

# The Echo

May 2008

Quarterly Newsletter

*"Providing world class services that exceed customer expectations on each and every contract with uncompromising accuracy, timeliness, and attention to budget requirements."*



## **From the Desk of** **Bill Arterburn** **Chief Executive Officer**

Seems like every time we turned around during the past two months another RFP was hitting the streets, and our teams engaged in procuring strategic work had to change or re-write some basic past performance information that had to be formatted in a different manner, identify or find personnel for this or that effort, reinvent this wheel, you get the picture... We do not profess to have inside knowledge about what moves the customer (usually the US government) to decide it's time to solicit proposals, but there were certainly times during March when we could have sworn the customer really just wanted to destroy our ability to enjoy NCAA basketball.

As a small company, we all know that the procurement team is the same as the management team, and I am thankful for the extended efforts of all locations and divisions within BSE to seek out and respond to solicitations for work, while at the same time maintaining regular duties. Yes, the nerves get frayed at times, and often the direction itself seems to lack any coherence, but somehow we managed to respond to no less than three major contract proposals, and several lesser ones, during the past few months. Lots of character is built in such efforts, and it is our hope that the efforts will be rewarded with continued new work for the company in the areas we are familiar with, and in some that are new for us. Thanks to all who helped out, even if only in a minor way.

BSE's overall goal is to balance out its workload between work for government customers and work for commercial customers. This means being willing to undertake new activities, learn new processes and, yes, on occasion, do a bit of selling. If anything, the history of our great country is built upon the willingness of individuals to step forward confidently and do things that represent new and unfamiliar

territory, but fully in the belief that we can do it better, more capably, and at less cost, than the next guy, while making a profit on our work. That is what the entrepreneurial economy is built upon, and the basic premise of all small business. It inspires us and gives us hope, and, so far, has kept bread on the table. The entrepreneur rarely has time to rest between one job and the next.

Lots of presidential politics hitting the airwaves these days... The talking heads have a seemingly unending list of issues to be diced, sliced, and promoted. But we don't need talking heads to tell us that we are entering upon, or already well into, difficult economic times in this country, with economic slowdowns, mortgage market meltdowns, heightened fuel costs, health costs, and more and more challenges to our ability to be competitive in the workspace, both nationally and internationally.

We at BSE will not be immune to the pressures and will without doubt feel impacts in one way or another. Everyone will. But these are not times for us to retreat or become complacent in our jobs. In fact the opposite is truly the case, as these are times for us to step forward with an increased focus on performance, regard for our customer, safety in operations, and excellence in what we do. In this manner we will continue to distinguish ourselves, and build upon our strengths and success, and by the same formula, BSE will survive and prosper through the hard times.

*Bill Arterburn, CEO*

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## Word Salad

James Storch, Quality Manager  
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ISO process, quality, metric compliant, product certified, management procedure, conformance, system improvement, and registered customer. Sometimes we know the meaning of all the words, but they don't make sense when they're put together. Quality should be much more than a meaningless string of words.

Mr. Arterburn recently reaffirmed our commitment to quality in terms we hope provide clarity to everyone. Every employee, providing every service, at every location must understand their individual responsibility to fulfill goals, objectives, and core values.

"Bering Sea Eccotech (BSE) is fully committed to being the leading provider of world-class services."

Our primary goal is to achieve the highest standard of quality to exceed customer expectations while promoting Performance without Compromise.

Our objective is to continually improve our performance, while offering safe, efficient, and cost effective professional services with focus on customer satisfaction.

Quality performance is deeply rooted in our corporate culture, and it is considered to be a fundamental responsibility of every employee. The quality of our performance is reflected by the following core values:

- Strong work ethic supported by a safe and efficient working environment
- Honest communication of goals and objectives to every employee
- Superior performance delivering quality services in a consistent and timely manner
- Responsive and flexible commitment to continual improvement"



## Introduction JPAS

**BSE's Security Program**

Elary Gromoff, Executive VP/Facility Security Officer

Rodney Rush, Security/JPAS Manager



Ladies and gentlemen, it is with great pleasure that I formally introduce you to the company's newest management apparatus for security processes JPAS, the Joint Personnel Adjudication System. JPAS is actually a United States Government information system containing official government records. This system connects Department of Defense (DoD) security professionals to include industry contractors worldwide providing "real-time" information regarding clearance, access, and investigative status.

