



TECHNICAL SUPPORT SERVICES

NARRATIVE/PICTORIAL

DESCRIPTION OF 16

AVAILABLE SERVICES

ENGINEERING AND TECHNICAL SERVICES

CHI draws on over 30+ continuous years of its managers experience in all facets of aerospace programs and installation support services world wide from program development, planning, design, construction installation, manufacturing, testing and launch operations support, thus providing the engineering and technical skills in all areas of planning, design and system integration and maintenance, from this base CHI can:

- ❑ *Establish all technical requirements prioritize and apply them to development effort.*
- ❑ *Design and develop software and hardware*
- ❑ *Implement technical and operational procedures*



Areas of CHI's expertise:

- Program planning
- Concept analysis
- Design requirements
- Design engineering
- Systems engineering/ integration
- Cost estimating
- Resource forecasting
- Methods development
- System/components testing
- Drafting
- Documentation

FACILITIES SERVICES

CHI Manager's have operated and maintained many Government-owned and commercial facilities—more than 20 million square feet of covered space. This scale of experience has given us a vast practical experience in managing and maintaining facilities necessary to operate factories, offices, laboratories, test facilities, and many other aerospace and commercial installations around the world.

Call Henry, Inc. draws on this extensive experience in offering you the services that are essential for effective management and maintenance of the facilities in your industrial and research complex.



Areas of CHI's expertise:

- Architectural service
- Facility requirements development
- Criteria development
- Operations planning
- Construction/modification management
- Maintenance
- General civil engineering support
- Installation and checkout

MANAGEMENT SERVICES

At Call Henry, Inc., we have found that today's major programs and installations call for skillful, highly organized, and resourceful management. Integration and control of the complex and diverse technical/business elements involved in large programs are key requisites to effective management. They have been successfully applied by CHI managers to keep producing some of the most technical management achievements. These include:

- ❑ *Saturn/Apollo—the program that carried men to the moon and back*
- ❑ *Minuteman—this nation's first line of worldwide defense*
- ❑ *Operations and maintenance of customer facilities world wide*

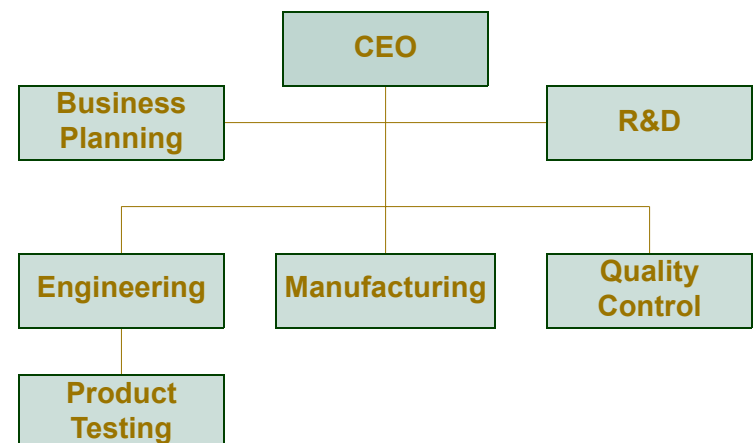


CHI's management integration skills are applied with equal effectiveness to routine processes such as maintenance, warehousing and utilities operations.

Regardless of your operational needs, CHI can design and provide the right management system for you.

Areas of CHI's expertise:

- Management integration
- Organizational development
- Planning
- Scheduling
- Cost controls
- Data management
- Communications
- Audit
- Requirements analyses
- Configuration control
- Feedback systems
- Management assessment



UTILITY SERVICES

For many years, CHI Manager's have made effective use of utilities management techniques to ascertain that its required electricity, petroleum, water, sewage, and other utilities are obtained at the best available rates and are efficiently used. Having developed these skills to a high degree in operating factories, laboratories and other facilities around the world, CHI is staffed and equipped to provide the same services to you.

