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Pinnacle

news point

“The Times They Are A-Changin’” Let’s Make Sure We Go Along for the Ride!

By Laura Wilson, President/CEO

*Come gather ‘round
people
Wherever you roam
And admit that the
waters
Around you have
grown
And accept it that
soon
You’ll be drenched to
the bone.
If your time to you
Is worth savin’
Then you better start
swimmin’
Or you’ll sink like a
stone
For the times they are
a-changin’.*

Bob Dylan



Laura Wilson

Bob Dylan wrote these words back in 1964! Times are definitely changing all around us, in fact times are always changing and successful companies and people learn to change with the times. Today for Pyramid Services is no different. Technology, policies, and culture are changing at an ever increasing pace around us. What we know is that success can be achieved by drawing hope and comfort from the past to enrich the present and face what is coming.

Pyramid Services has a rich history of excellence by its professionals. Having just celebrated our twenty year anniversary we have all been reminded of the cornerstones on which we have built the company. Our culture is one that can be built upon and expanded to meet new challenges without losing sight of who we are. This issue

highlights the charity that each contract and the corporate office have chosen to support, it is who we are.

So, how about us? What do we do to ensure we remain relevant to our customers? We are opening that discussion with all of our team. We need to look realistically at the market and the economy and see what we can bring to bear, what we need to learn, and new directions we need to go. We are looking forward to a future that will be nothing if not interesting. There is no team that I would rather face these challenges with than you.

Remember that the first and best way to achieve success is to help our customer be successful. What do we need to do together to achieve the mission? Can we help them meet their challenges? Over the next year you will see changes in the company to meet the changing times, together we will climb the next mountain. ▲

News from the FLETC Facilities Support Services

by Ed Sartain, Program Manager, DHS FLETC Facilities Support Services

All is going well on the FLETC maintenance contract, a little cold every morning but at least no snow to be dealt with yet! The custodial crew under the Supervision of Eric Lopez & Jessica Bejarano continue their outstanding performance which has been recognized on more than several occasions by our customer and partnering agencies. The Maintenance Team has been extremely active, completing between 1100 and 1200 preventive maintenance actions every month in addition to the multiple move requests and IDIQ work we have been tasked with, and doing this with a very high level of customer satisfaction. The Range Maintenance personnel are on top of all targeting system issues and will hand off this requirement of February 1st to the new SS Contractor. Range Maintenance personnel continue to clean out lead from the indoor bullet trap areas on a monthly basis. This is no easy task as the employees have to be fully suited up and use an SCBA (self contained breathing apparatus) to perform the work to keep them safe from lead dust. All in all everything is going well and we look forward to continuing to provide the excellent service that our customer deserves.



Getting Physical

The American Heart Association suggests at least 150 minutes per week of moderate exercise or 75 minutes per week of vigorous exercise (or a combination of moderate and vigorous activity). 30 minutes a day, five times a week is an easy goal to remember, however you will also experience benefits even if you divide your time into two or three segments of 10 -15 minutes per day.

The simplest, positive change you can make to effectively improve your heart health is to start walking. It's enjoyable, free, easy, social and great exercise. A walking program is flexible and boasts high success rates because people can stick with it. It's easy for walking to become a regular and satisfying part of life.



Planning for Your Annual Physical

We often plan for special events such as birthdays, anniversaries and vacations. When it comes to your health, do you mark your calendar with your physical exam date?

Annual physicals, routine check-ups, and wellness checks are important tools in maintaining good health, even if you may feel fine. So be sure to take an active role to make the most of your visit.

Whether you are seeing your doctor for a physical exam or visiting for the first time, it's a good idea to be ready. Here are some things to keep in mind:

Before your visit

- Know your family's medical or health history.
- Think changes in your health habits or routine you might want to make.
- Write down a list of concerns or questions.

After the visit

- Wash your hands well.
- Keep a record of your vital signs and test results when they come in.
- Mark your calendar so you don't forget when to schedule next year's visit.



News from the Yuma Proving Ground Installation Support Services Contract

by Sue Cowey, Secretary III, U.S. Army YPG Installation Support Services Contract

The "Wright" Addition



Pyramid Services Yuma Proving Ground would like to introduce you to Mr. Raymond "Rusty" Wright, our new O&M Assistant Manager. Rusty was born in Fort Worth, Texas and has been a resident of Yuma for 30 years; he has 4 beautiful children and 6 grandchildren that he adores. Rusty brings with him 30 years experience in the construction field, and 22 years of management experience. He is active in the community and serves as a state director for the High School Jr. Rodeo. He is the "Wright" compliment to the effective management team we have here at Yuma Proving Ground. ▲

Pyramid Employee Honored at Commander's Safety Award Presentation

YPG's Commander's Safety Award Program is an important part of the Yuma Proving Ground safety program. It was created to recognize outstanding effort and achievement in preventing accidents and job related injuries at the Command and DTC levels. We at Pyramid are very proud to announce that Henry "Hank" Neahr was selected for the Commander's Safety Award at Yuma Proving Ground.