BSE has been using this system since January 2005, one month ahead of DoD's mandated compliance date. However, it was not all roses getting the system initially deployed. We had to follow a tedious process of:

- Designating a JPAS Account Manager
- Designating users for the account
- Requesting a JPAS Account using the Defense Information System for Security User's System Access Request
- Receiving official JPAS training from Defense Security Service (DSS)
- Creating BSE's Personnel Security Management Network (PSM Net)
- Validating all cleared employees

Additionally, the benefits of using JPAS far outweigh the effort that was required to get it deployed. Some of these benefits are:

- Less paperwork and processing time for initial and periodic reinvestigations
- Real-time processing of visit requests anywhere in the world...no more faxes
- The ability to generate reports
- Complete control over our JPAS Account and PSM Net
- The ability to verify prospective employee's eligibility for access to classified information prior to offering employment

There is in fact more to JPAS than what I have written about in this article. However, what you need to know is that this system has greatly enhanced BSE's security efforts by providing an outstanding management tool for security processes.

### Contact Information

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## "AANG" (Aleut for Welcome)

BSE would like to take this opportunity to welcome all of its new employees that have joined our team these last few months. We appreciate you and your services as we grow as a world class service company



## Human Resource Reminders

Connie Bergo, Human Resources  
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May is open enrollment for the BSE health plan. Enrollment forms and plan summary can be accessed through our web site or by contacting the Human Resources Department in Anchorage.

Human Resources will be sending out 401K enrollment kits to those employees who have not filled out their investment options and/or beneficiary designation and have a John Hancock Lifestyle Fund Account set up for them. Please fill out the enrollment form and return to BSE Anchorage office attention Connie Bergo.

BSE takes Payroll back in house, no more ADP. Next year W2's will come directly from BSE. Copies of pay stubs and checks will be mailed from the Anchorage office, please contact Roxanne in Payroll with any questions.



Please remember that all employee reimbursements need to be turned into Roxanne by Tuesdays in order to be paid by that Friday.







## New Comm System for Eglin AFB, P5CTS

BT Smith, TSD Director, [btsmith@bseak.com](mailto:btsmith@bseak.com)

Calvin Walker, Lead Tech / Field Engineer, [cwalker@bseak.com](mailto:cwalker@bseak.com)



The 33rd FW at Eglin AFB recently completed an upgrade to their P5 Combat Training System (CTS) with the addition of a new communications system allowing the Range Training Officers (RTOs) to directly communicate with pilots during their daily training missions. The P5CTS is actually a state-of-the-art, fifth generation Air Combat Maneuvering Instrumentation (ACMI). So what, you ask?

Well, the first ACMI range began operation in 1973 with the Navy's Air Combat Maneuvering Range (ACMR) at Yuma Arizona and supported the Navy's Top Gun program at Miramar NAS. The Air Force followed with their first ACMI range at Nellis AFB, the home of their Fighter Weapons School, while supporting Red Flag Exercises. These ranges were in response to the high loss of pilots during their first flights over Viet Nam. It was found that the experience gained by aircrews during combat greatly increased the probability of survival and success. The intent of these ACMI ranges was to provide the combat experience in a controlled, non-lethal environment under realistic combat conditions prior to combat. Over the years the names have changed, the Navy calls their ranges Tactical Aircrew Combat Training System (TACTS) and the Air Force has begun to call their current generation ranges Air Combat Training Systems (ACTS), but they all have roots in ACMI.

These ACMI or ACTS ranges capture of all mission data from take-off to landing, including simulated weapons fly-outs and allow aircrews to view their mission performance in 3-D so they can analyze what they did correctly and incorrectly, and find ways to improve their performance. Until just recently, 2003 to be precise, the only places you could get this "instrumented" training was at one of eleven fixed ranges, which include the over water range at Tyndall AFB and ranges at places like Fallon NAS and Nellis AFB in Nevada. These ranges require extensive and costly ground infrastructure to allow the capture of



training data and suffer mission data loss or drop-out when operating beyond the limitations of their range airspace. These eleven ranges provide instrumentation for just 8% of all available training airspace within the U.S.

