



SKOOKUM

Skoop

JANUARY
2018



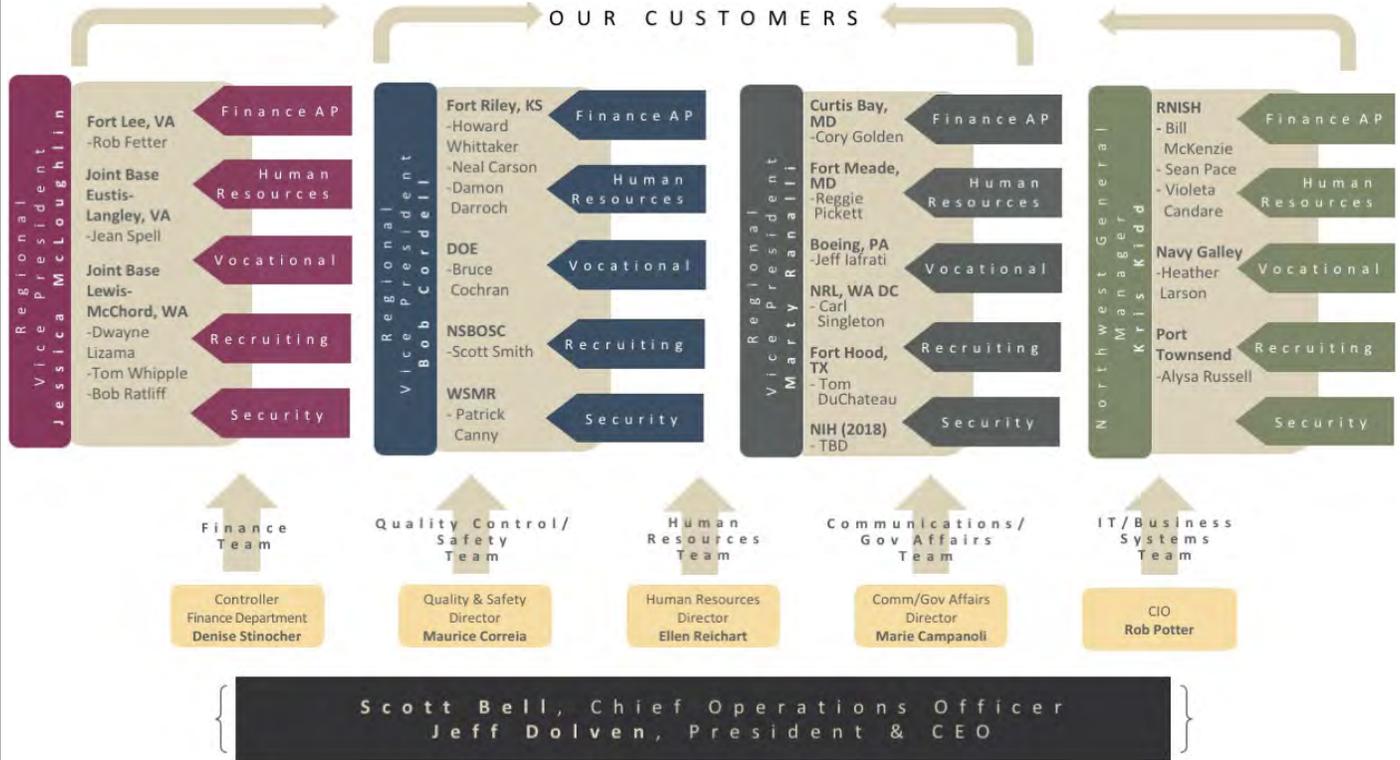
Let our New Year's resolution be this: we will be there for one another as fellow members of humanity, in the finest sense of the word.

