

# FLYING TIGERS *review*

For the employees of Flying Tigers • May, 1985

## What's In a Name?



And more importantly... what's that name on? Whatever the circumstance, it was definitely worth celebrating, as attested by Executive Vice President Lewis Jordan, above left, and Chairman Wayne Hoffman, who appear to be readying champagne for a christening. Jane Rehrig, wife of longtime Tiger International and Flying Tigers Board of Directors member Houston Rehrig, provides a clue; but for the whole story, see page 2.

## Selling Our Services



Flying Tigers Chairman Wayne Hoffman, third from right above, and Executive Vice President Lewis Jordan, second from left, visit Flying Tigers sales personnel at the airline's display in the Exhibit Hall at the recent Los Angeles Air Cargo Conference '85. LAX sales staff pictured from left are Polly Rose, senior account executive; Jordan; Richard Kerrigan, district sales manager-wholesale; Hoffman; Betty Berryman, regional sales director; and Lynn Morache, senior account executive. Chairman Hoffman was present at the Air Cargo Conference for more than a visit to the Flying Tigers booth. For more on this story, see page 2.

## Talks Resume Early

### NCA Granted Temporary Authority--Starts May 8

As *Flying Tigers Review* went to press last month Nippon Cargo Airlines was granted temporary authority to serve the U.S./Japan air cargo market and subsequently commenced service May 8 as a result of agreement reached during U.S./Japan aviation bilateral talks that were previously scheduled to start again May 20.

This authority is subject to revision by the United States and Japan following release of findings by the U.S. International Trade Commission.

#### ITC Investigation

As reported in the April *Review*, at the request of President Reagan the ITC is currently investigating the ownership structure of NCA as well as the many restrictions placed by the Japanese government on U.S. carriers inhibiting the ability of the U.S. carriers to compete in the U.S./Japan market.

Flying Tigers has actively opposed NCA's entry into the U.S./Japan cargo market due to these two issues. Hearings were held in Washington, D.C. April 9 with the findings due to be released by June 12, at which time NCA's status will be further examined.

#### Issues Unresolved

Flying Tigers Executive Vice President Lewis Jordan expressed disappointment that agreement was reached prior to the completion of the ITC study. While the new agreement provides Flying Tigers an opportunity to expand its existing services in the U.S./Japan market to include expedited small package delivery services, it fails to resolve the long standing restrictions that inhibit U.S. carriers' ability to do business in Japan on a fair and equitable basis.

The authority granted to NCA will expire on September 6, 1985 or upon conclusion of a new aviation treaty between the two countries.

#### Commendations

In announcing the NCA development in his weekly *Employee Newswire*, Jordan commended all those "who have worked so hard in support of Flying Tigers' position on this issue," and especially recognized Larry Nagin, senior vice president of administration & general counsel, and Cyril Murphy, vice president of international and governmental affairs, "for their invaluable leadership in these efforts."

## New Service

### Santo Domingo Starts; Venezuela Set for June

Flying Tigers launched B-727 jetfreighter service to Santo Domingo Sunday, May 5, providing the only scheduled all-cargo service linking the Dominican Republic with markets in North America, Asia, Australia, Europe, Latin America and the Middle East.

#### Expansion

"The new service is another expansion point in our growing Latin American route network that includes cities in the Caribbean, Mexico, Brazil and Argentina," said Executive Vice President Lewis Jordan. "With the Dominican Republic's free trade zone economy, our new jetfreighter service will help shippers take advantage of this trade opportunity while spurring the country's economic growth."

#### Major Commodities

Air exports and imports between the United States and the Dominican Republic will exceed 83 million pounds this year. Major commodities into and out of Santo Domingo will be textiles, leather and furskins, wearing apparel accessories, electrical equipment and parts, machinery and transportation equipment as well

as fruits and vegetables.

Flying Tigers' flight #56 to the Dominican Republic originates in Miami with the carrier's 727 jetfreighter aircraft departing on Sundays at 1:40 p.m., arriving in Santo Domingo at 3:50 p.m. For the return flight to the United States, Flying Tigers flight #57 departs Santo Domingo at 5:50 p.m. on Sundays, arriving Miami at 8:05 p.m.

#### Venezuela Service

In further development of our Latin America network Flying Tigers has received the necessary authority and is planning to commence B-747 all-cargo service to Venezuela June 3 with three weekly flights.

Caracas will be added to the airline's southbound flight #50 route currently operating to Brazil, Argentina and Trinidad, and to northbound flight #51 route from Argentina and Brazil.

The service will represent the only B-747 scheduled all-cargo service with single carrier capabilities linking Caracas with three continents — North America, Asia and Europe — and the only direct B-747 service from both New York and Miami.



### Jumbo Sized Honor

## 747 Named "Houston Rehrig"

Flying Tigers' B-747 jumbo jet-freighter #811 has been officially dedicated the "Houston Rehrig"—a special and fitting tribute for the veteran Tiger International and Flying Tigers Board of Directors member who has just retired from the Board after 37 years of service.

Houston Rehrig, president of Rehrig International plastics manufacturing firm, is the Board's longest-serving member, and "a true link between the pioneer days when the company's dozen pilots also doubled as maintenance crew and today when Tiger International boasts more than 7,000 employees," Chairman Wayne Hoffman told the colleagues, family and friends who had gathered to honor Rehrig at a retirement dinner May 17 at Flying Tigers World Headquarters.

Rehrig has been involved with Flying Tigers almost since the company was founded in 1945. During that year he purchased

shares of the first public stock offered by Flying Tigers, and in 1947 was invited by founders Robert W. Prescott and Samuel Mosher to serve on the airline's board.

Rehrig's name was secretly applied to aircraft 811 as a surprise prior to the retirement event. Since the aircraft could not be positioned in Los Angeles on the night of the dinner, a videotape presentation captured previously staged unveiling ceremonies that included Rehrig's wife Jane, Chairman Hoffman and Executive Vice President Lewis Jordan. After the videotape had been aired and the secret revealed, Rehrig received a to-the-moment report as to the exact location of "his" aircraft—one hour out of Anchorage en route from Tokyo.

Rehrig is "almost a native" Californian whose family moved from New Jersey when he was five. He and his wife Jane will celebrate their 52nd wedding anniversary in June.