Call Henry, Inc. offers these utility services:

- ❑ *Engineering, design, construction, operation, and maintenance of utility systems*
- ❑ *Providing utilities services and management adapted to any climates, national standards, and user requirements*
- ❑ *Controlling utilities to ensure that air and water pollution limits and other environmental standards are met*
- ❑ *Maintaining stringent tolerances of utility services used in laboratories and other process-critical facilities*



Areas of CHI's expertise — manage, operate and maintain:

- Electrical power
- Water
- Waste treatment
- Heat, air conditioning, and refrigeration
- Steam
- Compressed air
- Fuel distribution
- Natural gas
- Hydraulics
- Industrial waste and pollution control
- Cryogenics

EQUIPMENT MAINTENANCE SERVICES

Call Henry, Inc. Manager's have proven, tested experience in contracted equipment maintenance. We have more than 30+ years experience in maintaining all types of machinery and equipment in supporting manufacturing, laboratories, testing and support operations.

We bring (because of our manager's broad and long experience base) in-depth understanding of preventive maintenance, overhaul and repair, and spares support. On a worldwide basis, CHI can provide:

- ❑ *Skilled management and technical personnel to establish cost-effective and proficient equipment maintenance, repair, and rebuild programs*
- ❑ *Proven systems for scheduling and operating equipment with lowest possible down-time and at the optimum use level*
- ❑ *Responsive, successful, time-tested expertise in spares inventory and control*
- ❑ *Totally integrated logistic support systems*

Areas of CHI's expertise — operation and maintenance of:

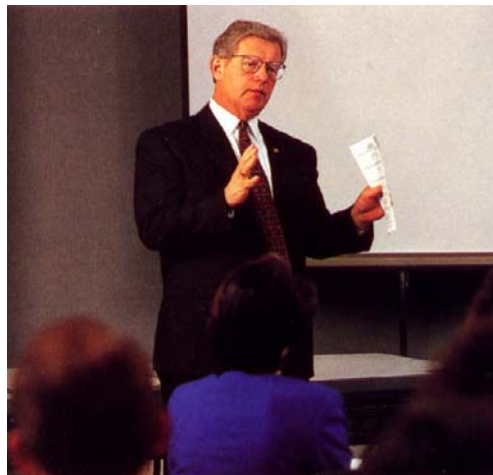
- Vessels
- Utilities
- Industrial plant machinery
- Office furnishings and equipment
- Construction equipment
- Materials-handling machinery
- Vehicles



TRAINING SERVICES

Training of employees is an important function of any operation today. Call Henry, Inc. can offer its experience in such specifics as:

- ❑ *Established and proven techniques for on-the-job and after-hour training in administrative, academic, technical, and personal development*
- ❑ *Experience at operating learning resources centers for programmed and machine-presented courses*
- ❑ *Experience at hiring and managing teachers and tutors*
- ❑ *Measurable success in setting up consulting services for training, for educational programs, and for product support*
- ❑ *On-going education programs in language studies, computer sciences, welding, management, administration, and many other specific, course-oriented projects*



Areas of CHI's expertise:

- Job training
- Vocational/technical education
- Product operator training
- College and university extension
- Teacher and program management
- Course administration
- Certifications
- Company, product, or job orientation
- Product support
- Special training services

VEHICLE SERVICES

For your special needs, CHI makes available it's managers broad experience and resources in vehicular operations and maintenance. These include:

- ❑ *Management, operation, and maintenance of all sizes and types of commercial vehicles in use today*
- ❑ *Proven plans, procedures, and administrative programs for efficient, economical operation of individual vehicles or fleets*
- ❑ *Skills developed in managing and operating more than 10,000 vehicles, in support of various installation support contracts over the past 30+ years*



Areas of CHI's expertise — operation and maintenance of:

- On-the-road vehicles
- Construction vehicles
- Service vehicles
- Special-purpose vehicles
- Mobile cranes
- Earth movers
- Material-handling equipment



