



East Gate Edition

U.S. Army Corps
of Engineers
Far East District

May 1998

Volume 8, Number 4

IMAs Participate in RSO&I Exercise



Some of the IMAs who participated with FED in the Reception, Staging, Onward Movement and Integration (RSO&I) Exercise during the last two weeks in April were: (back row l-r) CPT Michael Sigman; COL James Carney; LTC David Albinas; LTC Christopher Prinslow; CPT Eric Gabele; CPT Gregory Bernhardt; (front row l-r) MAJ Bill Jameson; MAJ Charles Basham; MAJ Thomas Niesen; MAJ Tracy Takamine; MAJ Michael Alexander; CPT Reggie Sapp; MAJ Debbie Mallgren; and MSG Reynoldo Braga.

by Gloria Stanley

Reception, Staging, Onward Movement and Integration (RSO&I) is a major military exercise designed to test U.S. Forces Korea's (USFK) ability to receive troop units (personnel and equipment) into the theater of operations and integrate them into its force structure. As troops arrive they go to various

assembly points, get their equipment, move to staging to continue the preparation process and finally are moved to their assigned tactical assembly areas (TAAs). At this point the units are integrated into the force structure and are prepared to execute the assigned mission.

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From the Commander



Customer challenges. Recently our Pacific Ocean Commander, COL (P) Carl Strock shared his thoughts on customer care with us:

"We tend to have a rosy attitude about our customers as we strive to satisfy them. The realities expressed in the listing below are important to a better understanding of the realm in which we work. The trick is to recognize them without letting the customer know that we do."

- The customer is self-centered.
- Customers often do not notice good service; but they always notice bad service.
- Satisfied customers tell, on average, only one other person about their positive experience; dissatisfied customers will tell up to twenty others about their poor experience.
- The customer is not concerned with, and does not care about, the day-to-day problems inside the organization.
- Customers are usually not interested in whether you are "trying hard".
- Customers do not want to have to learn your "organization chart" to interact with your organization.
- There is no such thing as long-term customer loyalty; it is circumstantial, fragile, and fleeting.
- The customer is always carrying an invisible, often unconscious "report card" on your organization around in his/her head; but you'll rarely know what it says unless you ask.
- It is not enough to give good service; the customer must perceive the fact that he/she is getting good service.

--from Albrecht and Zemke's Service America (Homewood, Ill.; Dow Jones-Irwin, 1985).

The ABC's of Customer Care on this page will enable you to overcome these customer challenges. Customer challenges are the most exciting part of our work. Imagine what you would be doing if we did not have customers.

Barbara and I wish you a very pleasant May, the rebirth and renewal month.

Building for peace on the frontiers of freedom!

COL James L. Hickey

ABC's of Customer Care

Always be honest.
Be there when they need you.
 Cheer them on.
Don't look for their faults.
Every chance you get, call!
Forgive them.
Get them together often.
Have faith in them.
Include them.
Just listen.
Know their dreams.
Love them unconditionally.
Make them feel special.
Never forget them.
Offer to help.
Praise them honestly.
Quietly disagree.
Rescue them often.
Say you're sorry.
Talk frequently.
Use good judgment.
Vote for them!
Wish them good luck.
X-ray yourself first.
Your work counts.
Zip your mouth while they're talking.

When Words Matter Most
Robyn Freedman Spizman

Check out the Far East District web site at <http://www.pof.usace.army.mil>

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District Commander: COL James L. Hickey Public Affairs Officer: Gloria Stanley Photographer: Yo, Kyong-il

May Safety Slogan -**Safety****"You are no safer than your most careless act"****POD Safety Officer Visit**

The results are in from the recent visit to Far East District (FED) construction sites by the POD Chief of Safety and Occupational Health, Mr. Bruce Barrett.

"One thousand percent improvement over my last visit," said Barrett.

His stay took the safety office staff from Tongduchon to Pusan and most places in between. Everywhere he went he was very pleased with our efforts to improve the safety posture of our construction sites and working environment of our contractor workers.

So, hats off to the Construction Division and all the personnel who continue to contribute to the FED construction safety program. Our records, or should I say, lack of (accident) records, show you are a winning team and are making a difference.

**Summer Safety**

Summer weather is upon us and with it will bring increased activity at our work sites. I wish to remind you of the tendency to hurry projects along now that the weather is cooperating. There is the inclination to work longer hours and take more chances while by-passing good safety

practices to maximize these excellent weather days. We must be ever vigilant to remind our personnel of the hazards of complacency and hurrying. Accidents cost much more in the long run than taking the time to work safely.