Above left: Flying Tigers aircraft #811--the Houston Rehrig. Far left: Jane Rehrig flashes a proud smile as Executive VP Lewis Jordan and Chairman Wayne Hoffman christen 811 with champagne at informal videotaped ceremonies held May 14 at headquarters. Near right: Houston "Bud" Rehrig.

## Air Cargo Conference

# Wayne Hoffman is Key Speaker

Flying Tigers Chairman Wayne Hoffman was the key luncheon speaker May 2 at the four day "Air Cargo Conference '85" presented by the Los Angeles Department of Airports and the University of Southern California.

The event, held April 29 through May 2 at the Los Angeles Convention Center, focussed on the many aspects of the transportation of goods by air.

Speaking under the conference

theme of "Air Cargo Through the Next Decade", Hoffman told his intent audience that he anticipated significant growth for global air cargo in the years ahead, and called the B-747 jetfreighter--largest civilian air freighter in the world--the "Yankee Clipper" of today.

Hoffman also touched on the sociological implications of air transportation on the world, espe-

cially in terms of developing nations.

Flying Tigers including Pete Hubbard, senior vice president of sales and service, and Ken Snow, manager of dangerous goods control, were active participants in conference workshops and panel sessions, and the airline's Los Angeles sales and customer service personnel maintained a Flying Tigers information booth in the Conference Exhibit Hall.



At right: Wayne Hoffman focuses on a significant point as he addresses a large luncheon gathering at the Los Angeles Air Cargo Conference '85 May 2. At the head table, l-r, Eddie Holohan, longtime Flying Tigers employee now with the Department of Airports, and Jack Wells, chief deputy executive director-Los Angeles Harbor. Above: Hoffman with Clifton Moore, general manager-Los Angeles Department of Airports.



## B-727 Update

In Flying Tigers' continuing implementation of its fleet plan, the airline will add two Flying Tigers-operated B-727 jetfreighters to its route system—one in June and one in July. In addition, in August two more Flying Tigers-operated B-727s will replace two lower capacity B-727 aircraft currently being operated by the airline.

## Syracuse Shares The Spotlight

Flying Tigers' Syracuse operation including B-727 loading was featured in a television news segment on local Syracuse station WSTM-TV in conjunction with "National Air Transportation Week" recently. WSTM filmed portions of its special transportation news segment using the airline's Syracuse terminal as a backdrop for interviews with various individuals on transportation-related topics.

## Safety-Loss Control Policy is Adopted

In further efforts to increase productivity and cost savings, Flying Tigers has developed a new safety-loss control policy to help improve the personal safety of all employees as well as promote the safe handling of goods and the protection of company property.

The policy statement, which will be communicated systemwide in the coming weeks, is intended to increase awareness among employees about their role in helping ensure the safety of themselves and others and the safe, efficient handling of customers' goods and company property.

Emphasis on safety and loss control benefits employees and the company by eliminating costly injuries and associated time away from work as well as damage to property.

The safety-loss control task force, established earlier this year, is currently working on specific programs to help achieve the best possible safety and loss control record for Flying Tigers.

## FLYING TIGERS *review*

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Flying Tigers is a Tiger International Company

## Flying Tigers Care

# Employees Join Forces, Fight Famine In Big Way with "Lifelight"

When Flying Tigers' B-747-200 jetfreighter #815 touched down at Addis Ababa, Ethiopia in the sun-baked early afternoon of January 29 carrying a precious cargo of relief goods for the victims of Ethiopia's tragic famine of the 80s, it marked the culmination of a volunteer effort that was special in many important ways.

To the people of Ethiopia, it meant that lives would be saved.

For the relief agencies receiving cargo brought in by the jumbo jet, the flight marked their own kind of victory: a tangible means to better serve the people they were committed to helping.

To members of Flying Tigers top management, it was final validation of the faith they had placed in the employees of Flying Tigers to succeed with the massive undertaking.

For the committee that had spent a short three and a half weeks coordinating the myriad details of the flight, its success brought the highest form of pride and satisfaction.

And for the people on board the aircraft, including representatives of the employee committee and the relief agencies and employees providing vital volunteer services, it was a special time that could only be adequately described by being there.

The mission, dubbed Flying Tigers "Lifelight", brought some 234,771 pounds of medical supplies, food and clothing valued at \$1,066,537 to the famine-plagued east African nation.

### Employee Effort

What differentiated this relief flight from others the airline had operated for various causes over the years was that it came from within—the total product of a Flying Tigers employee volunteer effort. This was an effort representative of the special "Tiger Spirit" that has distin-

guished Flying Tigers through 40 colorful years; and like many of the airline's extraordinary achievements over the years, this one had its high hurdles. Perhaps the most impressive fact of the project was the time—only three and a half weeks from the day a group of employees met for the first time at headquarters in Los Angeles to determine if the mission was possible to the afternoon when the big jet touched down at Addis Ababa.

Flying Tigers had been considering for some time various requests for the airline to become involved with Ethiopian relief efforts, and in fact was planning a charter flight to Addis Ababa in mid-January in cooperation with Operation California.

This was not enough for the employees of Flying Tigers, however, many of whom expressed their belief that Flying Tigers had the means, through an employee-sponsored airlift, to have an impact on the tragic situation in Ethiopia.

The airline, however, was not in a financial position to donate the several hundred thousand dollars worth of aircraft, fuel and labor costs necessary to operate such a flight. Impressed, however, by the expressed willingness of employees to give of their time and money toward such a project, the company's top management met to seriously consider sanctioning an employee volunteer airlift effort.

Donations would be needed to cover the cost of fuel—close to \$100,000. Volunteer pilots, as well as ramp and maintenance personnel would be necessary. Goods would have to be donated and an aircraft made available.

A firm, positive management decision in early January marked the transition of an idea into an effort: Flying Tigers employees would have their chance.

Immediately, a committee of employees representing all facets of the company that would be needed for the effort was

selected and held its first meeting at world headquarters January 3. Cyril Murphy, vice president of international and governmental affairs, was named executive advisor of the committee, with Steve Hanks, director of labor relations-flight named chairman.

Committee members were: Paul Donahue, fuel purchasing; Colleen Ferguson, employee communications; Marilyn Folkes, traffic agent-JFK responsible for employee financial contributions; Ed Franklin, marketing; Frank Fuqua, flight operations; Bill Guthrie, finance; Ian Jackson, terminal services; Wally Jones, maintenance; Carol Mann, charter operations; Greg Martel, scheduling; Julie Sackman, legal; Joy Sabol, public relations; and Kathy Williams, government affairs.

