

In Philadelphia, Bryan Dunn (from left), DeLandria Gilmore and Lorrie Smith were among the employees who volunteered to experience a physical disability in the “In Someone Else’s Shoes” event.

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Getting to know *you*

Philadelphia employees find fresh and often surprising ways to reach out to others

By Geoff Potter

Isolating.” “Stressful.” “Eye-opening.” That’s how several Boeing employees described their experience with temporary physical disabilities last fall, in one of many initiatives at Rotorcraft Systems in Philadelphia to foster greater understanding of, and better communication with, their colleagues.

The event was led by the Philadelphia Diversity Council—which will be recognized for helping to provide a more diverse work environment as one of 12 award winners honored at Boeing’s 7th Annual Diversity Summit, which takes place this month. The council was selected for launching innovative and inclusive activities, serving as an advocate and catalyst for workplace change, and providing opportunities for teammates to learn about each other—and themselves.

In October, the council hosted “In Someone Else’s Shoes,” an event in which employees volunteered to experience a physical disability. For four hours, six people began to appreciate what it’s like to negotiate the workplace in a wheelchair or have impaired hearing or vision or limited upper mobility. They shared their in-

sights in a newsletter and video with their colleagues across the site.

“I found the experience to be isolating,” said Kathleen Brown, manager, Supply Chain Management, who spent four hours as hearing impaired. “I couldn’t use the phone to perform simple routine tasks; sending e-mails and waiting for responses was my only option. No music, no laughter, no background sounds that let you know other people are close by.”

“I did not anticipate the very emotional and stressful day I encountered,” remembered Andrea Allen, project manager, H-47 Operations, who was not allowed to use her legs and struggled to perform her job from a wheelchair. “It made me realize that we need to focus on being the employer of choice for all employees, not just the ‘physically able’ ones.”

“I learned two valuable lessons,” said Bryan Dunn, V-22 Finance manager, who was challenged to operate “normally” after losing his hearing and ability to speak. “First, that it’s harder to interpret meaning without hearing the tone of someone’s voice. Second, I use my sense of hearing to navigate around campus

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— Andrea Allen, project manager,
H-47 Operations

more than I realized. I found that I walked around constantly turning my head from side to side, frantically trying to regain my usual sense of awareness. I felt foolish and paranoid. It was an eye-opening experience.”

Recognizing the need to better communicate with co-workers who are deaf or hard-of-hearing, the council set up an American Sign Language class in 2008. Sixteen students completed the training, consisting of 16 sessions over an eight-week period. The class, having helped increase awareness about deaf culture and bridge communication gaps between employees, now will be offered annually.

The “In Someone Else’s Shoes” event was one of many initiatives created last year by the council, led by Anthony DiCello and made up of 28 volunteers representing functional areas throughout the site.

Other Philadelphia activities included:

- During Multicultural Awareness Month in August, the “Getting to Know Me” event paired up 22 employees from different backgrounds at lunchtime to exchange knowledge about their cultures, families, and ethnicities. Today, months later, many partners continue to meet regularly and learn new things about each other.

- The council also hosted the first Diversity Town Hall Forum, and later used the discussion of issues and concerns to help fuel the site’s 2009 diversity plan.

- In early 2008, people from across the site came together to create the Civil Rights Movement quilt. Asked to consider how the movement affected their lives and the lives of others they know, employees wrote their thoughts on patches that were

Dawn Stanfield-Scott (left) and Rosemary McLaughlin, members of the Philadelphia Diversity Council, brought together 170 colleagues from across the Rotorcraft Systems site to create a Civil Rights Movement quilt.

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later sewn together into a quilt. The artwork now hangs in the main cafeteria and continues to offer insights to all who visit.

At Boeing’s 2009 Diversity Summit, taking place Feb. 18–19 in Anaheim, Calif., 10 other individual employees and teams will receive Change Agent Awards for their success in advancing the principles of diversity, equality, fairness and inclusion in the workplace. Another team will be presented with the Global Diversity Process Improvement Award.

“Boeing people are doing amazing things to advance diversity, compliance and inclusion, and the Diversity Awards help to showcase their accomplishments and share best practices,” said Joyce Tucker, vice president of Global Diversity & Employee Rights, which hosts the summit.

The awards and annual and regional

summits are valuable tools for the enterprise, according to Rick Stephens, senior vice president of Human Resources and Administration.

“Diversity is a business imperative today,” he said. “Like the global marketplace we serve, the pool of talent available to us is becoming more diverse, and for Boeing to meet our customers’ needs we need to tap into the perspectives, skills and insights of all our people.

“While we’ve made great progress—thanks to Diversity summits, Heritage commemorations, training opportunities, and outstanding work by key leaders—we still have a long way to go.” ■

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Ideas that *fill the bill*

'Road Warriors' share tips on expensing

By Stephen Davis

On a given day, Boeing employees are hoisting bags into crowded overhead bins, wedging into well-used seats and travelling to distant locations rapidly and efficiently thanks to the marvel of heavier-than-air flight. These road warriors responded to a recent *Boeing Frontiers* piece on travel tips (Page 11, December 2008/January 2009) with their ideas on how to comply with policy and lower cost to Boeing. Here are few more of their tips—and favorite road memories.