**Heat Stress and the body**

The human body, being warm-blooded, maintains a fairly constant internal temperature, even though it is being exposed to varying environmental temperatures. To keep internal body temperatures within safe limits, the body must get rid of its excess heat. It does this primarily by varying the rate and amount of blood circulation through the skin and the release of fluid onto the skin by the sweat glands. These automatic responses, kept in balance and controlled by the brain, usually occur when the temperature of the blood exceeds 98.6 degrees Fahrenheit. To lower the internal body temperature, the heart begins to pump more blood, blood vessels expand to accommodate the increased flow, and microscopic blood vessels (capillaries) which thread through the upper layers of the skin begin to fill with blood. The blood circulates closer to the surface of the skin, and the excess heat is lost to the cooler environment.

If heat loss from the increased blood circulation is insufficient, the brain continues to sense overheating and signals the sweat glands in the skin to shed large quantities of sweat onto the skin surface. Evaporation of sweat cools the skin, eliminating large quantities of heat from the body.

If the air temperature is as warm as or warmer than the skin, blood brought to the body surface cannot lose its heat. Under these conditions, the heart continues to pump blood to the body surface, the sweat glands pour liquids containing electrolytes onto the skin surface, and sweat evaporation becomes the principal effective means of maintaining a constant body temperature. Sweating does not cool the body unless the moisture is removed from the skin by evaporation. Under humid conditions, evaporation is decreased and the body's efforts to maintain an acceptable body temperature may be impaired, adversely affecting an individual's ability to work in the hot environment. With so much blood going to the external surface of the body, less goes to the active muscles, the brain, and other internal organs; strength declines; and fatigue occurs sooner than it would otherwise. Alertness and mental capacity may be affected. Those doing delicate work may find their accuracy suffering, and others may find their information comprehension and retention lowered.

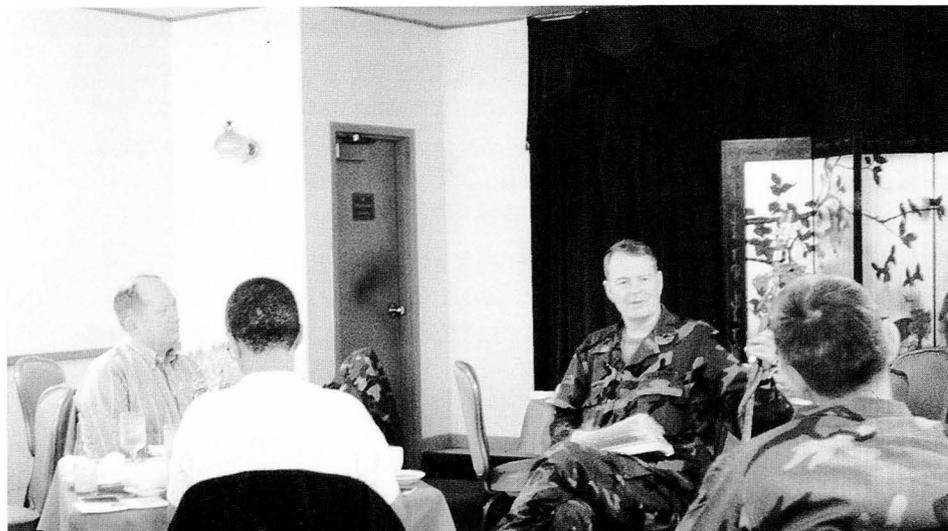


Programs and Project Development Division invites everyone to a party



Programs and Project Management Division hosts a party celebrating the opening of the reorganized PPMD offices. Sharon Roberts and Scott Bearden (left) cut the cake and (above) refreshments are enjoyed by all. (Photos by Mr. Yo, Kyong-Il)

(Right) April 7-8, 1998, meant it was once again time for Troop Call at FED. The military participating included: (l-r) Staff SGT Kwon, Tae K.; Sergeant First Class James Gilbert; Sergeant First Class David H. McBride; Colonel James L. Hickey, Commander, Far East District; Lieutenant Colonel Dale Knieriemen, Deputy Commander, Far East District; Sergeant First Class Kevin Engel; and Captain John V. Parrott. Also attending the 2-day troop call was the mascot, Lobo. (photo by Mr. Yo, Kyong-Il)



(Left) The Far East District Prayer Breakfasts are always inspirational. As usual, the message presented by Chaplain Gary Sanford, 121st Hospital, Yongsan, at the breakfast on May 12th, lifted the spirit of everyone attending. He reminded everyone that "Spring is God's way of letting us know he loves us". After enduring the harshness of winter (bad times), we are blessed by the beauty of Spring (good times.) He advised us to remember Watson's Rule: When things are going wrong think of one thing you can thank God for and that will lift your spirit.