-Göran Persson

INTRODUCTION TO NEW CROSS-FUNCTIONAL TEAMS

On January 15th, while most of us were off work in celebration of MLK Day, something significant happened at Skookum. That's the day that Skookum reorganized into the Cross Functional Team (CFT) concept. We undertook this transformation to provide better support to our customers and project sites across the Nation. CFTs include team members from human resources, recruiting, finance, security and vocational support. CFTs, led by talented and empowered Operations leaders, are charged with delivering the Skookum Value Proposition to customers and employees alike. Under this concept, Skookum has pushed decision making authority closer to the field. By doing so, our Company will remain nimble, agile and able to flex in support of our customer's needs. I hope and expect that these Teams will increase our organizational capacity and capability to delight our customers. As we've found throughout Skookum's history, when we take great care of our customers, we create the opportunity to employ even more people with disabilities. There are four CFT in place lead by Bob Cordell, Jessica McLoughlin, Kris Kidd, and Marty Ranalli.

Jeff Dolven | CEO | Bremerton, WA



Board of Directors



Kris Kidd, General Manager: A graduate of Virginia Commonwealth University, Kris holds a degree in Mechanical Engineering, Mathematics, and Applied Physics. Prior to joining Skookum, Kris served in the US Coast Guard achieving the rank of Lieutenant. As Department Head of the Facility Engineering Department, Kris was a customer of Skookum's at the Curtis Bay YARD in Maryland. In his capacity as General Manager, he will oversee the RNISH contract for Skookum. Hailing from Richmond, VA Kris moved to Washington with his wife and sons in November of 2017. The Kidd family is enjoying the scenic outdoor recreation opportunities the Pacific Northwest has to offer. He and his family are enjoying life in Washington so far.



Marty Ranalli, Regional Vice President: Marty was born and raised in the Philadelphia area. He went on to complete a B.S. in Civil & Environmental Engineering at the Pennsylvania State University. Shortly after Penn State he was commissioned in the Naval Civil Engineer Corps (CEC) and had his first duty station at SUBASE Bangor. He developed diverse experience in construction management, capital improvements and planning, and the operations and maintenance of Navy, Marine Corps and Joint Forces facilities and infrastructure as he continued to serve with the Navy in Iraq, Diego Garcia, and Port Hueneme. After separating from active duty he completed a M.S. in Civil & Environmental Engineering from the University of California. For the last five years, Marty lived in Oakland, CA where he worked with Webcor Builders, a commercial construction contractor completing several notable projects such as the SFMoMA and the Apple Visitor Center. Marty and his significant other, Jackee, are still in the moving process (i.e. looking to purchase a home) and are very excited to be living in the Pacific Northwest. Marty is thrilled for this new opportunity at Skookum. He will be overseeing our Maryland area contracts as well as Fort Hood, TX.



Just seven weeks after the contract was awarded to Skookum, our 125 person team at Naval Air Station Whidbey Island (NASWI) and Naval Station Everett (NSE) successfully went live on 1 Oct 2017. NASWI supports 25 electronic attack and reconnaissance squadrons and NSE is home to a carrier strike group – both have grown substantially with over 14,000 active duty served. Our team supports a wide range of services: 600 facilities such as runways, hangars, hospital, and simulators, full Utility systems, Environmental, Transportation, Cranes, and Roads.

The startup was very challenging but, with a small army, we were ready on Day 1. This took a lot of long hours from several teams:

- NAVFACNW, PWD and Security Leaders working a variety of contract preparation and startup tasks including full base badging (during weekend events), CAC cards, property inventories, and supporting logistic challenges including arrival of 70 new vehicles.
- HR recruited, trained and onboarded 85 Skookum personnel from over 1,800 applicants. We were fortunate to attract a very talented blend of incumbent and new personnel. 40 personnel contracted through the incumbent contractor support utility, HVAC, and electrical functions.
- Skookum IT supported this start up with significant staff on-site to setup over 150 computers and networks, configure and deploy Maximo complete with 100 iPads. We did go “paperless” day 1 which took a lot of training and support – there was some “culture shock” moving away from paper but this stabilized by week 2. Fort Lee leadership were critical during the planning stage.
- QC, Safety, Financial, Contracts, Communications - setup key processes, guided their on-site counterparts, completed 200+ submittals and reports, bought a lot of stuff from vehicles to printers, and much more.

