Shared Vision

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President's Message
Filo Tu



On June 7, 2014, I witnessed the biggest celebration in my lifetime! It was Blind Vendors Ohana Inc.'s 20th year anniversary celebration. We had some very important people from the State of Hawaii, which included former Governor Neil Abercrombie, retired judge & former State Senator Reynaldo Graulty, Senator Suzanne Chun-Oakland and Council Member Carol Fukunaga. Other special guests included Attorney Robert Marks, VP CRA & Community Development Officer of Bank of Hawaii, Scott Fujii, retired Consumer Banking Representative of Bank of Hawaii, Leticia Wong and Business Manager for the BEP Services for the Blind, Kathleen Fujimoto. Former Center Assistant Director of the University of Hawaii, Pete Veglak and former Business Plan Specialist of the University of Hawaii, Brian Tietje also flew in from the mainland to be part of this special occasion.



I don't think we will ever top this fantastic celebration and I was so proud to be part of it! I truly thought I was celebrating the "New Year" in June! For me, I did not want it to end. Everything went so well, I wanted it to go on forever, but unfortunately everything must come to an end.

20 years is a long time, especially when the State of Hawaii gave us only three years to be at the Honolulu International Airport. Why did the State give us only three years? Because they did not have any faith in blind people, but we proved to them that all we needed was the opportunity to be here.

Congratulations to the owners, managers, employees and especially to my capable and reliable secretary, Maricen Olipares who worked so hard in putting together this very special event. You were great! You truly out did yourself and we will never forget this perfect celebration.

20 years down, now let's go for 5 more years! They say, "to take one year at a time", but let's go straight to five years! I don't see any reason why we can't make another five years! I truly believe that as long as I have all of you on board, we will make it with no problem! I know that Maricen will try to top our 20th anniversary celebration. Again, *CONGRATULATIONS* to all of you good people!

20th ANNIVERSARY CELEBRATION

By Alan Hirata
Accounting Manager



Blind Vendors Ohana, Inc. (BVO) celebrated its 20th year anniversary at the Honolulu Country Club on Saturday, June 7, 2014, with the theme of the evening ***"20 YEARS OF EXCELLENCE"***. The evening started with guests being greeted by two of the owners of BVO Mr. Filo Tu and Mr. Thomas Morikami welcoming them along with a wonderful 20 year picture collage filled with photo memories.

The evening was kicked off with the "Master of Ceremonies" a friend of the blind Mr. Reynaldo Graulty. He then introduced Mr. Warren Toyama who gave a wonderful heartfelt prayer. The music for the evening was performed by the group "Kapena Band". We were even graced by the appearance and speech from the Governor of the State of Hawaii Mr. Neil Abercrombie.

The program progressed with the introduction of individuals who played a big part forming the Company over the last 20 years. In addition, current and past employees were recognized as well. There was even recognition for the following employees: Garret Suzuki, Garret Ichioka, Glenn Watanabe, Liwliwa Delos Santos, Mark Toyama & Yolanda Canonizado all of whom have given 20 years of dedicated service to the Company.



The evening concluded with a touching slideshow presentation as well as a tribute by certain BVO employees singing their rendition of the song "After All These Years".

Thanks go out to Maricen Olipares who coordinated this wonderful event.



20 Years of Service



Blind Vendors Ohana, Inc. would like to CONGRATULATE the following employees for completing 20 years of service (from 1994-2014). Thank you for your loyalty, hard work and dedication to help make BVO what it is today, a successful business enterprise at the Honolulu International Airport.

Linda Fuchigami
Glenn Watanabe
Margaret Nagai
Garret Suzuki
Liwliwa Delos Santos
Yolanda Canonizado
Mark Toyama
Garret Ichioka
Charlene Higgins
Julia Toyama
Paul Fuchigami
Virginia Rizalda
James Kahue
Alan Hirata

2014 CHRISTMAS PARTY

BVO's Christmas party was another blissful occasion that took place on Saturday, December 13, 2014, at the Airport Honolulu Hotel. The Christmas spirit was definitely in

the air as BVO employees and guests came together to share the spirit of the holidays and to enjoy each other's company.

The party consisted of two award presentations: the "Employee 20 Years of Service Awards" and "Pa'ahana Awards", door prizes and games, encore employee special number of "After All These Years", open karaoke, good food and lots of fun!