Members of the committee who were based in Los Angeles met daily during the first several days of planning and then several times a week until the flight. During that time a seemingly endless list of details had to be resolved and questions answered: Would the goods need to be collected, or were they already available and ready for transport? Were there any companies willing to donate fuel? Could a 747 freighter land at Addis Ababa? What were the legal aspects of collecting funds for the project? Was there proper equipment to off-load the aircraft at Addis Ababa?

### Fund-Raising

In the meantime, employee fund-raising had started. The committee knew that the 6,000 employees of Flying Tigers could not be expected to donate \$100,000 to cover fuel costs, especially in a three-week period, but a financial show of support from employees was critical to the success of the effort. Other carriers had averaged less than one dollar per employee in longer-term fund-raising efforts on behalf of Ethiopian famine victims, and

## SOMEONE MUST CARE



## IS THAT SOMEONE YOU?

Give to Flying Tigers "Lifelight" for Ethiopian Relief

You can help the Service and Strength program of Ethiopia by contributing to Flying Tigers' "Lifelight" flight. The flight is a humanitarian effort to bring relief supplies to the victims of the famine in Ethiopia. The flight is a humanitarian effort to bring relief supplies to the victims of the famine in Ethiopia. The flight is a humanitarian effort to bring relief supplies to the victims of the famine in Ethiopia.

"Someone Must Care" flyer, above, posted throughout Flying Tigers' worldwide system, helped raise \$20,000 in employee contributions to the Lifelight effort.

the Lifelight committee felt that \$6,000 to \$8,000 would be an excellent showing for Flying Tigers employees in the short time allotted.

What happened was not to be expected. Checks and cash donations began pouring in immediately after the first query went out. Chairman Wayne Hoffman set the pace for the fund-raising with a formal presentation of his own personal check to the effort, followed by a sizeable sum donated by the airline's officer group.

Flyers reading "Someone Must Care... Is That Someone You?" were prepared quickly with the help of the Flying Tigers print shop and distributed systemwide. Employees used the flyers in creative ways: In JFK a poster hand drawn by Customer Service Representative Pam Teer made a special plea for assistance and monitored JFK's progress. At Narita terminal in Japan the flyer was attached to a house-shaped cardboard collection box situated where all employees coming to work would have easy access to deposit their loose change.

At headquarters, Al Cormier donated prizes and sold chances for \$1 each in addition to the regular contributions he was collecting as headquarters contributions coordinator. He then joined forces with Colleen Simpson, former employee and wife of a Flying Tigers pilot, who donated several hundred stuffed toys to be sold for \$5.00 each with all proceeds going to the Lifelight drive.

Around the system the following employee volunteers took responsibility for collecting funds at their locations:

### Domestic

- |                         |                      |
|-------------------------|----------------------|
| ANC Jacki Straavaldsen  | JFK Marilyn Folkes   |
| ATL Lou Mosely          | LAX Steve Grant      |
| BDL Hank Simmonds       | MCI Pam Lipari       |
| BOS Chris Malnati       | MIA Lynn Stauffer    |
| BWI Leona White         | MKE Donette Peck     |
| CLE Ray Laprocino       | MSP Bill Giannini    |
| CLT Patti Jones         | ORD Cary Dittmann    |
| CVG Joe Williams        | OFF Gordon Jones     |
| DAY Iris Spornbauer     | PDX Bob Beckman      |
| DEN Louise Duchane      | PHL Mike Duff        |
| DFW Susan Truex         | PHX Diana Mendenhall |
| DTW Lola Nestor         | PIT Ray Sluk         |
| EWR John L. Smith       | PVD Steve Burns      |
| GRR Sally Pomnate       | SAN Karen Hennequin  |
| HDQ Al Cormier          | SBN Tom Beres        |
| HNL Howard Gay          | SEA Brian Gorrell    |
| IAH Mary Ellen Mistligh | SFO Steve Ballard    |
| IND Beth Clark          | SYR Rudy Rusnak      |

### International

- |                      |                            |
|----------------------|----------------------------|
| AMS Gerard Prins     | MEX Javier Rodriguez       |
| BHX June Paget       | SEL Fred Mills             |
| BRU Wilfried Gevers  | SJU Mrs. Lee Jaxon         |
| FRA Dieter Weckesser | SYD/MEL Casey Zettler      |
| JAPAN S. Hasemi      | ZRH/BSL David Schildknecht |
| LHR Robert Wetherill |                            |

(Continued on Next Page.)



# Lifelight to Ethiopia

(Continued from preceding page.)

Many employees sent individual checks for \$5.00 and \$10.00. An impressive number sent individual checks for \$50.00 and \$100.00. In Taiwan, a station of 70-80 employees, \$700 was raised toward the project.

And so it went. In all, the employees of Flying Tigers contributed an astounding \$20,000 to the effort, and it seems appropriate that the contribution that put the total over the \$20,000 mark came from Anne-Marie Prescott—widow of Flying Tigers founder Bob Prescott.

In the meantime fuel companies including Langham-Hill Petroleum Company, Ltd., Mercury Refueling Inc., CITGO Petroleum Corporation and the Sun Oil Company pledged amounts of fuel to the operation.

The remaining fuel costs were covered by funds from the relief organizations who had secured space on board the aircraft for their desperately needed supplies, including Adventist Development & Relief Agency, Catholic Relief Services, Africare, MAP (Medical Assistance Programs) International and the Red Cross.

## Getting the Goods

The Lifelight committee had discovered early in its planning stages that Flying Tigers could indeed provide a vital link in the efforts of U.S. relief agencies to help the starving and dying in Ethiopia; because many of these agencies had the needed supplies, but no way to get them to their destination. Flying Tigers' Lifelight would serve that critical need.

With the help of Interaction, a coalition of private and voluntary relief organizations active in Ethiopia, available medical, food and clothing supplies were appropriated for the flight. Interaction's Julius Weeks was the coordinator of this

aspect of the effort, making sure that the most needed goods would be available and destined for organizations that could personally accept and distribute them in Ethiopia.

## Time to Depart

All systems were "go" on Friday, January 25 when Lifelight Committee Chairman Steve Hanks travelled to New York, where the flight would originate, to help with final details as the cargo was collected and the flight prepared.