After startup, our team quickly “ramped up” over the first 90 days – quickly learning the base, infrastructure, and processes – this was most challenging for front line managers and leads. During this ninety day period, 6,800 work orders were completed and, most importantly, the Team established a “can do” reputation with our Public Works and operational partners. A few notable events:

- 10 Oct – Hit deck running with water spill response training involving 20 personnel and 5 boats
- 26 Oct – The Skookum Executive Board visited Whidbey and met key personnel and the Base CO
- 8 Nov – Navy and Skookum conducted a first Partnering Session at Camp Casey with 60 personnel
- 15 Dec – At our quarterly luncheon, the Base PWO recognized top performers for the month of Nov



With high operational tempo, national defense criticality, and complex infrastructure, there was natural skepticism that a new contractor could quickly and seamlessly ramp-up and deliver quality services. As stated by the Base CO and Public Works at different venues, Team Skookum did meet this startup challenge – delivering both “regular” capability and handling 650 emergency calls from power outages to Christmas Eve snow removal. Our “startup” success is directly attributed to a talented team blending incumbent and new personnel, amazing Home Office support during standup, and a very engaged Public Works and customer organization.

We are proud to be part of Team Whidbey and Team Everett.

Scott Smith | Site Manager | Whidbey Island, WA

EXCEPTIONAL SERVICE TO FIELD AWARD WINNER

Martin Merryman

IT Support, NSBOSC, WA

Nominated by: **Scott Smith**, Site Manager, NSBOSC, WA

Martin has provided outstanding support to the 125 person NSBOSC Team covering a wide variety of tasks: 35 computers, 100 IPADs, 50 cell phones, Maximo support, and InContact support (VOIP). He has also tackled very complex tasks outside of his normal scope including intrusion alarm system fault diagnosis and a new Maximo “screen scraper” interface involving coding. Most importantly, he has gone out of his way to support everyone on the project - garnering high praise from craftsmen to managers. He has been instrumental in the successful NSBOSC standup.

Terry Richardson, Heavy Truck Driver, Sanitation JBLM, WA

Nominated by: **Bob Ratliff**, Project Manager, Sanitation JBLM, WA and **Bruce Gierke**, Bulding Manager, PSNS, WA

Bob: Terry Richardson has been with Skookum since July of 2014. He has been and continues to be a huge asset to this department, getting great customer feedback. Terry’s worked very hard to get the portable latrines in the Kitsap area looking great, in fact they look the best they’ve ever been! Terry treats our customer like a partner, doing anything within his means to make them satisfied with our product and service.

Bruce: I wish to thank you for the quick response to Clean-up of Sewage spill from separated piping at Pier 6 northwest, PRT. M-1111. Terry the Driver of the truck did an outstanding job and went above and beyond with his efforts to clean-up and neutralize the hazard of Sewage he did everything he could have done especially with a bad location of spill.

JANUARY PRESIDENT’S EXCELLENCE AWARD WINNERS

Donald Mason, Data Entry

Operator II, Fort Hood, TX

Nominated by: **Inok Embry**,
Supply Technician Lead, Fort
Hood, TX

I would like to talk about the Skookum Core Values that Donald Mason displays every day at CIF reception area. He deals with many customers every day and he displays the highest level of integrity in his work with a commitment to ensure our customers continue to receive exceptional results. He is a great team member and extremely motivated and dependable employee. He is also one of our employees that makes Stock Control a great place to be a part of. Donald deserves to be recognized for Skookum’s President’s Excellence Award.

