

THE QUANTEM TIMES

SPOTLIGHT ON US POSTAL

This is the first article in a two-part series focusing on Quantem's US Postal Service (USPS) business. USPS is our second largest customer and contributes about one third of our yearly revenue. This month we are spotlighting two of our Northeast cities: Baltimore, Maryland (BWI) and Richmond, Virginia (RIC).

QAS BWI in Baltimore/Washington International Thurgood Marshall Airport (BWI) is located in the state of Maryland about 11 miles from downtown Baltimore and 34 miles from the nation's Capital. BWI currently handles the USPS Terminal Handling Service contract—better known as the USPS THS Contract.

Our THS operation consists of two separate parts. The first is the originating operation, which takes place during the hours of 0000-0530. Here, mail is received by way of truck at the warehouse. The mail is



David Perez & Aura George

then scanned and loaded into containers the BWI THS and are sent to the air carrier for transportation to the destination city.

The second is

the destination operation, which takes place during the hours of 1900-2200. Here we receive the mail from the truck/air carrier. It is then scanned and unloaded into bulk mail containers (BMCs). After the mail is loaded, the containers are placed onto the truck and sent to the USPS distribution center.

We process an average of 500,000 lbs. of mail a week. Over the past 8 months, we have been able to increase our productivity by 300 pounds per man hour. BWI is also one of the top 4 cities in the measurement of density per container. This is all possible to the outstanding hard work of our 23 employees which comprise our two operational crews.

Richmond's THS is located just outside of the city of Richmond, Virginia at the Richmond International Airport (**RIC**). We handle the mail for USPS, and our staffing consists of 2 Leads and 13 Mail Handlers. Many of the employees are experienced veterans employed with Quantem for more than 3 years. RIC THS operates two shifts, the inbound shift and the outbound. Inbound begins at 7:30 each evening and unloads about 20 various air carrier containers a night, containing on average 28,000 lbs of US Mail. This mail is put into USPS containers and loaded onto the awaiting postal trucks.



Wilnetta Pratt & Harry Taylor (RIC)

Our Outbound shift works through the night and loads about 23,000 lbs of US Mail into about 12 containers each night. We receive the mail from USPS trucks in BMCs. Each BMC is unloaded then reloaded and stacked into air carrier containers throughout the morning. Our Outbound crew also consists of employees who have served many years with Quantem.

During the past 12 months, RIC THS has been able to increase productivity by 200 pounds per man hour. It is also one of the top 2 cities nationwide in the density per container measurement.

On behalf of Quantem, I thank the BWI and RIC THS employees for their accomplishments, their hard work, and their continued dedication to safety.

In January we'll complete our focus on USPS with a Spotlight on Charleston, WV (CRW), Orlando, FL (MCO), and Norfolk, Virginia (ORF).

~Pat Bealmear, VP Operations

SAFETY BULLETIN

Slips, Trips and Falls:

Be Aware of Your Surroundings

Everyone reading this has certainly slipped, tripped, or fallen several times in their lives. Although many such accidents are minor, some can be serious—such as falls from ladders or other high places.

Common and Costly

It may surprise you to learn that falls account for about 15 percent of all work-related injuries. Each year hundreds of workers die and thousands become disabled from falls on the job. Such incidents are second only to lower back pain and lifting injuries in the number of workers' comp claims filed.

Why Do We Fall?

The consensus among safety professionals is that almost all falls can be prevented. It's simply a matter of learning how to recognize fall hazards and making the effort to avoid them.

When you fall, you lose your balance and footing. Your center of gravity is displaced and the fall is inevitable.

Falls often occur at ground level because of slippery surfaces caused by grease, water, or ice. Even if you have a slip-resistant floor, slight contamination from dust, water, grease or metal shavings can make the surface slippery. Wearing inappropriate footwear, poor lighting, and obstacles in walkways and on stairs can also contribute to slips, trips, and falls.

Another common fall hazard is the unsafe or incorrect use of ladders. Climbing on chairs, boxes, or shelving to access higher levels is a very unsafe work practice that often leads to injury.

Even in the supposedly safe environment of an office, falls are the most common type of injury. Tripping over an open desk or file drawer is one frequent hazard. Falls can also occur when a worker bends down to reach something while seated in an unstable

chair. Tripping over electrical cords is another typical office fall.

What Can You Do?