For several years the 33FW was tied to the Tyndall range and a select few sorties were flown each day using that range. Now with the P4RC and P5CTS rangeless systems aircrews can obtain instrumented training in any and all available airspace, since these systems utilize global positioning system (GPS) to gather time, space, and positioning information.

BSE's Technical Services Division (TSD) provides Operation and Maintenance support for the 33FW's systems from prepping the system prior to flight to actually loading the system onboard the aircraft and then assisting with the debrief. The system is used to support, on average, 900 flights a month, which equates to 96% of all missions flown by the 33FW.

When P5CTS was first installed in January of 2007, the RTOs had no way to talk to the aircraft out on the ranges. BSE's ACMI Pod Shop at the 33rd FW assisted Mike Nelson of the 46 TW Indyne, Inc. in the design and installation of a temporary Communication System.

The initial system had an ancient headset (1960's technology) that was painful to wear and required a foot pedal for "Push to Talk" (as shown in the photo above).



The 46 TW Indyne, Inc. just completed the installation of the new modern communications interface equipment which now provides crystal clear audio on all mission communications and live mission recordings.

Capt Kristopher "Clyde" Wolfram can be seen utilizing the new system during a training mission taking place over the Gulf of Mexico.

## Technical Services Division Employee of the Quarter



**Jeffrey Aiken**  
Lead Pod Technician  
Mt. Home AFB, ID

Jeff's work performance has once again proved invaluable to BSE and the staff at Mt. Home AFB ACMI Shop. Below are just some of Jeff's accomplishments this past quarter. For a full account please visit the BSE web site Employee Awards section.

- Superbly coordinated pod load operations supporting daily flying for 72 aircraft assigned to three fighter squadrons.
- Accomplished 735 pod load configurations, zero discrepancies for 1,301 sorties
- Meticulously entered over 1,400 sorties and maintenance actions into RAMPOD
- His efforts have improved reporting accuracy 100% over the last quarter
- Coordinated troubleshooting efforts with DRS, Cubic and BSE sites; collected data to identify DRS Integrated GPS Solution (DIGS) as the culprit; determined that the launching of a new GPS satellite was not recognizable by DIGS causing the failure
- Swapped out 14 DIGS for GNP-10s; to allow training to continue. Actions resulted in the upgrade P5CTS DIGS receiver to correct anomalies
- Prepared P5CTS pods for DRS team; completed TCTO 510 software upgrades. Actions limited the impact to just 102 missions lost at all BSE locations
- Completed 100% validation of SRA serial numbers with RAMPOD data base. Superior plan enabled maintenance action to be completed in a remarkable 30 day timeframe; 11 months ahead of schedule; lauded at semi-annual PWIG as being the first site within ACC, AETC, USAFE and PACAF to complete TCTO 509
- Attention-to-detail; identified four different instance of positronic connectors coming loose during flight; enhanced data gather during test at Eglin AFB Site
- Completed the Certified Electronics Technician course through the Cleveland Institute of Technology and World College maintaining a 3.6 GPA
- Fund-raising Chairman for Boy Scout Troop 57, spearheaded distribution of over 100 U.S. Flags within the Mountain Home community for display on 5 holidays; netted \$2,500

Jeff's Attention to detail this past quarter have not only helped his site perform better and gain extra recognition within the ACMI community, but also his efforts outside of work to improve himself and help his community have earned him Employee of the Quarter. Thanks Jeff for all your efforts.



## Hawaii Division Update

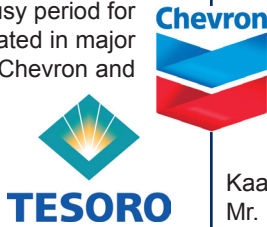
James Directo, Hawaii Operations Manager  
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Aloha from the Hawaii Division – The month of April was an abnormally busy period for the BSE crew who participated in major planned shutdowns at the Chevron and Tesoro refineries. BSE was called upon to hydroblast heat exchangers at Tesoro and provide cleaning services to a fluid catalytic cracker unit at Chevron.