Brian Yates, Mech Shop Lead, NSBOSC, WA

Nominated by: **Scott Smith**, Site
Manager, NSBOSC, WA

Commitment and Quality. Brian expertly led a new team through NSBOSC transition in support of very complex assets at NAS Whidbey Island – building steam, compressors, retractable arresting gear, hangar “megadoors”, elevators to name a few. The Mech Shop results over the first two

months were outstanding:

- Outstanding integration of new personnel - working as one team.
- New personnel were quickly productive and aligned with key skillsets.
- Fostered high morale and teamwork.
- Outstanding work execution – lowest overage ticket count for major shop.
- Improved Commanding Officer priority infrastructure – arresting gear and megadoors. Implemented solutions that were lauded during a manufacturer visit.

COMMUNITY EMPLOYMENT SERVICES

Skookum Community Employment Services (CES) is an ongoing job placement program operated out of Bremerton and Port Townsend, WA.

CES partners with the Department of Vocational Rehabilitation (DVR), Developmental Disabilities Administration (DDA), and over 70 local businesses to assist qualified adults with disabilities prepare for, pursue, and retain long-term work opportunities within Kitsap and Jefferson Counties.

The CES program is another way Skookum works to meet our mission: Creating opportunities for people with disabilities.

Last contract year, CES had the opportunity to work with a total of 134 clients, empowering them to achieve their individual goals toward long term employment. This includes:

- Assessing skills, building work readiness, and evaluating strengths through volunteer opportunities at community businesses.
- Resume building, interview preparation, job seeking, and advocacy on behalf of our clients to potential employers.
- Matching our client's skills, abilities, and interests to open positions in the community, or working hand in hand with employers to create tailored positions within the company.
- Accommodation development, job training, building employer/employee relationships and ensuring job retention.



Skookum recently went through the Commission on Accreditation of Rehabilitation Facilities (CARF) Accreditation Process, where Skookum hosted CARF Surveyors for two days in early October. They examined our program standards, practices and quality of services both in Bremerton and Port Townsend by meeting with DVR, DDA, employers, participants and Skookum employees.

CARF Surveyors were impressed with our Core Values, dedicated leadership, collaborative culture and overall transparency. They also noted that "Personnel at all levels of the organization are person centered in their approach to service delivery. They provide heartfelt care based on the needs and desires of the persons served and strive to provide quality services based on best practice."



In other news, our department has now reached an 87.5% employment rate for clients that are funded through the Developmental Disabilities Administration in Bremerton. This accomplishment is the result of a yearlong focus to move DDA funded clients, who may need more on-the-job accommodations and 1:1 support, out of long term volunteering positions and into paid employment opportunities. In Port Townsend, an impressive 95% of DDA funded clients are gainfully employed.

As we enter 2018, our department is excited to continue serving the community, attending community business functions, streamlining our processes and procedures, and providing quality services to our clients. Happy New Year!

Meagan Fawcett | Employment Specialist | Bremerton, WA

FORT HOOD UPDATE



Looking back on 2017, it wasn't all that bad, even amidst the most destructive hurricanes that have hit the coastal regions of the United States and Puerto Rico in history. The year was extremely eventful for the Skookum team of the Central Issue Facility at Fort, Hood Texas. It was our pleasure to serve over 90,000 active duty, National Guard, and Reserve soldiers from across the US and Puerto Rico. During the month of December, we processed approximately 6,000 Reserve and National Guard soldiers that were returning from theaters around the world. It was very important to quickly process these

individuals to ensure that they would be able to spend the holidays at home with their families. Mission accomplished!!

We believe that it's not only important to work hard at the Central Issue Facility, but equally important to play hard. This past year, we had our inaugural "Tailgate Luncheon" at the start of the football season. All had a great time and I believe the colors of all 32 teams were represented. It was also the retirement party for Mr. Hubert Rhodes. Hubert was our Warehouse Lead and retired after 18 years with the Central Issue Facility. During the month of November, we had our annual Halloween Decorating and Costume Contest. Our Warehouse took the First-Place bragging rights. They were all treated to a pizza party for their efforts. The annual Ugly Christmas Sweater Contest took place during the Employee Christmas Luncheon in December. Sharlene McCay took the First-Place prize which was a \$25.00 gift card to Subway.