At JFK a number of pallets had been built up during the week by JFK personnel on their lunch hours and time off, with the remainder finished throughout the weekend and on the morning of the flight. Among those volunteering their time were RSMs Felix Allende, Ed Francois, Jerry McNeely and Henry Pelcer, and Traffic Agent Harry Bergen.

Vince Buscarino, charter operations supervisor and loadmaster for the flight at JFK, worked throughout the preceding week and through the weekend on the project. He was assisted by volunteers including Traffic Agent Brian MacGregor, who donated his time to do the weight and balance for the flight.

Last minute trucking and transportation services were donated by Graf Air Trucking and Noel Hall of Liberty Limousine Service in New York prior to the flight's departure. Catering on board the aircraft was donated by Ogden in New York and Belgavia handling agents in Brussels.

Executive Vice President Lewis Jordan was on hand for the flight's departure Monday, January 28 at 12:50 p.m. Two volunteer flight crews on board traded off on the flight to Addis Ababa—some 7,400 statute miles from JFK—which took 16 hours and 48 minutes, including

a 3-hour and 50 minute fueling stop in Brussels, Belgium.

At the controls from New York to Brussels were Captain Randy Patterson, First Officer Chuck Cozad and Second Officer Paul Zahner. From Brussels to Addis Ababa, the crew included Captain Hal Ewing, First Officer Mick O'Connor and Second Officer Charles Gallardo. For five of the six crew members the flight represented the culmination of ideas they had shared together as early as last November. Ewing, himself very involved in relief airlift work for a number of years, was speculating with some of the others about the possibility of a company airlift. He couldn't have known that simultaneously, the concept was taking shape at headquarters and would soon be a reality.

Also on board the flight were volunteer Flight Attendants Becky Rasmussen and Michelle Rizza; Interaction's Julius Weeks; committee members Marilyn Folkes, making her second journey to Ethiopia within three months and Colleen Ferguson, public relations/employee communications; Committee Chairman Steve Hanks; Maintenance Representative Charles Millman; and Charles Hillinger, Los Angeles Times staff writer.

When the flight departed it had already been a long day for all involved, including reporter Hillinger who had been out at JFK since before dawn to talk to employees and photograph the loading.

The aircraft arrived at Brussels airport at about 3 a.m. where it was boarded by Jochem Derschow, charter operations supervisor who would take charge of the operation down to Addis Ababa and out again.

After a wait of nearly four hours the flight departed Brussels for the final leg to Addis Ababa, arriving in the early afternoon. There, grateful representatives of various relief organizations were on the ramp awaiting the flights' arrival. A variety of military and civilian aircraft, some European, some Soviet, were seat-

tered about the small airport, but none so impressive as the massive and inspiring Flying Tigers B-747.

Moments after the aircraft was parked Jochem Derschow began the off-load, which was accomplished smoothly in just a few hours. In the meantime airport workers and their families filed onto the aircraft for a peek at the giant plane.

The Ethiopian people at the airport in Addis Ababa were gentle and dignified. They gave no hint of the suffering and tragedy that abounded in the remote parts of the country. Still, one couldn't help but feel that their friendly nature was in part the product of their gratitude for this far-off company bringing the supplies to their people.

When all the cargo was off the aircraft Derschow indicated that he would like to have the pallets cleared so they could leave with the aircraft. Flight crew and committee members joined Derschow and Ethiopian workers to off-load the pallets as night fell.

Six and a half hours after arrival the aircraft taxied out for take-off. It would fly to Sharjah in the United Arab Emirates on the Persian Gulf, where the crew would take much deserved rest.

It had been a tremendous effort, and for those who were privileged to see it through from beginning to end, as had Hanks and Ferguson, it was especially gratifying. Hanks summed it up with one significant regret: "I just wish that all 6,000 Flying Tigers could have been here with us," he said as the lights of Addis Ababa faded behind them.

Many Flying Tigers and others have been mentioned by name in this article for their contributions and participation in the Lifelight effort. Many others, including the hundreds of employees who gave their money and hundreds more who gave their time, are also due great thanks and congratulations. This was truly a Flying Tigers team effort, showing the world just what "Tiger Spirit" means.



Helping set the pace for the Lifelight employee fund-raising effort was Chairman Wayne Hoffman, center right above, who presented the committee with his personal check. Committee members on hand for the presentation at headquarters were, l-r, Cyril Murphy, executive advisor to the committee; Joy Sabol, public relations; Wally Jones, maintenance; Ed Franklin, marketing; Paul Donahue, fuel purchasing; Steve Hanks, committee chairman, accepting the check; Hoffman; Greg Martel, schedule planning; Carol Mann, charters; Bill Guthrie, finance; Ian Jackson, services; and Colleen Ferguson, committee communications.

## FLYING TIGER EMPLOYEE S



Employees used many creative means of raising money for the Lifelight effort. In JFK, a hand-made sign, above, registered the terminal's progress. In Tokyo, an attention-getting collection box, at right, was situated where employees could easily drop in their loose change. Pictured with the box, l-r, Shusaku Yamagata, Narita terminal operations manager, and Mike Hamano, customer service.



JFKers Robert Neer, Dan Meade and Peter Kinder, above, l-r, look understandably proud of their handiwork after applying a specially prepared "Flying Tigers Lifelight" decal to the fuselage of the aircraft. The decal was provided with the help of committee member Wally Jones.



Above left: JFK ramp service personnel, l-r, Richard Napolitano, Peter Kolbosuk and John Thomason position pallets of relief goods on board the aircraft. Above right: JFK Traffic Agent Brian MacGregor works on the weight and balance.



At left: Flying Tigers' B-747 is off-loaded at Addis Ababa, Ethiopia, to the great satisfaction of Lifelift participants, l-r, Julius Weeks of Interaction and Flying Tigers Marilyn Folkes, Hal Ewing and Steve Hanks. Below: Flying Tigers was privileged to have veteran Los Angeles Times Reporter Charles Hillinger on board Lifelift to cover the event. Hillinger, below left, interviews Executive Vice President Lewis Jordan in JFK prior to the plane's departure.



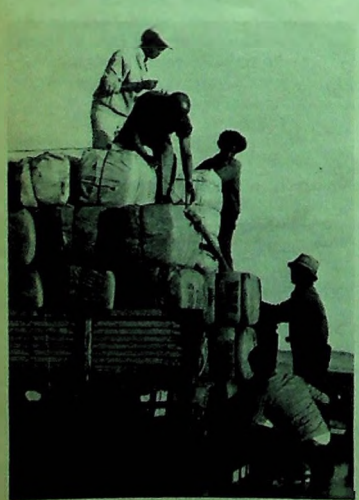
Lifelift volunteer flight crews included, above left, l-r, Randy Patterson, Paul Zahner and Chuck Cozad; and, above right, l-r, Hal Ewing, Charles Gallardo and Mick O'Connor.



