrysler, was quoted as saying, "Today the race to develop the fuel cell car is over. Now we begin the race to lower the cost to the level of today's internal combustion engine".

It is my opinion that the finish line in this race is not too far away. Fuel cells are definitely going to play a big part in our future electrical needs and now you know a little bit more about them. If you are interested in learning more about fuel cells there is a lot more information about them on the internet.

Michael A. Clausen - M & R Manager

Community

Training Wheels Keep On Turning...For the Bellingham Fire Department

Two fire trucks loaded with gear and firemen visited BCS main plant facility on Feb 6, 2001 to receive an in-depth tour, plan their quarterly serial drills within the BCS complex facility and update their maps for their fire trucks on the locations of our chemicals and buildings.

You will be seeing more of our BFD personnel and vehicles on a regular basis both at the Main and Orchard facilities. I will try to keep you informed of their drills and capture their actions and practices on camera.

Thanks go out to Mike Clausen and John Enyeart for their help in hosting this new community program with me.

Karen Hollingsworth - Training Coordinator



Nothing Too Trivial

BCS Is Looking For You!

We are looking for volunteers that feel comfortable with trivia. I am putting together a BCS Team(s) that will represent BCS in the 5th Annual Trivia BEE, a fund raiser for the Whatcom Literacy Council.

The three member team(s) will be competing with other Whatcom businesses. Questions will be asked from these categories:

1. History and Geography
2. Music and Entertainment
3. Science and Nature
4. Arts and Literature
5. Sports

No prior studying is required.

We are also looking for a loud, noisy cheerleading section. There is a prize for this category. Mark the date on your calendar and be there to support our team.

It will be a fun and challenging competition. All of the money raised is used in Whatcom County to teach adults to read. The Whatcom Literacy Council provides and coordinates one-on-one tutoring for over 400 students each year in basic literacy and English as a Second Language.

This event will be held on Friday evening, April 6, 2001 at 7:00 PM at Whatcom Community College's Heiner Theater. Think about it and let me know your interest by noon March 16, 2000. Thank you. *Karen Hollingsworth @ Ext. 157*



Commute Trip Reduction

BCS Went the Distance Without the Drive

The smart commuter contests, for February 5-16, 2001, or referred as The distance without the drive, is as follows.

We had 32 participants in this month's commuter contest.

RIDESHARE

*Chuck Smith
Lotte Freeman
Clyde Duranceau
Diane Wanlin
Dave Wanlin
Mark Emmons
Jeanne Schmitt
Sheryl Hershey
David Marshall
Chuck Busby
Joseph Hartley
Jim Heay
Rigoberto Sagastume
Juan Puentes Raymundo
Karen Hollingsworth
Sandy Olson
Ian Boote
Nancy Stone
Clarke Leach
Roland Stone
Jim Compton
Bill Freeman
Jerry Farwell
Brian Morgan
Bill Connelly
Ted Andricos*

BIKE

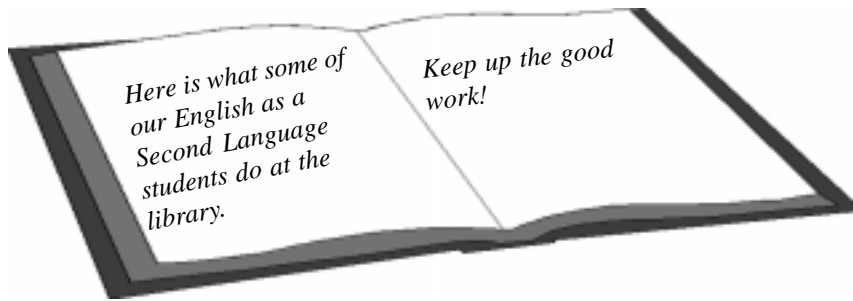
*Lotte Freeman
Rick Endersby
Jim Tagart
Eric Brown
Brad Flinn
Bob Hickok
John
Enyeart*

WALK

Eric Brown



Training Wheels Keep On Turning To Support Life Long Learning... What Do You Do At the Library?



"We are studying in the library. We come to the library on Saturday. Then we go on the computer. After the computer, we make questions and answers. Then we read the book side by side. We leave the library at 12:00. We want to go again."

- Juan Puentes Raymundo



"I study the computer and write in the textbook. I talk to Mrs. Davis and listen to the class."

