

People in the Neighborhood:

Assessing the situation

Emergency dispatcher Robert Bonillas is quick to send help

By Bill Seil

Robert Bonillas is one of those seldom-seen individuals who keeps Boeing—and its employees—safe and secure. Based in Seal Beach, Calif., he is a lead Security and Fire Protection dispatcher for Southern California. Here he describes the responsibilities of his team and how his work supports Boeing efforts to improve safety and cycle times.

We work in a very dynamic environment. Every time the telephone rings it's something different. It could be anything from simply helping someone locked out of an office to someone requesting medical aid. It's our job to **take down the information, ascertain the situation and dispatch the resources** we have at our command in a timely manner. It's our goal to have all the wheels in motion within 60 seconds, and we do that consistently.

This job requires **patience and excellent communications skills**. You really have to be able to think on your feet.

Everyone at Boeing depends on us to handle a range of problems. That's a lot of responsibility and we take it very seriously.

On occasion employees call after they've lost some company property, and they're worried. It's up to us to guide them to the right people and take whatever steps are necessary to **protect the company's interests**.

From our Communications Center in Seal Beach we serve Boeing sites in the southwest region of the United States, including a site in Hawaii. Some of our information comes from callers, but we also monitor alarms, cameras and other sensors throughout our territory. It's not enough to know the facts; you have to **be familiar with the facilities** and see the situation in your mind's eye. That's essential if you're going to guide people from a distance.

We're also called on to **coordinate** other resources that might be responding to an emergency. This includes outside fire departments and other emergency service agencies. Often they need quick directions to a specific location in a factory or office building.

High ethical standards are critically important to our team. We are entrusted with confidential information involving both the company and employees. We need to be able to use that information to help people while ensuring it is kept private.



We operate in a very quiet area. Few people know where we are or what we do. But we have a lot of **responsibility** when it comes to keeping the infrastructure of Boeing operational.

It's a fantastic job and a challenging one. It's especially satisfying knowing that I'm a member of Boeing, which is so well respected in the community. ■

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Editor's note: "People in the Neighborhood" is an occasional Boeing Frontiers series that profiles an employee who explains how his or her job fits into Boeing's overall goals.

PHOTOS: (TOP) Robert Bonillas, lead Security and Fire Protection dispatcher at the Boeing Communications Center in Seal Beach, Calif., helps keep Boeing and its employees safe. **MICHAEL GAIL/BOEING (ABOVE)** Coordinating resources responding to a fire, as shown in this training exercise, is one of the ways the Communications Center team in Seal Beach, Calif., serves Boeing. **BOEING FIRE DEPARTMENT**

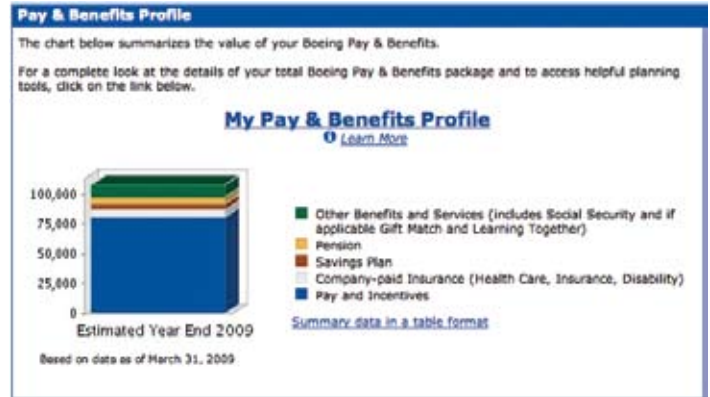
Plan for future well-being

Online tool helps employees manage benefits

Boeing employees who are seeking help in planning for the future are encouraged to browse, and use, their newly updated online Pay & Benefits Profile in Boeing TotalAccess. The personalized online profile is one of the many comprehensive and competitive programs, tools and incentives Boeing provides to empower and encourage employees to manage their health and financial well-being.

The profile provides some 143,000 eligible employees with a consolidated and secure online view of their total pay and benefits package. It shows the value of their wages, retirement savings, health care and disability plans, insurance, and employee incentive programs. This information can be plugged into a suite of interactive tools to help employees make informed decisions about their future well-being.

“Taking care of ourselves and our future has always required planning, commitment and action, but even more so in these



economically challenging times,” said Rick Stephens, senior vice president, Human Resources and Administration. “Whether your goals include saving more for retirement, starting an exercise program, quitting smoking or learning new skills, your online Pay & Benefits Profile contains a wealth of information to help you meet your goals.”

The online Pay & Benefits Profile is available for eligible employees throughout the year on the Boeing TotalAccess Web site.

– Ron Taylor

GRAPHIC: Through the Boeing TotalAccess Pay & Benefits Profile, employees gain a secure online view of their total pay and benefits package, as well as access to interactive planning tools.

Hired herd

Boeing Site Services of the Shared Services Group recently hired a herd of 120 goats to control brush and other vegetation on an undeveloped parcel of Boeing-owned land just south of Commercial Airplanes headquarters in Renton, Wash.

According to Darrel DeNune, Site Services Grounds/ Subcontract management, recruiting ruminants is an environmentally progressive and cost-effective approach to grounds upkeep and is an example of Boeing’s environmental strategy in action. Unlike tractors or other gas-powered machinery, the goats produce no air or noise pollution and can navigate terrain where machinery cannot. They also offer a natural alternative to chemical application to manage vegetation growth.

– Debby Arkell

PHOTO: Boeing’s recruited ruminants are shown hard at work near Commercial Airplanes’ headquarters, seen in the background. The goats offer an environmentally progressive approach to grounds upkeep on undeveloped land. MARIAN LOCKHART/BOEING