Above: The off-loading at Addis Ababa, including recovering of pallets belonging to the airline, took approximately six and a half hours.



Above: Captain Hal Ewing puts the big jet down smoothly on the runway at Addis Ababa, situated at an elevation of approximately 7,600 feet.



Above left: Ethiopian workers load relief goods from the aircraft onto trucks bound for the Adventist Development and Relief Agency warehouse. Above right: Flight crew and committee members including Steve Hanks, above, pitched in to off-load pallets so the ULDs wouldn't be left behind and possibly lost.



Above left: Charter Operations Representative Jochem Derschow, left, discusses technical matters with an Ethiopian airport official. Above right: Maintenance Representative Charles Millman takes care of his responsibilities on the ground at Addis Ababa. At left: Volunteer Flight Attendants Michele Rizza, left, and Becky Rasmussen.

# Liflift Postscripts

## Honors from the White House

Executive Vice President Lewis Jordan was invited to represent Flying Tigers at a special ceremony at the White House in Washington, D.C. in April recognizing the contributions of U.S. organizations towards African famine relief efforts.

President Ronald Reagan presided over, and Vice President George Bush attended the ceremony, which was coordinated by AID—Assistance for International Development. Flying Tigers was one of several organizations recognized for its participation and voluntary efforts aiding the famine victims in Africa.

## Recognition from U.S. Congress

Flying Tigers was also honored for its relief efforts by the United States Congress recently when Senator Alan Cranston of California put an account of the airline's Liflift flight into the Congressional Record.

## "Thank You..."

You are not really Flying Tigers, but Flying Lambs to sacrifice your interest and profits for the sake of suffering humanity. We really can not thank you enough, but on behalf of the beneficiaries and ADRA/Ethiopia we thank you.

As a token of our appreciation we are sending to Flying Tigers

two Ethiopian paintings on parchment, along with a book showing you pictures of Ethiopia.

**Bekele Biri**  
President  
Adventist Development  
& Relief Agency/Ethiopia

The memory of Flying Tigers will ever linger in our minds. We are very thankful for what you have done for the Ethiopian people. On their behalf, I would like to say thank you. May God bless you.

**Girma Damte**  
Communications Director  
Adventist Development  
& Relief Agency/Ethiopia

*Letter to Flying Tigers, dated February 25, 1985.*

Just wanted Flying Tigers to know that all the clothes and blankets, and all the vitamins except 25 or 30 boxes which are reserved for some of the out of the way clinics, have been distributed, either up at Asmara or at Mekele. At Asmara our representative there took government men with him and they helped in the distribution, but especially were present there to help keep order. Anyway, I wanted you to know that the government people were very pleased with the distribution and also our man felt it was well done and that the people who were most in need were the very ones who received these things.

Also at Mekele, our nurse at the clinic, a Philippine male nurse, has very effectively distributed the clothes and blankets, with help from other private volunteer

organizations in the area. He, too, reported that the poorest of the poor were the recipients, and for that we are pleased.

The seeds will be distributed soon, either at a planned agricultural seminar, or if that cannot be held, through local representatives in the agricultural community around the end of March. The rains have not begun, and there is still no sign of rain that I can see. The weather keeps on being unashamedly beautiful.

I forgot to give you the dates of the distribution in these two areas. The shipment arrived courtesy of the Royal Air Force of the United Kingdom of Great Britain in Asmara February 19, and in Mekele February 20. The distributions were made within next couple of days after that. We talked with our representatives in both these areas by telephone.

I hope all is well with you and yours. We appreciate so much what you folks did for Ethiopia.

**Donna Clifford**  
Secretary  
Adventist Development  
& Relief Agency/Ethiopia

Your contribution toward relieving the suffering of the drought affected people of Ethiopia has not gone unnoticed by Africare/Ethiopia. We hope that this small gift (an Ethiopian weaving) will serve as a reminder of our much greater appreciation.

We are certain that such great sacrifices will only increase your prosperity in the eyes of humanity. Again, Thank You.

**Ricky R. Majette**  
Country Representative  
Africare/Ethiopia

## Council Commendation

The Los Angeles City Council bestowed upon Flying Tigers an official resolution commending the airline for its January 29 employee Liflift relief flight to Ethiopia. Representatives of the Liflift committee attended a City Council meeting Friday, March 8, on behalf of all employees to accept the resolution, which was put forth by Council President Pat Russell and seconded by all members of the Council. In making the resolution the Council saluted "Flying Tigers and its caring, involved employees who extended their hearts and hands across thousands of miles to those in desperate need in Ethiopia, serving as true symbols of all that is good in humanity." Kathy Williams, *below left*, Flying Tigers' manager of international and governmental affairs, accepted the resolution from Councilwoman Russell, *below right*.



# Employee Watches the Goods Get Through

The following are the first-hand observations of Marilyn Folkes, JFK traffic agent and Liflift committee member who traveled with the Liflift flight and remained in Ethiopia for several days.

In January this year, employees of Flying Tigers expressed their

love for those who suffer from famine with their "Liflift" flight to Ethiopia. Flying Tigers employees who rode on the Liflift flight to Addis Ababa met representatives of agencies who were assigned to receive the supplies.

We saw more than \$1 million worth of life-saving supplies loaded

onto relief agency trucks. The major agencies, such as Catholic Relief Services, World Vision and the Adventist Development and Relief Agency are able to distribute the goods they received directly to relief camps.

I remained in Addis Ababa from our Liflift flight. It was the

second time in three months that I visited the land where an estimated ten million people are at risk of starvation this year.

### Officials Pleased

In Addis Ababa, I met officials within the Ethiopian Relief and Rehabilitation Commission (RRC) who were very pleased about our delivery of supplies. When told that Flying Tigers employees sponsored this relief flight with the magnanimous support of our management, they were surprised and impressed.

While in Addis Ababa I visited the Adventist Development and Relief Agency (ADRA) warehouse where I saw many bins that were full of the freight we transported. Some of the supplies Flying Tigers delivered were loaded onto an aircraft destined for the northern part of Ethiopia. I rode on this aircraft and saw some of our supplies delivered to the Lalibela camp, which is within an area where fighting has occurred between the Tigray Liberation Front and the Ethiopian government.