- Sergio Mendez Navarro.



"I learn how to use the Internet. It's important because today it is the fastest way to get information about what happens in the world. I'm very interested to learn more how to explore the Internet. It's a good way to find things on sale."

"I'd like to add some more. I want to say thank you BCS, and thank you Gayle for your effort to teach us to speak and write English. I am very happy in this class. Ainsly thank you for your help. Thank you."

- Rigoberto Sagastume



"I read books and listen to cassettes. I work on the computer."

- Javier Garcia Reyes



OPTICS

Scanning On and On and On...

If everything went as planned during the cut-over to the new computer you are now experiencing OPTICs' latest evolutionary jump. The RF System has, until recently, operated outside of OPTICs. RF functioned in conjunction with OPTICs but not part of it. If an antenna went down or you had no scanner you were essentially stuck. With the arrival of our new computer last fall, your crack IS team realized pretty fast that the new computer was not going to handle scanners like the old one did. In fact, the new computer didn't want to talk to those pesky scanners at all! This resulted in some pretty fancy footwork to find a solution to keep both devices happy.

Although you still need a separate login to use the scanner, you can now run the scanner menu `\RFMENU` or `\RF` for short from OPTICs using your PC or terminal. The only function you cannot perform is scanning a tag. There are a few subtle differences caused by the different keyboards on the two devices, scanners and keyboards. Most notability is the CLR (clear) and ESC (escape) keys. The ESC key on the PC keyboard is equivalent to the CLR key on the scanner. The scanner has no facility to handle backslash (\) commands while the PC keyboard does. When the RF menu is running from a PC or terminal keyboard most of your basic navigational backslash commands will work (\E, \B, etc). The arrow keys will work from both keyboards. OPTICs still does not accept arrow keys but, `\RFMENU` does, so watch this one.

`\RF` automatically runs on the scanners when you logon a scanner. If you are using a PC or a terminal, you must enter `\RF` to start the scanner menu. `\RF` will run from almost anywhere including `\INQAVA`, `\INQITH` and all the tag display and other lookup windows. This will be especially handy when updating all those locations. You can do it right from `\INQAVA` without a scanner!

May the beam be with you - Happy Scanning

Your crack IS team

PS - If you need help with `\RFMENU`, someone might be available to help from 9:00-9:01 AM, each day; take a number.

Judi Edwards - Computer Consultant



From the IS Department FREE Anti-Virus and Firewall Software for Home and Personal Use

Remember there is FREE top-notch Anti-Virus software available for personal use at <http://antivirus.cai.com/>. It has FREE technical support and also monthly signature updates.

A very good FREE firewall is available at <http://www.zdnet.com/downloads/partners/zonealarm/download.html> for those of you with broadband (always on) connections like DSL and cable. Thanks a lot JC Coleman for the tip.

Also remember cyber crime is just that-crime.

Remember the basics of PC safety.

- Never open an attachment from someone you don't know/trust, but if you must, first save it to disk, then scan it, then open it.
- Always have your virus protection on and active.
- Always backup your data.
- Backup your data often.
- Make backups of your data.
- Visit whatever browser site you using and keep up to date on the security patches.

On my networks and friends' and families' PCs I delete the `c:\windows\wscript.exe` file. It's the program that enables the VB Script viruses like the Love Bug. Few people use VBS right now. It's just a big security hole.

Let the editor know if you want more information about security or other computer topics. Hope this helps some of you.

Jim Tagart - Network Engineer

Education

Oklahoma Here I Come

Every year BCS sends several employees to the *World Food Logistics Organization* and *The Refrigeration Research and Education Foundation* which is held at the University of Oklahoma. They go to learn more about all the aspects of our particular industry. Here is what some of them had to say about their learning experience...

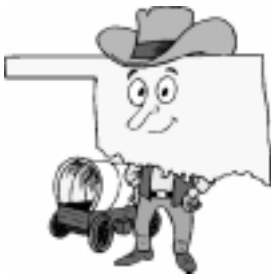
Ben Savery - Marketing Mgr

I just completed my third and final year in OK. In thinking about something to share with our extended family here about this time, my mind keeps going back to the famous Mr. Osean. For those of you who have not been to OK, Ken Osean is the single most popular teacher at the institute. He teaches in the Human Resources track but more generally is someone who offers sage advice about the game of life.

