Shared Vision

Volume 19, Issue 1 **February 2012**

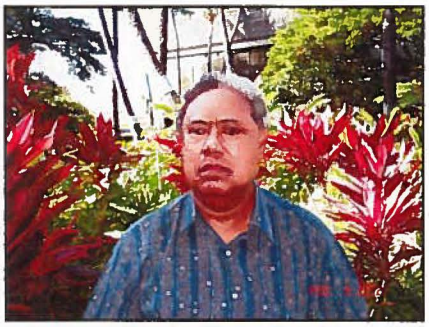
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President's Message

Filo Tu



I am grateful and humble to report that 2011 was another successful year for Blind Vendors Ohana. While Hawaii's small and big businesses were having a hard time and some even ended up closing, Ohana was very lucky. None of our employees were let go or had their hours cut short because of our bad economy here in Hawaii. We not only kept all of our employees, but they were also rewarded for their hard work with a bonus when our fiscal year ended and of course during the employees Christmas party.

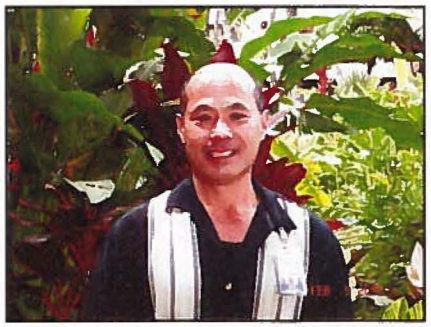
It is very hard for me to say that this company is the best company here in the island because I am one of the owners, but I can honestly say this: Blind Vendors Ohana is and has been blessed by God from the time that we filed the suit against the State of Hawaii and is also continuing to be with me, the two other owners and my managers to make sure that we are making the right decisions to benefit Blind Vendors Ohana and its' employees.

In 2011 surveillance cameras were installed in the stores, warehouse and office. I believed that most of the employees felt that we did this because we wanted to catch those taking things from Ohana. That was not the most important reason why I wanted to put in cameras. It is a two way thing. It is also to protect the employees from false accusations, so please don't feel bad because we have cameras in our family. It is a good thing to have for all of us.

Blind Vendors Ohana is a great company and this is the reason why: my three managers, Garret, Alan & Jim, my secretary Maricen, my trainer, Julie and of course the office staff, sales and the warehouse employees! Thank you very much and may God bless you and your families!

Operations Manager's Message

Garret Suzuki



Blind Vendors Ohana stresses the best we can offer our customers. This means having neat and clean shops, shops stocked with products people will want and will purchase. Above all, customers will like to shop at our stores if our

employees (Clerks, Leads, Warehouse Workers, Custodians) are well dressed, friendly, personable, courteous, kind, pleasant and knowledgeable of products in the shops. All employees should be knowledgeable of the surrounding shops, eateries, restrooms, etc.

To encourage our employees to be the best they can be, the owners, managers and leads selected outstanding employees of the year.

The following employees were selected as employees of the year for 2011. They have exhibited all the outstanding qualities that make an excellent employee of Ohana as mentioned above.

Edna Lopez



Edna is a Sales Associate under the supervision of Garret Suzuki at the International Terminal. Edna has been with Blind Vendors Ohana for approximately eight years.



Neriza Flores



Neriza is a Sales Associate and a part-time Lead at the International Terminal. She is under the supervision of Garret Suzuki. She has been with Blind Vendors Ohana for nearly two and a half years.

Virginia Rizalda



Virginia is an Accounts Payable Clerk in the Accounting Department under the supervision of Alan Hirata. She has been with Blind Vendors Ohana for over seventeen years.

Mamerna Bio



Mamerna is an employee in the Ohana warehouse where she also serves as a part-time Clerk. She has been with Blind Vendors Ohana for approximately five years.

Another Good Year to Remember

Jim Kahue, HR Manager



As we start the New Year, I want to remember the "good" things that happened at Ohana in 2011. The following is my list of "goodies" to remember:

1. **The starting pay for new Casual Sales Associates was increased by $0.25!** The increase made a difference in the number of <u>good</u> applicants we interviewed, trained and hired.
2. **The annual performance evaluation and pay program was reinstated and expanded to include casual and part-time employees!** This means that all of our employees have a chance to get a pay increase because

their good work performance, attendance, safety, and customer service given during their anniversary year was recognized by their supervisor(s).