SUPPLY AND LOGISTICS SERVICES

For over four decades CHI managers have performed supply and logistic services to a wide range of customers world wide. From NASA, Air Force, Army, Navy, DoE, DoT, Kingdom of Saudi Arabia and commercial customers. CHI can:

- ❑ *Manage a complete customer supply and logistic system(s)*
- ❑ *Meet all procurement regulations*
- ❑ *Automated supply capabilities*
- ❑ *Asset management and control*



Areas of CHI's expertise:

- Asset management
- Material planning
- Purchasing
- Receiving
- Warehousing
- Issue
- Package/crating
- Shipping
- Route management

FUEL SERVICES

CHI managers have provided contract support services to Air Force, NASA and other agencies that include stringent management and handling of fuels and chemicals. From this accumulated practical experience over the past four decades, CHI is able to offer:

- ❑ *Receiving, storage, and dispensing of fuels, solvents, and industrial chemicals*
- ❑ *Physical and chemical analysis and testing of hydrocarbon-based products*
- ❑ *Maintenance of storage, distribution, and mobile equipment*
- ❑ *Maintenance of records and inventory accountability*
- ❑ *Safety practices applicable to fuels, equipment, processes, and personnel in accordance with codes and regulations*
- ❑ *Training of personnel in fuel and equipment handling techniques*

Areas of CHI's expertise — operations and maintenance:

- Tank farms
- Pump stations
- Receiving docks
- Transfer systems
- Mobile supply
- Laboratory analysis and testing



COMMUNITY SERVICES

CHI manager technical services extend beyond the traditional industrial requirements that make up typical facility operation. Support of community services is concerned with the well-being and satisfaction of the individual employee. As good business practice, CHI managers have encouraged and underwritten overall programs in recreation, as well as stimulating employees in the use of libraries, learning centers, and theaters throughout our world wide technical services experience. CHI managers have expanded this experience in providing contract services for:

- ❑ *Operations and maintenance of commissaries, laundries, and recreation facilities on overseas projects*
- ❑ *Project management on development of tourism and recreational communities*



Areas of CHI's expertise — operations of:

- Learning/instruction centers
- Libraries
- Recreation facilities
- Theaters
- Clubs
- Craft shops
- Commissaries
- Laundries
- Dry cleaning facilities

HOUSING SERVICES

CHI Manager's have managed thousands of people living at remote sites—both in the U.S.A. and abroad—for years at a time, supporting U.S. Government as well as foreign governments in locations such as military bases in Turkey and Saudi Arabia.

Drawing on this extensive experience, CHI Manager's understand housing and know that satisfactory living arrangements are critical to the success of any remote-site operation. These are some of the specialized housing services that CHI can provide:

- ❑ *Complete management and maintenance of existing living quarters*
- ❑ *All personal services for family and bachelor living*
- ❑ *Development or renovation of existing dwelling units*
- ❑ *Acquiring managing, operating, maintaining, and disposing of temporary facilities*

CHI Manager's housing skills are based on experience involving more than 4,000 temporary, 3,000 conventional, and 5,000 military housing units.



Areas of CHI's expertise:

- Administration and operations planning
- Maintenance
- Housekeeping services
- Supportive services (commissary, utilities, security, etc.)
- Site selection and acquisition
- Design criteria and specifications
- Design and procurement
- Subcontracting
- Community relations
- Interagency coordination
- Labor relations
- Environmental impact statement

FOOD SERVICES

CHI manager's have managed food operations that serve people throughout the United States, Europe, and the Middle East under CHI manager supervision or control. CHI can:

- ❑ *Operate snack bars, cafeterias, and full-service dining rooms*
- ❑ *Purchase, store, and prepare food for general, specific, and highly restricted-diet requirements*
- ❑ *Establish the hygiene, appearance, and performance standards for food service employees*
- ❑ *Assign consultants to manage food programs or supervise contracted services*



Areas of CHI's expertise:

- Facility design
- Equipment selection
- Menu patterns
- Dietetic planning
- Sanitation
- Inspection
- Maintenance
- Food procurement
- Storage and control

SECURITY SERVICES

Any venture worth undertaking needs and deserves protection. CHI Manager's long and varied industrial experience, involving sensitive defense programs, high-value commercial aircraft, and precious human life, is based in large part on a tradition of painstaking attention to sound security practices.