Due to travel restraints, I stayed in Addis Ababa a few days before going to the Lalibela feeding center. In Addis Ababa, the capital of Ethiopia, one does not see the severe starvation that is prevalent in the remote areas of the country. Still, malnourished people—people blinded and crippled from starvation—are there in significant numbers.

Most of the supplies, however, were destined for areas in Ethiopia where the need for medicine, food and blankets is more concentrated and critical.

I travelled by small aircraft to the Alamata and Lalibela feeding centers which are in the northern part of Ethiopia in a province called Wello. When flying to this area, one notices how mountainous, baked and barren the land appears. After two hours of flying, it seemed as if there was just enough water to fill one swimming pool. It was obvious that large areas of this land are in need of intense cultivation in order to produce enough food to support the Ethiopian population.

The plane landed on unpaved ground in Alamata, remaining only an hour to offload supplies before going on to Lalibela. At the Alamata airstrip I saw orphans who were being taken to another camp. Many of these orphans, who did not know where they were going, behaved with emotional strength; some of them wept without control.

### Children Suffer

At the Lalibela camp I saw many emaciated children. As always, the children and the elderly suffer the most from lack of food. Many of the children at the camp were mere skin and bones and I noticed that several could not stand without assistance.

The doctor at the camp said that some of the suffering children are losing their will to live. It was very special, then, that crayons, pencils and paper I had carried with me, sent by the children of JFK Customer Service Representative Pam Teer, were viewed by relief workers as a vehicle to give joy to those children and help restore their will to keep on living.



Marilyn Folkes, traffic agent at JFK and Flying Tigers Liflift Committee member helping to coordinate employee contributions, was on board the Liflift flight and remained in Ethiopia for several days to visit feeding centers and camps where the goods were bound. Above, Folkes draws a crowd of children in the Lalibela area with a child's bubble-blowing game she had brought with her.



## CLT Credits

• I would like to express my feelings towards **Susan Brelsford** (customer service representative-CLT) on the fine job she did for me. She was very courteous, kind and very pleasant to talk with and work with. I was sending my first overseas shipment and needed information on how to handle it. Susan was very prompt and professional in giving me the information. Give her a pat on the back for me. It is great to have people so nice to work with.

**Calvin Bean**  
Supervisor-Shipping & Receiving  
B.E.A. Fasteners, Inc.  
Hamlet, North Carolina

• I would like to take the time to let you know that Ms. **Katie Simmons Holloway** (customer service representative-CLT) did one heck of a nice job on one of my recent shipments.

I must have talked to her at least four or five times in a matter of minutes, and in the state of confusion, she never acted frustrated or confused. She told me when my shipment would arrive and it did. I work by telephone everyday, and I know some days are better than others. Katie sure helped to make my day.

I have always had a good working relationship with Flying Tigers and I feel it is because of people like Katie and also, **Hugh Prather** (account executive-CLT) that I think of Flying Tigers first in an emergency situation or when I need to depend on someone to do what they say they will do. I always have the confidence that Flying Tigers will be there.

Once again, many thanks to Flying Tigers and Katie for their help.

**Richard Elwell**  
Sales Representative  
Houston Wire & Cable  
Tampa, Florida

• We had a real emergency shipment to make to one of our top customers. It was an oversized shipment that had to be in California and delivered the next day.

**Linda Koehl** (customer service representative-CLT) and I conversed back and forth the day of the shipment and she was very helpful and supportive with this shipment—which went out one day and was delivered the next morning without any problems.

I would like to thank Linda for all the help she gave us with this shipment.

**Sue Boyette**  
Shipping Clerk  
Baker Perkins  
Goldsboro, North Carolina

## ATL Accolades

Letter to **Jesse Francis, sr. services supervisor-ATL**:

• Thanks so much for your help recently. You were most kind to meet me at your office in order to allow me to pick up two cases of medical supplies for Emory University Hospital.

It is refreshing to know that dedication such as you exhibited is alive and well. I assure you that I look forward to doing business with Flying Tigers in the future.

**Tom C. Powell**  
Executive Sales Representative  
Surgikos  
Marietta, Georgia

## IAH Shines

• I would like to express my sincere appreciation of two of Flying Tigers' Customer Service Representatives in Houston. Both **Cinda Heffernan** and **Linda Bates** have handled the booking and on board confirmation of our weekly consolidation to Singapore. Their service has been excellent and the attention that these two individuals pay to my shipments, especially in providing me on board confirmation, takes an otherwise worrisome burden off my shoulders.

Since I would be the first to complain if a problem occurs with Flying Tigers, I thought it only fair to give my appreciation and thanks for a job well done. So, to Cinda and Linda, my thanks and heartfelt appreciation.

**Fred Rivas**  
Operation Manager  
WTS of Houston, Inc.  
Houston, Texas

## LAX Laudits

• I would like to say thank you to **Jim Trujillo** (customer service representative-LAX) for helping me.

We had a problem of shipping some artificial trees to Virginia and were quoted prices in the area of three to five thousand dollars. Jim was outstanding in assisting me in cutting down the price of shipping to approximately \$200.

Flying Tigers' personnel stay in our hotel quite frequently and I have always been impressed by their positive attitudes. It seems that this attitude is pervasive in the whole company.

Thank you, Jim, for your time and energy. I really appreciate your service!

**Anne K. Pyun**  
Management Trainee  
Hyatt Hotels  
Los Angeles, California

## Bravo, Bradley

• I just want to take a minute to let you know that your employee **Carol Callahan** (customer service representative-BDL) is a great asset to Flying Tigers.

I spoke with her about a problem that had come up. She was extremely courteous and helpful and in fact went out of her way to help me. She must be a very conscientious and exceptional employee. You are very fortunate to have her working for you. I hope you will give her a great big pat on the back from me.

**Jeanne Crowley**  
Bradford, Connecticut

## High Marks for HNL

• I would like to express my gratitude for the cooperation I received from **Sara Young** (sr. services supervisor) in your Honolulu office. If it were not for her efforts, my equipment would not have reached its destination on time and would have resulted in a \$250,000 loss to my company.

My delivery was handled professionally and efficiently. She took it upon herself to ensure the on-time arrival of my

equipment to its final destination. This task was one of very long hours and continuous follow-up, both of which she handled impeccably.