The two lucky winners of the grand door prizes to Las Vegas which were donated by BVO & Pepsi were Gerardo Tolentino & Ofelia Lisk. With the continued support of BVO, friends and vendors, the door prize segment was successful. Each employee working that night and who were present at the party received a door prize. Thank you to all who contributed to this cause.

Araceli Felarca pocketed $200 for winning the "Money or Box" game. Two guests, Judy Morikami & Perlas Pancho were the "Jackpot" raffle winners who both got over $200 each.

Mahalo to the Christmas party committee volunteers for their time and efforts: Maricen Olipares, Angelina Cortez, Virginia Rizalda, Arceli Sario, Glenna Uy, Lally Yadao, Brigida Pascion, Crystalyn Fortaleza, Anne Joan Tolentino and Mercy Byington.



If you would like to be a part of this "once a year" event, please feel free to join and don't hesitate!

LEADS LEAD THE WAY



Blind Vendors Ohana, Inc. is fortunate in having very good and efficient Leads.

The positions of Leads is a vital part of Ohana's personnel structure because the principal function of the Lead is to see that all scheduled cash registers are manned, and merchandise fill the shelves in our shops. This means that the Leads call employees when Sales Associates call in sick or when there is a shortage of any products, Leads inform the warehouse.

Thank you Leads for doing what you do. BVO is a better company because of you.

PA'AHANA AWARD WINNERS

Blind Vendors Ohana Inc.'s **PA'AHANA AWARD** is given to deserving employees once every calendar year. This award recognizes their outstanding work, cooperation and spirit to help Blind Vendors Ohana, Inc. achieve its' goals and vision. These characteristics and more exemplifies what a Pa'ahana Award Winner is.

Gerardo (Bong) Tolentino is our first Pa'ahana Award Winner. This industrious, diligent and soft-spoken employee works at the warehouse. Bong came on board approximately three years ago. Since then, he has gained numerous responsibilities: warehouse clerk, driver & lead.



Bong loves and enjoys doing household and appliance repairs, checking and upgrading their computer and sound system at home, browsing the internet, watching movies and strolling around with his family.

His dreams and goals are to be able to own a home here in the United States, travel often with his wife and children (who are his top priority) and have a stable job for as long as he can.

Bong definitely loves working at BVO. He says that the owners, management and staff are very kind-hearted, generous and supportive. He is grateful and privileged to be part of this company because he was given the chance to show and share his worth and potential as a good and responsible employee.

In the next 5 years, his home back in the Philippines, which he invested when he was 28 years old working as a network specialist would be fully paid. To him, that is one big achievement and fulfillment as a father.

Our next Pa'ahana Award Winner is ***Virginia (Virgie) Rizalda.*** Virgie is a pleasant, conscientious and competent employee that works in the Accounting Department as the Accounts Payable Clerk. She has been with BVO for over 20 years and this is Virgie's 6th time as a recipient of this award. Outstanding!

Virgie has two children, a son and a daughter and is also a proud grandma of four: 3 granddaughters and 1 grandson, ages 10 years old to 6 months. Her son and his family currently lives in Chicago & her daughter and her family resides here.



Her face lights up when she talks about her grandchildren. Virgie loves to spend time with her 5 year old granddaughter, Chloe Renee, who keeps her busy and active. They enjoy going to the park and beach. Virgie also likes to exercise and shop. When not working at BVO, she works part-time at Zippy's as a Cash Clerk.

Virgie says, "I like working at BVO because the owners are treating us fairly. They give us good benefits and they are very generous. The managers are easy to talk to and all the employees are all friendly and nice, as if we are one big family. I love my job and I feel comfortable working with BVO."

In the next 5 years, Virgie sees herself still working at BVO and has no plans to retire soon.

Julieta Quiestas is our next Pa'ahana Award Winner. This polite, friendly and hard-working Sales Associate works at the Inter-Island Terminal. Julieta has been with BVO for over 4 years.



Julieta is one organized and neat individual! When she is not operating the cash register, Julieta is always organizing and fixing the products, so they are attractive for customers to buy. She applies this trait at home and is constantly cleaning and organizing.