Ron Sterzik, Shared Services Group

Trips in the past six months: 4

Expensing advice: "At the end of the day, put receipts in a file folder. I label each folder with the date and travel authorization number."

Travel tale: "One trip home to Seattle, we had to make a medical emergency landing in Billings, Mont. I never realized until then that the ground crews do so much before a flight. It took over an hour for the crew to service the airplane, even though it was a routine landing."

Ryan King, Commercial Airplanes

Trips in the past six months: 4

Expensing advice: "If you use the EBC list of credit charges to pull in your hotel bill, you then can easily further itemize the costs in your expense report down to the appropriate categories."

Travel tale: "A few of us on the same trip compared our final hotel invoices at checkout. One showed every charge had been multiplied by 100!"

Don Frueh, Boeing Capital Corp.

Trips in the past six months: 4

Expensing advice: "Record expenses as you go. Travelers in my group often have long trips with many different destinations. We use a common spreadsheet to record expenses on the road."

Travel tale: "One of my expense reports was held up because the taxi receipt was in Japanese and the auditors couldn't read it. Now I annotate receipts in English to clarify the expense."

If you have traveled recently and have advice to share, e-mail your tips to SharedServicesGroup@boeing.com. Feel free to send tips about all parts of the travel process: how to plan and book your trip, how to speed your expense reporting and how to keep your company-provided charge card in balance. ■

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PHOTO: Following a business trip to California from Seattle, Ryan King, with Commercial Airplanes' Finance team, checks the receipts he saved for his travel expense report. MARIAN LOCKHART/BOEING

TIP OF THE MONTH: EASIER TRAVEL EXPENSING

Shared Services Travel & Expense Services processes nearly 1 million expense documents each year. The team has been working to make it easier for employees to submit receipts Boeing is required to collect by the U.S. Internal Revenue Service. Expense reports must be submitted within 12 calendar days upon the completion of travel or incurrence of the business expense. That means the receipts also must be submitted within that time.

“We recognize that expensing policies and requirements can have a huge effect on employees,” said Yvette Winn, director of Travel and Expense Services, “and we are committed to making improvements to our tools and processes.”

To make the receipt requirement easier, Winn suggests:

- Use Travel’s new Travel Receipts Organizer. The organizer is a simple way to collect receipts and record expenses as you travel. It’s a paper envelope that has categories printed on the front so people can jot down an expense for later reference—then stow the receipt inside. It’s available from Travel’s Web site at <http://tes.web.boeing.com/travel.htm> on the Boeing intranet or by ordering through the Shared Services Procurement/Payables Network.
- Scan required receipts directly to Travel Accounting to save time and reduce errors. Printer/copiers at most U.S. sites now have this new feature to save you time and improve accu-



Printer/copiers at most Boeing U.S. sites now allow users to scan required receipts directly to Travel Accounting. Look for the symbol in the lower right of the printer/copier’s status monitor (lower right), and follow the Scan-to-Travel icon’s prompts.

DANA REIMER/BOEING

racy of receipt submittal. Just follow the Scan-to-Travel icon prompts. By the time you return to your desk, you’ll see an e-mail from Travel with an image of the scan, allowing you quickly to verify that the transmission was correct. If you do not have access to an updated printer/copier, use Travel Accounting’s new fax number, 314-545-0000.

—Stephen Davis

BOEING REPLACING APACHES, CHINOOKS LOST IN BATTLE

Boeing Rotorcraft Systems in Philadelphia and Mesa, Ariz., is replacing 52 AH-64 Apache helicopters and 11 CH-47 Chinooks lost or extensively damaged during operations over the past decade in Afghanistan, Iraq, Kuwait and Kosovo.

The U.S. Army awarded an initial Wartime Replacement Aircraft (WRA) contract in 2005 for 13 Apaches. These aircraft represent the first U.S. Army new-build D-model procurements. Additional contract plus-up modifications were awarded in 2006, 2007 and 2008, bringing the total to 52 aircraft with a total contract value of \$755 million.

The first helicopter was delivered in May 2007. Since then, 16 aircraft have been handed over, all on or ahead of schedule. The last Apache is scheduled to be delivered in late 2010.

The 11 replacement Chinooks are built into the Army’s \$14 billion contract to deliver 452 CH-47 new builds and conversions from D to F model aircraft over the next 10 years. In 2008, funds were provided to add 10 more Chinooks to the fleet (see Page 32).

“It is vital that we get more aircraft out there,” said Mark Ballew, senior manager for Marketing, Tandem Rotor aircraft. “The success of the Chinook and its ability to move cargo and troops in high altitudes and high winds has made the aircraft incredibly valuable in all theaters of operation. And with the way the Army is restructuring, the Chinook is becoming more prominent in all operations and the Army is requiring more aircraft.”



Boeing employees in Mesa, Ariz., home of the Apache helicopter, are replacing 52 AH-64 Apaches lost or extensively damaged during the past decade in theaters of combat. BOB FERGUSON/BOEING

“This effort returns new-build Apaches to the warfighter for the next fight, which is vital to the Army’s objective of maintaining overall force structure,” said Apache WRA Program Manager Travis Williams. “Pilots are eager to fly the brand-new version of this mission-proven helicopter.”

—Lisa Dunbar