IMAs participate in RSO&I Exercise

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Supporting units must be prepared to develop the support network needed to execute this RSO&I process. Construction materials, equipment, supplies and life support infrastructure must be in place as the first units step onto the peninsula. Engineers and logisticians are responsible for building this support network. All available U.S. military, war host nation support (WHNS) and commercial resources will be tapped to ensure the CINC's objectives are expeditiously accomplished. The Far East District's (FED) role is to provide technical engineering services, contingency contracting support, contract construction management, real estate services and LOGCAP support to each service component (Army, Air Force, Navy, and Marines).

As part of FED's continuing process of improvement and training, the District held a pre-RSO&I command post exercise (CPX) including alert procedures, status reporting, and transition to war procedures. The level I and III FEDOC staff trained for two days and transitioned the FEDOC operations to the level III staff (38 people) then deployed to their battle positions scattered across the peninsula. This staff was the primary POC for all customer coordination during the exercise. The staff is made up of the "Total Force Family"

consisting of active duty military, IMAs, and emergency essential civilian personnel. The exercise pushed them to new limits providing new insights and areas for improvement.

"In three years, the number of IMAs has grown to 13," said LTC Dale Knieriemen, Deputy Commander, FED, and the FED controller for this exercise.

Last year the FEDOC staff worked out of a mobile EOC 5-ton van and everything was temporary. Twenty people would have to crowd into the van for daily briefings. This year the staff had two stationary trailers, the mobile van, and more communication equipment such as laptop computers and satellite telephones. Needless to say, the FEDOC staff was delighted.

"The good part was it all worked as a complete system," said Bill Bergeron, Information Management Officer, for the exercise.

"It is like night and day," said Major Debbie Mallgren, a personnel specialist and IMA, comparing this and past exercises.

"There is a lot of computer support and we don't have to prepare hand-written briefing slides," Mallgren added. She maintains contact throughout

the year with the FED NEO (Non-Combatant Evacuation) wardens and FED's Emergency Management Officer, Mr. Pat Crays. Among other things, Mallgren is responsible for the IMA inprocessing/outprocessing, awards, and protocol coordination.

"For the first time in history, we have developed a coherent interdistrict team focused on supporting the defense of the peninsula," said Mr. Tom Brady, Emergency Management Officer, Pacific Ocean Division.

"FED has one of the primary engineering efforts during a contingency," Brady added. "Without planning, it would directly impact our ability to bring troops on the peninsula and provide beddown and force protection facilities."

One of the major advances made is the deployment of two Contingency Real Estate Support Teams (CREST) during this exercise.

"We are continuing to improve the process of funding potential sites and work with the Republic of Korea (ROK) government in getting access and use of land," said Mr. Lon Larsen, one of the two CREST members in Korea for the RSO&I exercise. They were

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New Team Members and Awards

Mr. Potong Bhramayana



arrived in FED on April 24th and is serving as a civil engineer in Construction Services

Branch. Bhramayana comes from the Wilmington District in North Carolina where he worked in Cost Engineering. Prior to joining Wilmington District, he was a project manager for NATO projects with the U.S. Army Engineer Division, Europe. Bhramayana holds both Bachelor of Science and Master of Science Degrees in civil engineering from Texas A& M University. He is a registered professional engineer in Texas. His personal interests include travel and self defense. He also does volunteer teaching for high school students as time permits. Bhramayana and his wife, Kullaya, have two sons, Pfennig (13) and Siam (Benz) (11), and one daughter, Archariya (Candy) (17 months).

Mrs. Carolyn D. Hawkins



arrived in FED on April 20th and is serving as the secretary for the Safety and Occupational

Health Office (SO) and the

Emergency Management Office (EMO). Hawkins graduated from Thomas Nelson Community College in August 1997 with a degree in business management/marketing. Prior to joining FED, she was active duty Army and served 15 years as an administrative specialist.

Her outside interests include sewing, reading, jogging, and she is a volunteer for the PTA. She and her husband, 1st Sgt. Anthony Hawkins (46th Transportation Company, Camp Humphrey, South Korea), have two daughters, Maria, 19, and Danielle, 9.