Here are 5 simple but effective steps you can take to eliminate slip, trip, and fall hazards:

1. Make tripping and fall hazards a major part of your regular safety inspections. Include these items in your daily and weekly inspection checklists. Also encourage your workers to report any slip, trip, and fall hazards they identify.
2. Review accident reports to determine the causes of slips, trips, and falls. Don't fall into the trap of blaming "carelessness."
3. Put up safety posters warning about slip, trip, and fall hazards all around your facility as a constant reminder.
4. Provide slip, trip, and fall training

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HR UPDATE

IS THE FLU SHOT RIGHT FOR YOU?

Influenza, or the flu, is a highly contagious viral infection of the upper respiratory system. For many, the flu simply causes a few days of misery. For others, it can lead to pneumonia or even death.

Each year, anywhere from 5 to 20% of the U.S. population will get the flu. According to the Centers for Disease Control and Prevention (CDC), an average of 36,000 people will die from the flu each year, and another 200,000 will go to the hospital due to complications, which include pneumonia, bronchitis, and sinus or ear infections. In addition, the flu can make other chronic health problems worse.

Medical experts recommend that most people receive a flu shot every year to help prevent it, reduce its severity, and avoid its complications. However, some people are at a high risk for severe illnesses from the flu and should

make a special effort to get a flu vaccination early in the flu season (September through November.) People ages 50-64, regardless of their health condition, are also recommended to get a flu shot. Age alone does not make them high-risk; however, millions of adults in this age group have one or more high-risk medical conditions. Even without a medical condition, a flu shot can help them avoid missing work and/or paying for costly medical visits and medication.

There are several groups of people who should **NOT** get a flu shot. These groups include people with an allergy to eggs, people who have had a severe reaction to a flu shot in the past, and people who previously developed Guillaine-Barre Syndrome in the first 6 weeks after getting a flu shot.

For more information on vaccinations in general, visit www.nvic.org.

Jillian Sargent, HR



EMPLOYEE NEWS

COMPANY ANNIVERSARIES

NOVEMBER

- 12 years Rich Moletteire (GSO) Robert Hicks (MCO)
- 9 years Smarn Kaochari (MCO)
- 8 years Thomas Hartman (RIC)
- 7 years Wilnetta Pratt (RIC)
- 5 years Jason Lane (CRW), Hiram Figueroa & Daniel Velez (MCO), Derek Taylor (PIE), Tracey Johnson & Ben Wilson (RIC)
- 4 years Marc Jean, Terrance Johnson & Robert King (JAX), Donald Petermann (ORF)
- 3 years Chad Munn & Vincent Norwood (GSO), Pablo Mejia & Ron Santillo (MCO), Alvin Williams (PIE)
- 2 years Steve Colimon, Paul Quarterman, Ralph Reese & William Williams (JAX), Delba Calderon & Fernando Ospina (MCO), Aaron Pierce (ORF), Fred Arezoumand (PHX), Kimberly Hogan & Jorge Madera (PIE), Andrea Tuck (RIC) and Clifford Dure (RSW)
- 1 year Ronald Hammock, Elisabet Kincaid, Shaun Steinruck & Timothy Tully (BWI), A. Peter Varney (CORP), Torrey Coleman, Curtis Neal & James Riley (JAX), Jarenice Bravo, Ortiz Brown, Elaine Diaz Lebron, Mimi Greenwood, James Ledbetter, Christian Rodriguez, Luis Santiago, Johnnie Torres & Hiram Troche (MCO), Randall Harris, Jorge Madera, Nicola Napolitano, Steven Nixon & Kanara Ros (PIE), Brenton Rose (RSW) and Kynard Shorter (SBN)

Thank you for your dedication and service to QAS!



EMPLOYEE OF THE MONTH

Fred Arezoumand



Fred joined the Quantem team shortly after our initial start-up in Phoenix July 2007. In the beginning, he handled the United Airlines cargo contract exclusively due to his experience with the previous ground handler. This experience made Fred the ideal choice to train all incoming Quantem employees assigned to the UA contract. As the station expanded, Fred became certified to handle United, Alaska, Frontier, and JetBlue cargo. His cargo acceptance knowledge is vast and has proved invaluable in recognizing TSA "trap" tests and ensuring near-perfect customer-based quality assurance audits. Fred's attendance record is impeccable, and he maintains outstanding relationships with both fellow employees and customers alike. I would like to personally thank Fred for all he does for us at the PHX base!