Thank you again to Sara Young. If you have more people like her working in your offices, I'm sure you will enjoy continued success.

**Richard Ramsey**  
Administrative Assistant  
Bio Power Corporation  
Honolulu, Hawaii

## Keeping Them Happy

• I am writing you in reference to the good service given by Flying Tigers to all the shippers in Buenos Aires, Argentina.

Every time I receive a horse from Buenos Aires carried via Flying Tigers, the only comment I get from the horse attendant accompanying the flight (who is sometimes the owner of the animal) is regarding your good service, what a personal interest the whole crew of the plane takes, what a good buffet is served on the flight and what a superb plane you provide.

I am happy to pass these comments on to you and congratulate you. Please make sure that all the pilots and the rest of the crew flying that route know that everyone is very happy with Flying Tigers.

**Rita M. Kohler**  
President  
Stallion International, Inc.  
Miami, Florida

## Service Sells

• On March 31, I shipped two dogs to Frankfurt, West Germany from JFK Airport using your company. I am happy to report that the dogs made the trip to their destination in excellent shape. I want to tell you that I am greatly impressed with your service. I shopped around to find the best deal because I was sending my sister's dogs to her. She is in the Army and desired to have her dogs with her because they are like family. Many of the companies in competition with you don't ship animals and the ones that did cost two or three times as much as you.

I called your 800 number and talked to **Robyn Medicus** (world service center coordinator-HDQ). She was extremely informative and pleasant. I had many questions and the ones she couldn't answer off the top of her head she quickly looked up. She seemed to take a genuine personal interest in what I was planning. I then called your customer service office at JFK and talked with Customer Service Representative **Grady Jones**. Grady was simply fantastic. His help was invaluable and his concern and interest impressed me to no end.

I had to drive six hours to JFK so it was imperative that I keep abreast of the status of the flight. Grady kept me informed. I had to ship the dogs on a weekend for a direct flight and even though all the other companies I contacted would not, yours did.

I dropped the dogs off on a Sunday and found your crews busy and not wasting any time. All the people I talked to were very nice and interested in the welfare of the dogs. I liked the way I was treated even though I was just a private person and not a big corporation with a large account. You were the least expensive and by far the best.

I want to thank you, Grady and Robyn, for your help and service. If I have to ship by air again I will know just who to go to. I was truly impressed and I am not impressed easily.

**Shawn L. Wright**  
Attica, New York

*Editor's Note: Robyn has subsequently transferred to Flying Tigers' Orlando customer service department.*

## Nice Words for Newark

Letter to **Ken Thompson**, manager terminal services-EWR:

• If your business is like mine, the only news you ever hear is bad news. I would like to be the exception to that general rule. The only thing that is rarer than someone taking the time to tell you when you have done a good job is finding someone who doesn't know you at all but still takes your problem as seriously as if it were his own. By luck, I found such a man at your terminal, **Sig Thele** (services supervisor-EWR).

A long story preceded my call to Sig. I was desperate for a shipment that was supposed to have been delivered to me on Monday. My vendor had given me an airbill number that the local office could not trace. The problem occurred with the trucking company that was delivering the freight to your terminal. But being so far away, I had no way to find out what was happening. It was already Wednesday afternoon, and your computers still did not show my shipment. As I said, I called Sig in the desperate hope that the freight had been received but not entered into the computer. It hadn't been. Sig offered to contact the freight company to find out if they had the freight and to let them know that it had to be delivered to your terminal by a certain time to make the flight. I don't know if it was his phone call that assured the delivery. It doesn't really matter. I do know that he took the extra step to give a customer a much needed hand.

At Hopkins International, we always try to take the extra step to help our customers. I am very much aware that this kind of service is very rare. So, when I find it, I appreciate it. Whether Sig's concern was the result of Flying Tigers' company policy or personal initiative, I am grateful.

I hope that you will pass along our gratitude to Sig because it may mean more coming from you.

**Lois Crayder**  
Vice President  
Hopkins International  
Berkeley, California

## Miami Praise

Letter to **Lynn Stauffer**, chief services supervisor-MIA:

• **Burdines** wishes to express sincere appreciation for the exceptional attention given to an airfreight delivery recently.

Your staff demonstrated unusual concern for the appropriate handling of the merchandise that was delivered, not only on time, but in a proper manner. The contents of the shipment contained the Silk Roads China Ships Exhibition banners and it was essential that the banners be mounted in time for The Center Of The Fine Arts Exhibition.

On behalf of the committee, which included nine governmental agencies, American Express and Burdines, we wish to thank your professional staff, in particular, **Lydette Olano** (customer service representative-MIA).

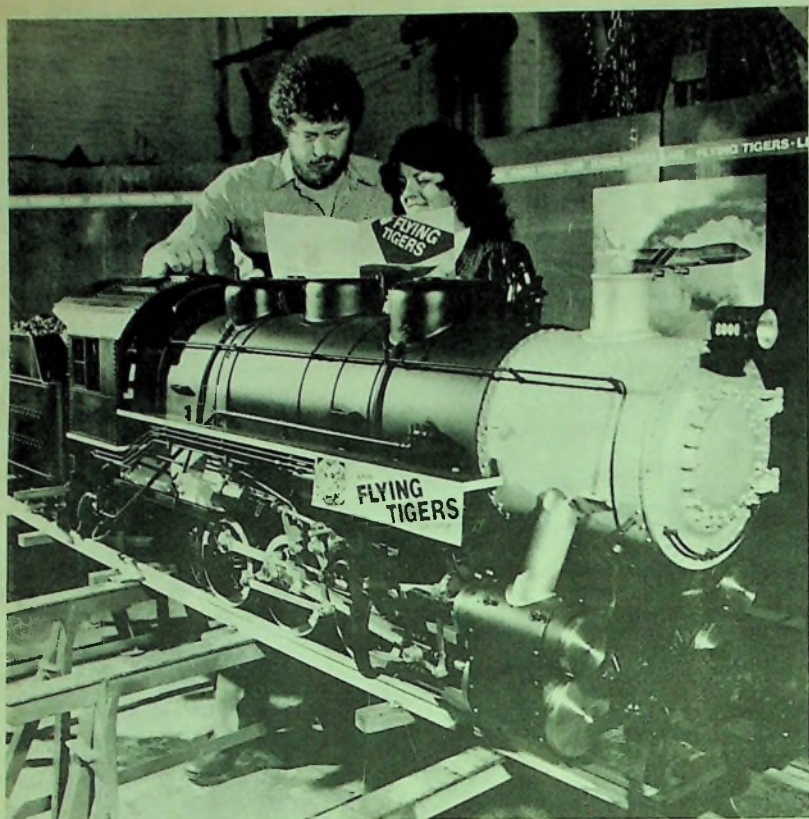
**Peggy Hurst**  
Director-Public Affairs  
Burdines  
Miami, Florida

## New York, New York!

• I am writing to you to bring to your attention some exceptional customer service on the part of **Veronica D'Aquaro** (customer service representative-JFK).