Call Henry, Inc. provides:

- ❑ *An integrated security system for facilities, operations, and personnel*
- ❑ *Management, manpower, and procedures for ensuring the security of classified matter*
- ❑ *Comprehensive security indoctrination*
- ❑ *The necessary expertise to apply these resources to your security needs*



Areas of CHI's expertise:

- Property protection
- Controlled access
- Law enforcement
- Guard service—stationary and patrol
- Investigation
- Emergency planning and disaster response
- Interagency coordination
- Procedure planning
- Safeguarding and control of classified matter
- Communications security

FIRE PREVENTION, PROTECTION, AND RESCUE SERVICES

Throughout our manager's 30+ year history, CHI manager's have operated in an environment where fire is a constant threat. In spite of this, the record shows that remarkably few fires and little fire damage has occurred. These achievements are not accidental. CHI manager's have established an alert organization and a refined set of procedures to preserve its fire-control record.

Call Henry, Inc. is prepared to do these things for you:

- ❑ *Design, install and operate total systems of hazard elimination and fire prevention, employing the most advanced industrial techniques*
- ❑ *Provide experienced, competent, and fast-acting fire control and emergency crews*
- ❑ *Establish employee education programs emphasizing fire safety awareness and fostering fire prevention attitudes*

Areas of CHI's expertise:

- Maintenance of fire control equipment
- Organization, training and direction of skilled personnel
- Coordination with civil and governmental agencies to achieve mutual-aid agreements
- Periodic inspections in conformance with established standards



GROUNDSKEEPING SERVICES

To realize its full potential, your enterprise should coexist harmoniously with the physical environment in which it is located. CHI can provide the services necessary to enhance and preserve the natural values of your site, from the central operating core to the boundaries. Groundskeeping services include:

- ❑ *Exterior maintenance as directed by climate, surroundings, desired image, and other considerations*
- ❑ *Planning, development, maintenance of industrial, commercial, and residential sites*
- ❑ *Adaptation of site to high-technology applications such as space, air, and water transportation equipment: design, assembly, testing, launch, and operation*
- ❑ *Environmental impact study and control*
- ❑ *Cost control adapted to program objectives and existing physical features*



Areas of CHI's expertise:

- Maintenance management
- Landscaping
- Drainage and waterways
- Erosion control
- Rights of way maintenance
- Surfacing, fencing, roads, and runways maintenance
- Weed and pest control
- Snow and ice removal
- Lights, signs, and markers maintenance
- Preventive maintenance
- Hydrants O&M
- Noise and blast abatement

CUSTODIAL SERVICES

CHI's Managers have operated several large manufacturing and administrative facilities. Over 20M square feet of building space, and hundreds of millions of dollars worth of capital equipment that was serviced.

Call Henry, Inc. custodial management system sets performance standards for custodial services and then carefully monitors the results. Whether in our environmentally controlled computer facilities and scientific laboratories, in our microelectronics manufacturing complex, in aircraft fabrication plants, or engineering and administrative offices, the CHI custodial management system ensures work areas that are clean, efficient, and productive.

CHI offers demonstrated management abilities in custodial services that:

- Fit any size facility*
- Incorporate good industrial practices*
- Define supply needs, service frequencies, time standards and equipment servicing criteria*
- Consider occupancy, human comfort, functional use and desired service life*
- Give high visibility to and control of costs*

Areas of CHI's expertise:

- Special custodial techniques for large, complex, or unusual facilities or situations
- Manpower planning and control
- Cost accounting and control
- General industrial services
- Clean rooms services