This undertaking covered eight weeks while working with over 700 local and mainland contractors. Two BSE teams worked diligently six days a week 12 hour shifts removing over

20 large bags of catalysts. The Hawaii team often completed this dangerous work ahead of schedule while maintaining a strong emphasis on safety. The teams day-to-day “safety first” approach integrated into all projects has increased awareness and improved the safety record. Mr. Alden

Kaaihue, Program Manager and Mr. James Kaaihue, Project Manager were satisfied with the work effort and stated, “The team’s performance has been awesome through teamwork and communications.”



The Hawaii Division continues to show a strong presence in the refineries along with drivers consistently hauling fuel and oil loads. The Hawaii team returns to Tesoro in May for a project at the visbreaker unit then hopes to expand into the fiber optics industry later this year.



## Importance of Virus Protection

Barry Merrill - Information Technology Manager  
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As technological advances in computers continue to grow each day it brings up an important subject of how to keep the information we work with each day safe and secure. Advances in computer technology have moved so quickly that holes are being discovered in certain programs and operating systems that allow hackers to view, record, and use information we access or key in on our computers. These holes are constantly being discovered and filled as well as exploited.

There are a few ways that you can combat hackers and keep your information safe. That is to use protective practices whenever you use your computer. One of the most important things you can do is to use a Virus Protection Program such as Norton Internet Security and keep it regularly updated with the latest virus detection definitions. If you have a BSE computer it should have a Virus protection program associated with a firewall protection program to keep your computer from being infected. That’s not to say that you still won’t be attacked by a hacker but it will greatly increase your ability to prevent your computer from being infected.

Another key to protecting your information is to be cautious with e-mail. Do not open e-mail attachments from people you do not know. Transferring of viruses laced attachments still remains the most affective way for hackers to spread their viruses quickly. Attachments can install a variety of malicious code to extract information from your computer or just destroy your ability to use your computer at all, thus losing important information forever.

As a final word of caution there is a new threat that is being used to invade our computers. It’s called an “Iframe attack”. Essentially a website or server storing multiple websites is hacked. Code is placed on the home page that directs visitors to upload a program to allow the site to display properly. The user unwittingly selects proceed and the code redirects the user to another site containing malicious code that installs a virus on the computer.

We all need to remain vigilant and never let our guard down. Keep your virus detection program updated and run it weekly. A little time spent now in prevention will save you and the company time and money later.

## More Improvements At Eglin AFB

The Eglin ACMI Shop remained very busy this past quarter. Not only did they assist with the design and installation of a new communications system (see story on page 3), they also took on the task of improving the overall appearance and usefulness of a P5CTS Live Monitor / Debrief Ground System. BSE’s Dave Goldsberry was able to consolidate the Transportable Ground System (TGS) with Live Monitor equipment into one rack. This reduced the noise level in the Live Monitor theatre and centrally located systems for quick set-up for operations. Having equipment away from the RTOs and the viewing audience creates a more productive and useful experience vastly improving the ACMI briefing room.

These improvements went a long way in helping maximizing the space within the Live Monitor Theatre and proved once again that BSE’s capabilities for providing uncompromising service to its customers are unmatched. In these days where declining customer service seem to be the norm, BSE and its dedicated employees prove they are the right contractor to tackle any task presented to them and can go above and beyond each and every time.



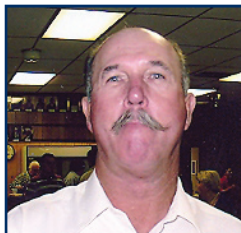
Before

After

## BSE Loses a Valued Colleague

### John D. Additon Sr

On Sunday, March 2, 2008 we lost a dear friend and working colleague. Mr. John D. Additon Sr., who had been with BSE since December 2000, passed away after losing his battle of an illness. He was instrumental in the development and growth of the UXO Services Division.



today and without him we wouldn’t be where we are. As a Project/Site Manager, John worked countless projects and was a wealth of knowledge in the Range Residue Removal (R3) field. Many of the techniques and procedures he instituted are still in use today. We are truly grateful for the dedication

He played a major role in making BSE what it is

and professionalism John displayed. He will be greatly missed.