Mr. Neahr was awarded a certificate and hat by Colonel Payne, Commander, Yuma Proving Ground and \$250.00 from Pyramid Services, Inc. Command level nominations are frequently taken to the DTC level for nomination as well, so this may not be the last time Command awards "Hank" and Pyramid Services on this subject. ▲



Occupational Safety and Health Training

Our management team is implementing an OSHA training and certificate program. In this program each manager will complete 30 hours of OSHA training. Specific managers will be certified through "training for trainers" to certify and teach all of

the employees on our staff in the categories of basic OSHA regulations and regulations specific to construction. This will enable us to compliment our already extensive safety program by having employees OSHA certified with 10 and 30 hour certifications. ▲



Wellness Program

Working closely with our medical insurance carrier, we are providing seasonal education material to the employees. Our current push is to encourage each person to wash their hands and stop the spread of germs in an effort to keep everyone healthy through the flu season. ▲



Cover your mouth and nose when you cough or sneeze



Dispose of used tissues in the bin



Wash your hands properly and regularly

Holiday Highlights

U.S. Army, Yuma Proving Ground

This year the Pyramid Team at Yuma Proving Ground adopted two families in which children have been placed with their grandparents or relative in a type of “foster care” program. When children go through the formal foster care program, financial assistance it provided to the foster families, but when they are “taken in” by families who are related to the children, no funding is available to them with the financial needs of the children placed in their care. This year, Pyramid adopted a total of 11 children, ranging between the ages of 3 and 17, from two families who fall in this category. The circumstances of both families would not have allowed for any type of holiday gifts for these children, as making ends meet has become a day to day struggle.

Our foster family liaisons from the Arizona Children’s Foundation were overwhelmed with the generosity of the gifts received from the Pyramid employees. Our staff were equally moved when given the privilege of meeting with the organization’s leaders and gained a real understanding of the impact the donations made on these children.

We also continued our tradition with the Crossroads Mission by collecting food items, as well as cash, to purchase some perishable food items to help meet the needs of the Crossroads Mission.

This year’s “shop competition” for both charities went to the front office staff that enjoyed a pizza lunch for their hard work.

U.S. Army, White Sands Missile Range

We have been involved with the Las Cruces Public School’s Christmas Angels program for 15 years. Each family receiving gifts was truly worthy and very grateful for the generosity they have been given. Because of the donations provided by our employees, we have once again been able to assist with this worthwhile project. It is so rewarding to see the family’s faces we help when a truckload of gifts is unloaded and it is all for them!

We want to thank everyone who contributed in any way. We would like to thank Pyramid/Unitec and Caelum Corporate Headquarters, and *Incredibles Lounge* in El Paso for their generous donations. Thanks also to Gene and Susan DeArmond who made this their personal Christmas project and assisted in the shopping, wrapping, and delivery. Our delivery elves were Lupe Chavez, Pat Cedillo and Gene DeArmond. Every contribution or offer of help was greatly appreciated.

And, last but not least, our undying gratitude goes to Pat Cedillo, our Chief Elf, who every year goes above and beyond coordinating this special project. We couldn’t have accomplished this without her.

Our annual Holiday Open House was a great success. Our employees and guests snacked on yummy food and visited with their co-workers. We also gave service awards to employees reaching the 1, 5, and 10 year milestones. Our thanks go to Pyramid/Unitec and Caelum Corporate Headquarters for their support of this event.

Holiday Highlights – continued on page 5



Holiday Highlights – continued Home Office

The Pyramid Services Corporate Office once again sponsored two foster children this year for our Christmas Charity and had just as much fun in doing so as we have the past couple of years. Most of us do not realize that about 500,000 children are cared for through our foster care programs every year and the thought of bringing joy and smiles to these faces on Christmas day is such an awesome feeling.

We sponsored a 6 year old girl who wanted a bike for Christmas...how many of us made that same request so many years ago? That was the first gift we bought along with the helmet to keep her safe. She also received one of the ever famous baby alive dolls, the new Taylor Swift CD and CD player, a new coat and several items of clothing.

Our second child was a 13 year old boy who was no different with his requests than any other 13 year old. We bought

him an i-Pod Nano, a gift card to a video game store where he can purchase his favorite games, and several items of clothing as well...we all know how important clothes are becoming at this age.

Thanks again to our corporate staff for their support in this effort. I know we all enjoy contributing to this charity and we look forward to doing so again next year!