All of us at Lava Productions are grateful to Veronica who located a projection screen on inbound Newark flight 126 and got it into our 57th Street office in plenty of time to turn it around for a show opening at the Claridge Hotel in Atlantic City.

**Vincent Tilotta**  
Lava Productions, Inc.  
New York, New York



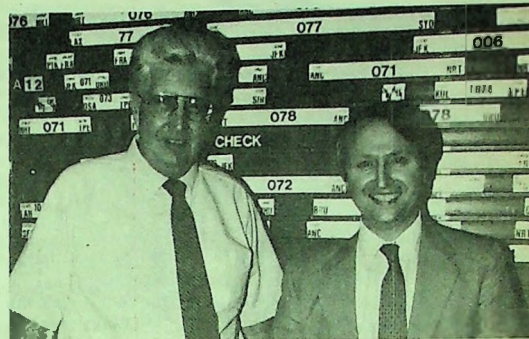
## Trains and Planes: Model Moves by Air

Not a freight train—just a nice piece of freight for the Birmingham, England office of Flying Tigers, which coordinated the transportation of a 1100-pound, 7½-inch scale model locomotive from the Midlands to Portland, Oregon on behalf of a “self-confessed model train freak.” Pictured with the model above are Mike Lamb, left, managing director of model manufacturers Severn Lamp Ltd., and Flying Tigers Birmingham-based Sales Representative, Central Region, June Pagett.

## Retirements

Flying Tigers salutes the following employees and their years of service:

- Arnie Bredon, captain-SFO. 33 years
- John Kimball, traffic agent-SFO. 17 years.
- Alice Kulis, supervisor accounting, taxation & systems control-HDQ. 4 years.
- Alfred Murphy, sr. flight controller-HDQ. 24 years.



Retiree Al Murphy, above left, gets congratulations from Chuck Zubarik, right, director of operations control, against backdrop of the airline's impressive flight control board in the headquarters operations control center. At left, retiree John Kimball, SFO.

## In Memoriam

Marjorie Schuett, former credit representative at headquarters, passed away April 19. Marjorie, who had 28 years of service with Flying Tigers, retired in 1983.

# Credit Lines

## Thinking About Next Year's Taxes? You Should Be . . .

We all breathe little sighs of relief when tax season is over. And even though it seems tax-time just ended, now's the time to really be thinking about taxes.

You know that Individual Retirement Accounts help cut your tax bill. Every dollar contributed comes straight off the top of your taxable income, and is deferred until you retire. Too, an IRA offers you peace of mind because you're building a nice nestegg for your retirement.

But . . . if you're among the great majority of IRA owners, you waited until early April of this year to deposit into your IRA for 1984. And because you waited, you lost \$110! That's the amount of dividends you would have earned on regular, monthly deposits accumulating to \$2000 this past year at your Tiger Federal Credit Union. A monthly deposit of just \$166.66 builds up to \$2000, in a year (and for the past four quarters, Tiger Federal IRAs have earned a hefty 11.25 percent dividend that compounds quarterly).

The maximum deposit to an IRA per year is \$2000 per working person (\$2250 if you have a non-working spouse). Two thousand dollars per year that is deposited over 20 years, for example, amounts to only \$40,000. Frankly, that's not much to count on to help meet your retirement income needs.

The fact is - it's the IRA dividends you earn and compound over time that really build your IRA balance and assure you of adequate funds for a secure retirement.

Earning more on your tax-deferred IRA is easy. And payroll deduction is the answer. It's a painless way to build your IRA balance. And remember, the \$2000 per-year contribution is just the maximum you may contribute. You can open a Tiger IRA for as little as \$5. Even if your balance at year-end is \$100, it's still \$100 that's tax-deferred.

We know you work hard to earn your money. Start making your

money work harder for you - with payroll deduction to an IRA.

### We're Opening Later. But We're Working Harder!

Starting June 1, the Credit Union's main office will be opening its doors at 9:00 a.m. instead of 8:00 a.m. on Wednesdays and Thursdays only.

We'll be putting this time to good use - and for your benefit; because for this one hour, twice a week, we'll be providing ongoing training for our staff, which in turn will improve our service to you.

Mondays, Tuesdays, and Fridays we will continue to open at 8:00 a.m., and will still be closing at 5:00 p.m. daily.

So remember - we'll see you at 9:00 a.m. on Wednesdays and Thursdays. Think of it this way -

we're not getting later, we're just getting better.

### Out of Town And Out of Cash?

Get cash - fast . . . with our Western Union funds transfer service. We can wire funds to you almost anywhere in the continental U.S. Pick up your money during regular business hours at any one of more than 8,000 Western Union offices or agencies in the country.

The requested funds will be withdrawn automatically from your account, along with the Western Union fee. Fee varies depending on the amount requested, but a \$200 wire, for example, would cost \$10.95. Normally, you'll have your money within two hours.

Next time you're out of town and out of cash, remember to call the Credit Union's main office. We'll get you your money - fast.

### Got a Beef? We Want to Hear it!

We really do! If you have a complaint, a good suggestion, or even a compliment about your Credit Union, we'd like to know it. Your

comments could improve service for all members. Just call our main office (213-646-3084 or 1-800-GO-TIGER) and ask for Doug Bruner in Member Relations.

### Rest Assured

With the turmoil of deregulation in the financial industry, some financial institutions have failed, causing much concern - and a few losses - for their depositors.

But rest assured. Your Credit Union funds are insured to \$100,000 per member by the National Credit Union Administration, an agency of the U.S. Government. Credit Union IRA funds are separately insured to \$100,000 by NCUA as well. Recent independent studies showed that NCUA is the most strongly funded of all financial insurance corporations. No one's ever lost a penny in a Credit Union account insured by NCUA.



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