3. **The Company reinstated 3 more vacation days for full-time employees with 7 or more years of service!** The additional days allows our "senior" employees more time off for rest, fun and travel.
4. **New uniform shirts was selected, bought and issued in time for our sales staff to wear on Christmas day!** Our sales staff look great in the new shirts and customers seem to like the new look, especially if staff can keep their appearance and customer service up!
5. **We received 2 bonuses last year!** Who can forget the generous and wonderful bonuses we received at the end of May and at the Christmas party for the good job we did that helped Ohana make a profit? We should be grateful to be working for a great company lead by caring and generous owners!
6. **We enjoyed some "special events" the Company planned for us!** (1) Celebrating Ohana's Anniversary on June 1st with food & bonuses; (2) Recognizing 4 employees nominated for the Pa'ahana Award by their manager for their good work. They received a special monetary award & certificate at Ohana's Christmas party which was the last big event of 2011. So many beautiful table decorations, good food, fun-filled entertainment for everyone's enjoyment. Wow! How about all the great gifts & prizes that were donated by Ohana, their friends and vendors to be given out at the party? Don't forget to give a BIG Mahalo & Hana Hou to Filo Tu for being the MC and to Maricen Olipares & dedicated volunteers of her Christmas Committee who planned, organized and successfully handled the party!
7. **We work for a great company, with good owners and staff that care about each other, our customers and business with Aloha!** Like the years before, I'm grateful and happy about all the good things that happened for us in 2011. I hope that 2012 will be an even better year for us, our families & friends, our world and Ohana.

National Blind Vendor of the Year Honored



The Randolph-Sheppard Vendors of America (RSVA), an affiliate of the American Council of the Blind, held its annual convention in Reno, Nevada from July 19-22, 2011. At the Awards luncheon, Filo Tu, President and CEO of Blind Vendors Ohana, Inc. a member of the Board of Directors of RSVA, was presented with the "2011 Blind Vendors of the Year Award". Filo received a beautiful plaque for this prestigious award (the following article on Filo was written by Warren Toyama, second Vice-President of RSVA, and read at the RSVA luncheon.

Congratulations, Filo, from all of us!

Filo Tu is a Godsend to the blind of Hawaii. He routinely spends personal resources, spends time lobbying in the State Legislature, lobbying Hawaii's Congressional delegation, listening to the concerns of the little blind person, educating the public about positive attitudes about blindness and blind people.

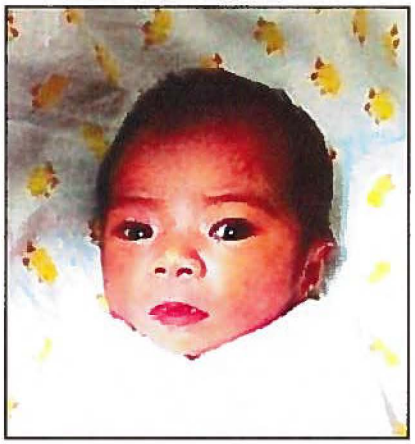
The above paragraph sums up pretty much what and who Filo is. The only trait that remains is his unusual charisma which wins people to his side. Filo is very unselfish, and possesses a strong aloha for the blind person who is in need of his help.

Filo operated the State's Unemployment Building facility for many years before moving to the Honolulu International Airport Newsstand concession as President and CEO of Blind Vendors Ohana, Inc. His greatest strength as a vendor is his positive relationships with his many customers.

This charismatic quality is being used daily by Filo to effectively work with his managerial staff at the airport and work out complex problems for the benefit of his 85 employees.

All of the foregoing paints a picture of RSVA's 2011 BLIND VENDOR OF THE YEAR award winner.

Family Addition!



Rachelle Hayakawa is a Sales Associate at the Honolulu International Terminal. She has been with Blind Vendors Ohana for nearly six years.

On January 11, 2012, Rachelle and her husband Chad, were blessed with the arrival of a precious baby girl named Genevieve Kairi. She arrived at 5:19 p.m. and weighed 4 pounds 9.6 ounces and was 19 inches in length.

CONGRATULATIONS, Rachelle and Chad! We know your lives are now fulfilled with the arrival of Genevieve.