USAF, Plant 42

Pyramid Services and the Plant 42 Team were able to provide over \$150,000 in charitable donations provided by the employees and the com-

pany to several non-profit organizations that include: multiple shelters managed by the Central Community Christian Church, Desert Christian School, the Antelope Valley University, and the Sheriff's Department, who all received much needed clothing, computers, furniture, and equipment to make life a little better for those in need in and around the Palmdale and Lancaster communities.

DHS, FLETC

The Holiday Season for Pyramid at FLETC was highlighted by our Annual Charity Drive. As usual, Grammy's House for Battered Women was the charity of choice this year for Facilities Maintenance contract and the Student Support Services contract. In spite of the uncertainty of the future of both contracts we were able to raise over \$500 in donations this year. As usual, the Grammy's House administrators were very pleased with our contributions. ▲

News from the Plant 42 O&M Contract

by Victor Hutson, Program Manager, USAF Plant 42 O&M Contract

Goodbye, Farewell, and Thank You! What a roller coaster ride this has been. Over the last two or three months the team at Plant 42 have been on an up and down, herky-jerky adventure. As the contract came to a close the activity became fast and furious with property inventories, material inventories, vehicle inspections and inventories, vendor close-outs, permit transfers and everything else you could imagine. At the same time we had a nervous customer, wanting to flow as much work through our contract and learn as much about our processes and procedures as they could before they had to do it on their own, which managed to make things even more hectic. But thanks to the Plant 42 team and some help from a few key Pyramid personnel we got it all done and more, and

we did it without any major safety incidents. Jaysen Lockett, from the Yuma contract, was the first to arrive, providing assistance with all the last minute requirements of the Maintenance Department and inventories. He stayed extremely busy for about nine straight days making sure everything got done, as only Jaysen can. Margaret Roe from Corporate was next to arrive. As soon as she stepped foot in the building she dove into whatever needed to be done. She was instrumental in assisting our team with all manner of HR, accounting, and inventory needs. Without her drive, dedication and working long hours right up until her return flight left, we would have never made it. Rebecca Brady was another valuable asset sent to us by the corporate office. Once she arrived, she took over like she worked on the contract for years dealing with

vendors and working with the Government making sure the transition went smoothly. With the help of these three individuals, working along-side the outstanding team of professionals at Plant 42 to include Lisa Reasoner, Kristina Minutella, Carol Gimarse, Alicia Esquivel, Michelle Schulten, Kelly Sammons, Chiefs Billy Cannedy and Monte Congleon and the entire Fire Department crew, the team in the Maintenance Department, and finally William Money, Erich Reinhart, and Christian Guevara of the IT Department, we got it done. These professionals all demonstrated their true dedication and self-pride through their tireless efforts and willingness to do whatever needed done, when it needed done. Because of their efforts we were able to provide our customer with a smooth and efficient transition under the most difficult conditions. I will never be able to express the amount of pride and privilege I felt working with this team. ▲

Resources for Your Benefits

Here's a brief synopsis of services offered through our benefit provider websites. Many of your questions can be answered by visiting here:

Blue Cross/Blue Shield of NM

Website: www.bcbsnm.com

- Home Page
 - Provides access to coverage information; displays claims and explanation of benefits; provides downloadable forms and replacement of lost insurance cards.
- My Health
 - Wellness information; lifestyle management programs (lose weight, quit smoking, manage stress – all for FREE!!)
 - Earn Blue Points to redeem for gift cards valued between \$5.00 and \$200.00 just for tracking day to day activities for FREE!
- My Coverage
 - Provides detailed information about your coverage.
 - Visits and Claims – lists all claims information.
 - Doctors and Hospitals – allows you to find B/C physicians.

Nationwide 401(k)

Website: www.nationwide.com

Select the “Access my account” tab and choose the 401(k) link.

If you have not already registered, select “set up” tab. Your social security number is your tax id information. Pyramid's customer account number is 325-00039. If you have already registered, select the “log in” tab and log in with your log in and password information.

- This area gives you complete access to your 401(k) account. It allows you to move money between assets as well as monitoring how well your funds are performing.
- “Manage Profile” will allow you to change your address! Please make sure to visit this area should you move. You are the only one who has access to your account to change your address. Keep your statements coming to you in a timely manner – make sure to visit this area if you move.

Delta Dental

Website:

www.deltadentalnm.com

- Subscriber materials
 - Benefit and provider handbooks
 - Subscriber toolkit provides access to claim information
- Download forms
- Oral health information
- Dental directory
- Dentist search

Vision Service Plan (VSP)

Website: www.vsp.com

- Member's Tab
- Benefits Overview
- Find a VSP Doctor
- Member Resources
 - How to Use My Benefits
 - Rebates and Special Offers
 - Eyecare
 - Eyewear
 - Lenses and Technology
 - Laser Vision Care
 - Contact Lens Program



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