Our final session with Ken was especially excellent and being the final session was pretty broad in scope. The major point of the class was that success comes most easily for those who lead a balanced life. The five components for balanced living are: physical, emotional, social, financial and spiritual. I thought I would share Ken's "Basic Components For The Ultimate Internal Customer" (that's you!). Here they are:

1. Balance
2. Our thinking is the main determinant of our feelings.
3. There are two kinds of events: those we can change and those we cannot.
4. Destructive thinking patterns are learned; they can be unlearned.
5. Other people and situations affect but do not control our feelings and behavior.
6. We learn to feel better by examining the duration/intensity/frequency of our choices.
7. Character (personality) can be altered.
8. Anger is a judgement call (your determination of unfairness). It is one of the major blocks to effective communication.
9. Blaming does not work. Responsibility does work.
10. Change is a process. Changing for the better usually feels worse (for a while).
11. These ten concepts all flow together.

I think everyone can take something away from these thoughts. I know I have!



José Roqués-Project Manager

Salimos de Bellingham en un sábado por la mañana. Los días previos a este momento, pregunté a aquellos que ya se graduaron que podía esperar de estos estudios. La respuesta fue siempre la misma: "Ya verás"

Durante el vuelo no pensé mucho en ello. Simplemente me dediqué a hablar con Scott Albrecht sobre escalada y montañismo.

Finalmente llegamos a Oklahoma. Al día siguiente nos reunieron a todos en la clase principal. Nos pusieron un documental de 25 minutos sobre su equipo universitario de fútbol americano (creo que ganaron el campeonato nacional el año pasado).

Tuvimos todo tipo de clases. La mayoría interesantes, algunas muy interesantes y, unas pocas... digamos que no estuvieron a la altura de las circunstancias. Sin duda, la que más disfruté fue la que impartió Ken Osean: "Gestionando Actitudes en el Lugar de Trabajo". Las clases sobre regulaciones para almacenes y Seguridad con Amoniaco fueron también de lo mejor.

Diría que fue una buena experiencia. Pude conocer mejor a Scott Albrecht, Ben Savery, Sheryl Hershey and Sharon Statema; Me dió una mayor exposición a esta nueva industria para mí; y tuve la oportunidad de conocer gente que pueden ser buenos recursos para información en el futuro.

Si en el futuro un nuevo estudiante me pregunta que puede esperar de estos estudios, probablemente le diría: "Ya verás"

We left Bellingham on a Saturday morning. The days prior to this moment I kept asking to those that already graduated what I should expect from these studies. The answer was always the same: "you will see".

During the flight I did not think much about it. I just talked with Scott Albrecht about climbing and mountaineering.

We finally got to Oklahoma. The next day we all met at the main classroom. We had a 25-minute documentary about their College Football team (I guess they won the national championship the year before).

We had all kinds of classes. Most of them were good, some of them were very good and a few of them... let's say did not meet my expectations. For sure, I enjoyed the one taught by Ken Osean the most: "Managing Work Place Attitude". The warehouse law and the Ammonia Safety seminars were also the highlights.

I would say that it was a good experience. I got to know better Scott Albrecht, Ben Savery, Sheryl Hershey and Sharon Statema. It gave me exposure to this new industry, and I had the opportunity to meet people that may be good sources of information in the future.

If a new student would ask me in the future what to expect from these studies, I would probably say: "You will see".

Sharon Statema - Executive Secretary

Going to Oklahoma with four other co-workers was a great experience for me. Oklahoma is a long way from home and my comfort zone. I really didn't know what to expect so I went there with an open mind. There is something to be said for stepping out of your comfort zone. You learn more about yourself and others as you spend time with them. The five of us went to lunch together and dinner together. Three of us even went to a movie one night. I am very grateful that BCS asked me to attend this program. As some of you that have been there before know, there is a lot to take in. Most of the classes were informative and some just reaffirmed my knowledge of the industry. I will share one class that stood out the most for me this year:

Intro to Supervision – Taught by Karen Hill, Training Professionals Inc.

Make your job worthwhile – take pride in what **you do** for the company.

Cheer each other on. – **Practice seeing the positive.**

Everyone works towards a shared goal. – Employees become motivated when they have a shared goal with their supervisors.

The bottom Line:

E=MC2 (Enthusiasm = Mission X Cash + Congratulations)

Everyone Wins!! That's what it's all about.