Tom Duchateau | Site Manager | Fort Hood, TX

WINTER AT FORT RILEY GSA



Happy New Year from Fort Riley, GSA Maintenance!

It is winter in Kansas, so it may be 60 today and minus 10 tomorrow. Skookum performs scheduled maintenance and unscheduled maintenance as directed by our GSA Field Service Representative customer on cars, trucks, vans, buses, heavy duty trucks and snow plow trucks.

The unscheduled maintenance is a surprise week in and week out: flat tires, check engine lights and since it is winter, Skookum replaces vehicle wiring from mice and rats. Yes, rats seem to like the taste of wiring (tastes like chicken).

Skookum supports Director of Public Works snow removal and salts spreading operations 24-hours per day. Our mechanics are ready to repair plow trucks for hydraulic leaks, light problems or whatever is needed to get that salt flowing / spread on the roadways of Fort Riley.

Skookum takes great pride in our work and we enjoy working with our many customers and they are confident that we're just a phone call away.

Neal Carson | Site Manager | GSA Maintenance Fort Riley, KS



Skookum Wellness

January 2018

Staying Active During the Winter



Some people find it much harder to be motivated during the cold winter months. Being snuggled up in a blanket and power watching your favorite show can sound a lot more appealing than a work out. Shorter days and colder temperatures can make it difficult for even the most dedicated person to stay motivated. To keep yourself moving you need a plan, and winter is a great time to renew your commitment to staying active. Look for activities that are fun to do. This will help you look forward to it. Enlist a friend or a group to join you, it will help keep you accountable as well as help motivate others to stay active. There are many fun outdoor activities that aren't available to do year round like skiing, ice skating, or snowshoeing. These can burn lots of calories and help to break up the long winter months. Even going out and playing in the snow, sledding, building snow people, and making snow angels can be fun activities to do with younger family members. If being outside in the cold is not for you, there are many ways to stay active indoors as well. This is a great time of the year to checkout your local gym and see what group fitness classes are offered. If you are a person that doesn't like a gym atmosphere there are plenty of great at home workouts that you can do. Weather you use a DVD, or stream your workout, it's a great way to have a personal trainer lead you in a workout and give you tips along the way.

Outdoor Winter Activities

- Skiing
- Snowboarding
- Sledding
- Snowmobiling
- Snowshoeing
- Ice skating
- Ice hockey

Indoor Winter Activities

- Group fitness classes (Yoga, kickboxing, Cross Fit)
- Swimming
- Bowling
- Roller Skating
- Weightlifting
- Cardio Machines (Treadmill, Elliptical, Bike)
- Home Workouts
- Net Sports

NOMINATE SOMEONE EXCEPTIONAL TODAY

NEW! We'd like to introduce the new *Exceptional Service to the Field Award*.

This will be given to an administrative employee who has demonstrated exceptional customer service to our folks in the field. Home Office Staff, as well as administrative staff on each contract, are eligible for nomination. This new award will be given quarterly and the winner will receive a \$100 prize along with a Skookum Excellence Pin. Winners are announced in the Skookum Skoop Newsletter.

SKOOKUM *Contract Services*

OUR CORE VALUES

PARTNERSHIPS

We believe in Partnerships that create long term relationships with our customers.

DIVERSITY

We value the Diversity each one of us brings to the team

INTEGRITY

We have the Integrity to do what is right

QUALITY

We are passionate about Quality

COMMITMENT

We have Commitment to our employees, customers and fellow team.

Exceptional Results with Extraordinary People

The Skookum President's Excellence Award is given to an employee who has demonstrated excellence in one or more of our Core Values or exceptional commitment to Skookum's Safety culture. Four winners are chosen every month and awarded with a \$100 prize along with a Skookum Excellence Pin. Winners are announced in the Skookum Skoop Newsletter. Anyone is welcome to nominate a Skookum employee for this award: customers, supervisors, employees, peers, managers, etc.



Whidbey Island, WA