Gerald Ramos is commended by Defese Energy Support Center

On May 4, 1998, Mr. Gerald Ramos, Project Management Division, was recognized for providing outstanding customer service to the Defense Energy Support Center. COL James L. Hickey, Far East District Commander, presented Ramos with a certificate of appreciation signed by LTC Ralph J. Perry, Commander, Defense Energy Office Korea.

Ramos was cited for his efforts between August 1, 1997 and March 31, 1998, which have resulted in significant improvements in the Korean petroleum infrastructure.



COL James L. Hickey, FED Commander, presents a certificate of appreciation to Mr. Gerald Ramos, Project Management Division, signed by LTC Ralph J. Perry, Commander, Defense Energy Office Korea. (photo by Mr. Yo, Kyong-II)

"I worked closely with the Defense Energy Office Korea to show FED could provide a coherent, timely, and cost-effective design and construction service for the fuels program in Korea," said Ramos.

As a result of customer satisfaction, this program has grown from 23 projects to 94 projects and from a \$15 million annual program in FY98 to a potential \$45 million dollar program in FY99.

"It is only through the help of all of you, this award is possible," Ramos said to those at the presentation.



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able to complete 7 land agreements while they were in Korea. However, of the 1,000 sites needed, only 160 have been approved.

The FEDOC staff needs to gather information, analyze it, and then provide its recommendations to the commander.

"Over the past few years, we have demonstrated to U S Forces Korea (USFK) and the other service components that FED has a valid mission under OPLAN 5027," said LTC Christopher Prinslow, FEDOC Executive Officer for RSO&I and an IMA.

"The IMAs have provided continuity by their participation in several exercises and I can't think of any better training for them than what they get here," said COL James Carney, FED Liaison Officer in Charge and a USACE IMA.

"We have accomplished a lot during the last three years," said LTC Knieriemen. "This battle staff is an outstanding organization. We have gone from 2 to 40 people including civilians and military and we are now better prepared for war."



An LNO view of the RSO&I Exercise

by Wayne Taketa

During this exercise two civilians from Japan Engineer District (JED) had the opportunity to work at the Far East District Operations Center (FEDOC) as liaison officers (LNO) as the support unit LNO. Essentially, the JEDLNO was the POC for JED, keeping the JED Emergency Management Office informed about the exercise activity and relayed information as necessary. At the twice-daily briefings, the LNOs became aware of how critical certain elements of the support network were in the exercise.

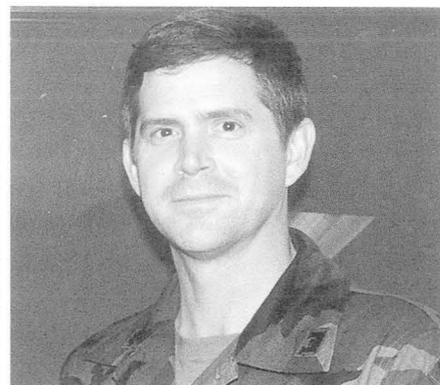
The primary function of a LNO is to communicate. The LNO teams each have a variety of secure portable communication devices. Practice was required to ensure security was maintained for all classified information. Learning to use the secure systems during a contingency situation is too late.

One of the most valuable experiences was working with a military unit. Many Corps employees don't have experience working with the Army and don't have any idea of the USFK command structure. A conflict in Korea will definitely involve Japan and may deeply involve Camp Zama. Gaining a working knowledge of the Far East District's contingency role may be critical.



How can RSO&I be improved?

"We need videotapes on training," ---
MAJ Charles Basham, IMA



What was most challenging at the RSO&I exercise?

"Assembling a diverse group of soldiers and civilians and forming them into a battle staff." ---
LTC Christopher Prinslow, IMA



What would you like to see happen regarding RSO&I now that you have participated in an exercise?