2011 Christmas Party

Blind Vendors Ohana was fortunate and privileged to have celebrated the 2011 calendar year end with an outstanding Christmas party. It was definitely a special treat for everyone that attended this occasion, which was held on Saturday, December 10, 2011, at the Honolulu International Airport.

It brought about 150 people together to help celebrate the holiday season. The comradeship was certainly in the air! The Christmas party committee (Maricen Olipares, Angelina Cortez, Virginia Rizalda, Arceli Sario, Priscilla Griffin, Ofelia Lisk, & Selina Kapesi) without a doubt carried out another successful party!

It was a "Traditional Christmas Party" theme. Our very own Santa Claus (Stanley Mundon) made an appearance for this special event. Children of all ages (including adults) were welcomed to take a picture with him and received a treat.

This was the very first year that the Pa'ahana Award winners were presented at the Christmas party. A certificate of award and a check were presented to the winners for their hard work, cooperation and spirit to help Blind Vendors Ohana achieve its' goals and vision. Keep up the great work!

The employees and guests were entertained by a "Departmental Christmas Carol Contest" which each department was required to participate in. It was a chance to represent their department and to show their company spirit and pride.

It was a very difficult decision for the judges to make and the winners were:



1st place $250.00-
Main Terminal Sales, Morning & Day Shift



2nd place $200.00-
Administrative Office

3rd place $150.00-
Main Terminal Sales, Swing & Grave Shift

We would like to acknowledge and give special thanks to our vendors and friends who donated door prizes that helped make our party complete. With their contributions and continued support, we were able to give a door prize to every employee at the party and employees working that evening. The two lucky employees whose names got picked for the grand door prizes of Las Vegas trips donated by BVO and Pepsi were Sa Ortiz and Mai Samuelu. Congratulations!

To top it off, BVO employees were surprised with a Christmas bonus check! Thank you to the owners: Filo, Walter & Tom for their kindness and generosity. Blind Vendors Ohana is definitely a great place to work at!

Upcoming Holidays

Good Friday	Friday, April 6
Memorial Day	Monday, May 28
King Kamehameha Day	Monday, June 11
Independence Day	Wednesday, July 4
Labor Day	Monday, September 3
Thanksgiving Day	Thursday, November 22
Christmas Day	Tuesday, December 25

REMINDER

To keep our records up to date, please submit any changes (phone number, address, etc.) to the HR department.

PRIDE

Physical Factors-The "seeable" part of the service offer—facilities, equipment, & the appearance of the contact people.

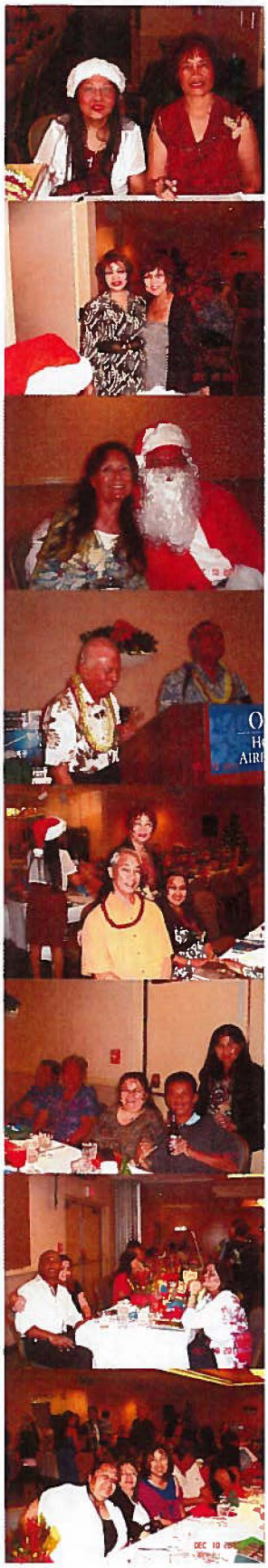
Responsiveness-Readiness to serve: it is the willingness to serve customers promptly & efficiently.

Informed Staff-The courtesy & competence of service personnel that instill trust & confidence in customers.

Dependability-Performing the promised service dependably & accurately.

Empathy-The willingness to understand the customer's precise needs & find just the right answer to them.

"A Look @ Ohana"









Mahalo!