Steven Pacheco, General Manager, PHX

NEW HIRES

OCTOBER

Jason Lee Allen, Timothy Joe Layman, Jon Mitchell (IND), Darrell Deavon Gover & David Mathis (JAX), Amahd Butler (MCO), Tony Alexander & Stedmond Charles Smith (ORF), Michael Bieber, Kevin Dale Bodin, Heather Nicole Boyd, Melissa Anne Cozzi, Bradley Lenker, Calvin Riley Lewis, Paul Edward Mortensen & Neil Daniel Phillips (PDX), George Castellanos, Paul Conklin, Efrain Cotto Flores, Ashley Rae Strawbridge & James Wilson (PIE), Jason Michael Strychalski & Edward John Tomaszewski (SBN), David Carcamo, Robert Eddie Davis, Robert Draper, Kaliopasi Halatokoua, Ryan Scott Hardman, David Horman, Kalifa Hunt, Ricardo Lopez, Yoseph Louhinejadian, Sam Norrison, Enrique Connor O'Neill, Henery Fusitouone Pole, Brian James Stout, Daniel Walter Toa & Brittany Lillian Williams (SLC), Kenji Hawkins & Kenneth Dwight Page (TUL), Glenn Young (PIE) and Mary Smith (RSW).

Welcome to Quantem!



QUANTEM AVIATION SERVICES

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MISSION STATEMENT

The Quantem Aviation Services team, mindful of the confidence placed in us by our customers, vows to:
Dedicate ourselves to raising the standard of excellence in the Aviation Services Industry.

QUANTEM LOCATIONS

- Baltimore, MD (BWI) 410.691.0045
- Charleston, WV (CRW) 304.342.1662
- Fort Myers, FL (RSW) 239.337.9106
- Greensboro, NC (GSO) 336.665.0071
- Indianapolis, IN (IND) 317.248.3868
- Jacksonville, FL (JAX) 904.741.6881
- Manchester, NH (MHT) 603.647.8280
- Norfolk, VA (ORF) 757.852.9510
- Orlando, FL (MCO) 407.850.9535
- Phoenix, AZ (PHX) 602.220-0893
- Portland, OR (PDX) 503.282.2693
- Richmond, VA (RIC) 804.226.4800
- Salt Lake City, UT (SLC) 801.359.2410
- St. Petersburg, FL (PIE) 727.533.9400
- South Bend, IN (SBN) 574.288.2860
- Tulsa, OK (TUL) 918.836.1213

Additions to the family



Richard Morris IV born 10/28/09 at 12:34pm weighing 7 lbs, 13 oz and 20¼" long. 2nd grandchild of **Siegy DeVuyst** (GM RSW).

Deandra Alexa Dixon born 11/2/09 at 12:18pm weighing 5 lbs 1 oz and 18" long. Born to **Donovan Dixon** (ORF) and wife Michele. Shown here being held by big sister Tiffany.



Mason Robert Davis born 10/22/09 10:08pm weighing 7 lbs, 10 oz. First grandchild to **Lynn Lewis** (CORP).



ABOVE AND BEYOND IN RSW

On Friday night 10/23/09, **Steve Liranzo** (part-time night supervisor) and **Alex Teran** (hourly) went above and beyond. We had a maintenance issue with the outbound aircraft and were waiting on a part to come in on Southwest Airlines. It came in early but Southwest had no one to deliver the part. The UPS supervisor explained this at the shift briefing, and Steve and Alex were quick to volunteer to retrieve the part.

After going to the pick-up counter on the passenger side of the airport and being told the part was still at cargo, they made a beeline there and picked it up. Their can-do attitude and timely actions helped UPS aircraft maintenance prevent a delay and ensure another on-time UPS departure.

They were both presented with UPS pullover sweatshirts from the maintenance manager for a job well done. Not only was our customer pleased; Steve and Alex ensured that Quantem's reputation as a valuable business partner remained intact.

~Siegy DeVuyst, GM, RSW



Alex and Steve show off one of their well-deserved sweatshirts

Slips, Trips & Falls continued from page 2

for all workers.

5. Devote a safety meeting to slip, trip, and fall hazards and precautions.

Denise Pucciarella, Safety, Security & Training Manager