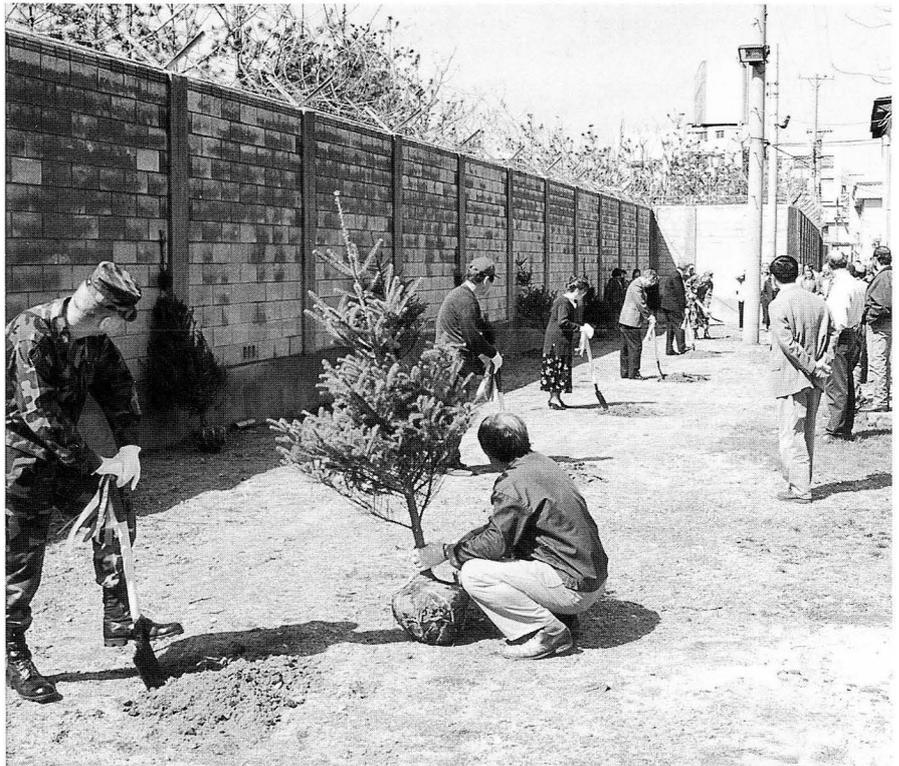
"We should encourage others to participate in these exercises. It is good cross-training." ---

Mr. Wayne Taketa, JED civilian

SAME Golf Tournament

The Seoul Post of the Society of American Military Engineers (SAME) will be holding its Ninth Annual Golf Tournament at Sung Nam Golf Course on May 29, 1998. The tournament is open to 144 golfers. All engineers and friends are invited. Scoring will be by the Calloway system. Cost - \$50.00 for Sung Nam Golf Course members, \$60 or W90,000 for SOFA personnel (non-members of SNGC) and ROK military assigned to CFC, and W140,000 for all others. If you need transportation to Sung Nam, a bus will be departing from Commiskey's at 5:30 a.m.

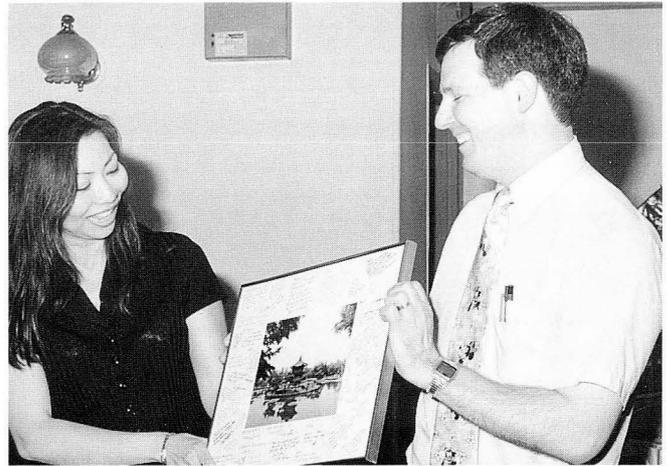
For more information and reservations, call Mr. Kim, Kwang Nam at 723-8720.



On April 6, FEDsters plant trees on the Far East District compound during a ceremony in recognition of Arbor Day. (photo by Mr. Yo, Kyong-Il)



At a farewell luncheon for Mr. Pat Clancy, COL James Hickey presents Clancy with an award check in appreciation for his service Acting Chief, Information Management Office. (photo by Mr. Yo, Kyong-Il)



At her farewell luncheon, Mr. Bob Fox presents Ms. Dawn Shinsato, a framed photograph of the Chang Kyong Palace. Shinsato is joining Japan Engineer District as a project engineer. (photo by Mr. Yo, Kyong-Il)

FED Safety Day is Thursday, May 28, 1998

Safety is the Far East District's #1 priority and everyone should participate in Safety Day, Thursday, May 28, 1998. The kickoff will be at 0800 with opening remarks by COL Hickey, District Commander, and Mr. Sam Barnes, Chief, Safety and Occupational Health Office, FED. Sessions are scheduled on cancer awareness, stress management, substance abuse, and there will be a session for women on breast health. Cholesterol screenings and blood pressure checks will be available and the Yongsan Fire Department will provide fire extinguisher demonstrations. *Watch for more information about Safety Day.*