Jan Knutson's Cooking Corner

Yum, Yum, Yum

Winning Wings

- 3 lbs. chicken wings (about 12 whole wings or 24 pieces) I cut off the wing part and discard it. I then cut the rest of the wing in half at the joint.
- 2 Tablespoons vegetable oil
- Add salt and freshly ground pepper to taste
- Flavoring sauce

1/4 cup ketchup
2 T light or dark brown sugar
1 T cider vinegar or white vinegar
Mix all ingredients in a large bowl. Set aside until wings are ready to be tossed.



Adjust oven rack to upper-middle position. Heat oven to 450 degrees. Set a large wire rack over a large, foil-lined shallow pan such as a jelly roll pan. Toss wings in a large bowl with oil, salt and pepper. Arrange in a single layer on the rack. Roast until golden brown about 35 minutes.

Use tongs to remove wings to a bowl full of the sauce below. Toss to coat. Remove rack from pan and pour off rendered chicken fat. Dump wings directly onto foil-lined pan. Continue to cook until glaze has set (about 8 minutes).

- ### Banana Pudding
- 4-5 bananas
 - 1 large box instant vanilla pudding
 - 1 small box instant vanilla pudding
 - 1 can sweetened condensed milk
 - 3 1/2 cups homogenized milk
 - 16 oz Cool Whip
 - 1 box vanilla wafers

In large bowl combine milk, condensed milk and pudding. Use mixer on medium speed for about 2 minutes or until blended. Let the mixture chill in the refrigerator for about 5 minutes. Take it out and fold in the Cool Whip.

In another bowl, layer cookies, bananas and pudding (usually makes 3 layers). Put cookies around the edges and crush remaining cookies to sprinkle on top. ENJOY!

Note: For the Super Bowl party I made a half batch. As you can see it makes a lot!

Mike Holcomb's Tee Time

Hello fellow hackers and welcome to Tee Time. The weather for this time of year has been outrageous. As I am writing this article it is February 19th, and I just got done playing North Bellingham. Outside of a few wet spots, the course was in very good condition. I don't think the same could be said for most of the courses in the rest of the county.

Hopefully some of you had the chance to see the Bob Hope Chrysler Classic. If you did you were watching history in the making. The winner of this tournament was a man named Joe Durant. For 5 rounds of golf he managed to shoot 36 under par breaking the old record held by Tom Kite with 35 under par. You may want to remember the name

Joe Durant, because it will probably be a question in some future version of Trivial Pursuit. Arnold Palmer also played, and in the 4th round he had shot his age of 71. I couldn't shoot my age for 9 holes. You should also understand that the weather for this tournament was just about perfect. There was lots of sun with no wind and no real rough to mention. These conditions are a professional golfers dream come true.

I'll leave you with this: Ely Callaway is about to market a driver that does not conform to USGA standards. He believes there are plenty of players out there who will not play in tournaments and want to use this driver. For those of you who don't know: you can not

play in any golf tournament with equipment that does not conform to the USGA standard - this also includes golf balls. It is my opinion that Callaway should not market this club because it goes against the honor of the game. See Ya!



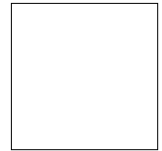
March 2001



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.

Cooperación: Nosotros soportamos el concepto de cooperación. Haremos todo lo posible para animar nuestros empleados en sus esfuerzos para hacer un buen trabajo cuando sea posible.
Integridad: Nosotros tratamos 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.
Calidad: Estamos entusiastamente comprometidos en proveer servicio del mas alto nivel de ejecución y también en proveer producto de la mejor calidad.
Responsabilidad: Nosotros con gusto acepto la responsabilidad por nuestros acciones.
Actitud: Nosotros mantenemos un modo cierto y positivo sobre los clientes y nuestros empleados y también mostraremos un modo progresivo en nuestro trabajo.

Teamwork: We support the concept of teamwork. We encourage fellow employees in their efforts to do a good job, helping whenever possible.
Integrity: We treat all people and property with honesty and respect, and are dedicated to building trust with our employees and customers.
Quality: We are enthusiastically committed to providing the highest standards of service, product and performance.
Accountability: We willingly accept responsibility for our actions.
Attitude: We have a positive outlook and progressive approach toward our jobs, customers and fellow employees.

Valores Basicos de BCS

BCS Core Values