One of Julieta's personal goal is to retire from BVO. She enjoys working at BVO because she says it is different from her other job (she is the manager/supervisor at Prime Flight Aviation Services), she has fun assisting customers from different places of the world and feels that BVO is a good company to work for.

In the next 5 years, Julieta sees herself gaining more experience and knowledge working at BVO.

Our final Pa'ahana Award Winner is ***Lally Yadao.*** Lally is a quiet, creative and productive employee. She is a Sales Associate at the Main Terminal for 3 days a week and a Cash room Clerk for 2 days a week. She joined BVO over 2 years ago.



During her spare time Lally likes to draw and paint, watch TV, particularly TFC (The Filipino Channel) and cook.

Her dream is to have kids and to have her own business. Her goal is to bring her parents and siblings to America.

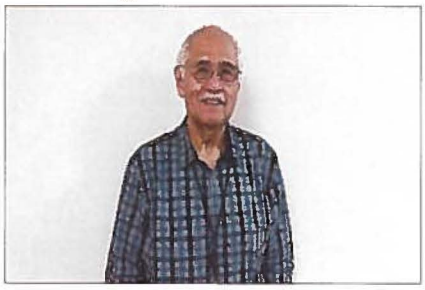
Lally says, "I like working at BVO because we have good benefits, good bosses and I like the relationships that I have with my coworkers and especially the bosses. I'm grateful that my boss trusts me and believes in my abilities and the owners are such an inspiration to me."

In the next 5 years she sees herself still working at BVO, having her parents around babysitting her kids and also starting to work at her own business.

Congratulations to the 2014 Pa'ahana Award recipients!

KEYS TO PREVENTING WORKPLACE CONFLICTS ARE RESPECT & TEAMWORK

By Jim Kahue
HR Manager



Environments like an airport has so many things going on that can stress you out like transportation to or from the airport, finding parking, entering or working in a high security area and assisting many types of travelers who are worried about their flight and travel schedules, etc. can be very difficult and challenging to someone working there.

Although airport businesses and employees face these challenges every day and have learned how to deal with it, there are others that are affected by the stressful things they experience in this work environment that can cause them to have workplace conflicts with other employees or persons. Conflicts that occurs in workplaces are called **"workplace conflicts"** and is often due to employee personality clashes (relationship conflicts) and/or their differences of opinion about the job and tasks they perform.

Workplace conflicts may be shaped by the unique aspects of this environment, including the long hours many people spend at their workplace(s), the frequency and variety of problems that can occur at the workplace and is enlarged when the employee brings their personal problems (e.g. financial, health and family problems) to the workplace. Workplace conflicts may include disputes between peers, supervisor-subordinate conflict or intergroup disputes.

Workplace conflicts often occur when a person is so tired and unhappy with their own problems they may lash out at their co-workers, supervisors, etc. **To prevent this from happening the employee should try to get help to: (1) find out what is causing their tiredness, upsets and unhappiness; (2) talk to someone they trust and/or**

trained to listen and give them advice on how to handle their problems; (3) remember to RESPECT yourself and others and; (4) remember that TEAMWORK, i.e. you are a valued member of a team starting with you, your co-workers, supervisors, managers and owners.

"RESPECT", is the feeling of reverence or esteem you give to someone, i.e. a trusted or recognized elder, friend, family member or leader, etc. Respect can also apply to other persons, their beliefs, values, etc.

"SELF-RESPECT", is what we give to ourselves for what good efforts we have done or tried to do for others and for ourselves. All of us need to have respect and self-respect in our lives because it gives us a feeling of being a "worthy and good" person and allows us to have and to give this feeling to others who have earned our respect. Like love, all of us want to be respected and worthy of being respected by others. The opposite of respect is disrespect or contempt which is a negative feeling that can cause a person to dislike another person, team, culture, etc.

Finally, remember that "**TEAMWORK**" describes what a group of individuals who are committed to working together does to get the job done right, i.e. serving customers courteously and effectively; working safely, efficiently and cooperatively with your "teammates". As a member of a team, if you have questions or problems try to think it through first and find a good time, place and way(s) to discuss it with your teammate(s) so that you can get answers and solutions for solving a problem(s). **When disputes are not dealt with in a timely manner, greater efforts by the team members and team leaders, i.e. supervisors, management and owners may be needed to solve them.**









