From the Desk of the Chairman and President

It is gratifying to note that AGS operations during the first quarter of 2013 have been going well thanks to the steadfastness of each and every employee. Our asset is our all-round, multinational workforce.

As we have completed the first year of the Honeywell Channel Partnership, we have met the anticipated sales target for 2012 and look forward to meeting and exceeding the targeted goal for 2013.

At AGS, the philosophy of our relationship with customers is based on a give and take system towards mutual benefit and respect. Our objective of rendering efficient services is clear and our target is continued growth.

Staying abreast of state of the art technology, utilizing the latest methodology to carry out any work is the name of the game.

As we are approaching our 2nd Anniversary of the AGS/Honeywell Project, we would like to share a few words about this important addition to our existing capabilities. The management of AGS is always on the lookout for expanding our business and the Honeywell partnership was one way to accomplish this ongoing process.

Our first complete year ended with good results as recognized by Honeywell. It has not been easy to meet the expectations of Honeywell, but after diligent work from the HON Department and our sales managers, we have met the 2012 sales target.

Honeywell has realized that in order to provide good customer service and increase revenue from the small to medium airlines in Africa, they needed to find a partner with an extensive footprint in this growing region. A partner that understands the needs and challenges the African airlines are facing.

The challenges still lay ahead of us, but with the help of our productive and talented workforce, we are confident that we will continue on the road to success.

Airlines are affected by the economic downturn and we are trying to minimize the impact this might have on us. We are in regular contact with the Honeywell stakeholders to find ways to grow this project beyond its original two year term.

Our goal is to continue promoting the partnership among our existing as well as new customers. We will keep you posted on future developments.
Air Madagascar Audit

To most people auditing is a systematic search to find faults, but realistically it is one way of making improvements to raise standards.

Undergoing an audit is not a new phenomenon to AGS. As a matter of fact, it has become its routine as of late.

Our most recent audits from airlines in Africa include Ethiopian Airlines, Kenya Airways, TAAG Angola Airlines, Sonair, etc. We like the feedback we have been hearing from them. Invariably, they all said that AGS is at the pinnacle of the parts supply industry.

This time it was Air Madagascar’s turn to take us for the road test.

It is now history as Air Madagascar’s audit has come and gone after two days of thorough scrutiny. The audit was conducted professionally and stringently following a detailed checklist, presumably to a standard heavily leaning towards IOSA which is mainly applicable to airlines/operators. However, we faced the challenge as a team and came out successful.

We are happy to report that the team efforts of adhering to the acceptable industry practices, vide compliance with FAA AC 00-56A standard, did not go to waste.

To continue to provide our customers with the high level of service, AGS will continue to strive to meet or exceed the standards required by our airline customers.

AGS Manufacturer Profile—Tug Technologies Corporation

American General Supplies, Inc. (AGS) represents TUG Technologies Corporation (TUG) too! The list of our representation is growing and manufacturers select us for our proficiency and able representation.

TUG Technologies Corporation was founded in 1973 and is based in Kennesaw, Georgia.

TUG manufactures aviation ground support equipment, offers air conditioners; aircraft tow tractors, air starts, baggage tow tractors, belt loaders, ground power units, and heaters.

The company also provides baggage/cargo tractors, aircraft towing tractors, electric tugs, and pushback tractors. In addition, TUG offers parts, rentals, and refurbishments at its airport shops in several states such as Georgia, Illinois, etc. The company is a former subsidiary of Stewart & Stevenson Services, Inc.

TUG offers its products through airport service centers and distributors in Latin America, Malaysia, China, Australia, New Zealand, the Russian Federation, Africa, the Netherlands, Japan, the Middle East, Israel, Canada and the USA where companies like AGS have been representing these reputed manufacturers, marketing their state of the art products.
TAAG Angola Airlines

(Portuguese: Linhas Aéreas de Angola), the flag carrier of Angola based in Luanda, operates domestic services within Angola, as well as medium-haul services in Africa and long-haul services to Brazil, Cuba, China, Paris, and Portugal. The company is wholly owned by the Angolan government.

While the origins of the carrier trace back to September 1938, when DTA – Divisão dos Transportes Aéreos was formed as a division of the Administration of Railways, Harbours, and Air Transport of Portuguese West Africa, operations began on July 17, 1940. Using De Havilland Dragon Rapide biplanes, the first cities served from Luanda were Lobito, Mocamedes, and Ponta Negra.

Since beginning business with TAAG in 1982, AGS and TAAG have celebrated numerous milestones. In 2005, AGS, in conjunction with our MRO partner Ethiopian Airlines, conducting “C” checks on 3 of TAAG’s 737 aircraft. In 2006, AGS began an extensive provisioning project for a new fleet of B737-700NG and B777-200ER aircrafts. That same year TAAG consigned Inventory at AGS.

As AGS offers many different training programs both at their Corporate Office and on-site at our customer airlines, TAAG sent key Management employees to attend In-House Purchasing Training for TAAG at AGS Corporate Headquarters in 2011.

TAAG Angola Airline’s current fleet

As of January 2013, the TAAG active fleet is comprised of the following aircraft:

- Boeing 737-200 (2 each)
- Boeing 737-700 (4 each)
- Boeing 737-700C (1 each)
- Boeing 777-200ER (3 each)
- Boeing 777-300ER (2 each)

In March 2011, the Boeing 747-300 fleet was retired from service. In June of that same year, the airline received its first newly acquired Boeing 777-300ER, out of two ordered in October 2009; TAAG became the first African carrier in purchasing and operating this type of aircraft. Three additional Boeing 777-300ERs were ordered in April 2012 in a deal worth US$ 895 million.

In recent news, following an audit conducted from January 27-31, 2013, TAAG had its IATA Operational Safety Audit Certificate renewed until May 22, 2015.

Over the years AGS and TAAG have evolved together. Ever since 1982, TAAG has been an important and loyal AGS customer and over the years AGS has been an important constant friend to TAAG.
Employee Profile—Amanuel Debella

Amanuel started his career with American General Supplies, Inc. in March, 2008 as the Corporate Pilot/Flight Instructor. In this capacity, his responsibilities include piloting the company’s Cessna Aircraft for AGS Management as well as invited guests and providing flight training classes for employees and business associates.

Prior to joining AGS, Amanuel started his aviation career with Ethiopian Airlines in 1989 as a Spray Pilot and later was promoted to First Officer/Spray Pilot and finally served as First Officer for the B737 and THC6 Aircrafts.

While working with Ethiopian Airlines, he received several in-house trainings including Commercial Pilot’s Diploma as well as several Short-Term trainings which enabled him to diversify his trade.

Amanuel received his Bachelor’s Degree in Economics from Addis Ababa University in 2005.

Amanuel is married and is a father of two sons, Janco and Bona and one daughter, Selihom. During his free time, he enjoys spending time with his family as well as going to the gym.

During the publication of this edition of the AGS Flyer, we received the exciting news that Amanuel accepted a Commercial Airline Pilot position with the national carrier Ethiopian Airlines stationed in Addis Ababa starting in June, 2013. As this is a lifetime dream of his to return to his native country to raise his young children, we wish him and his family farewell and best wishes in all the future endeavors.

AGS Warehouse Department

AGS’ slogan is “Our business is to keep you flying…” It is not just a slogan, but a plan translated into action by a group of lean and active professionals such as the warehouse team who constantly think “zero defect.”

This is the team that receives, inspects, packs, ships, stores and keeps custody of AGS and customers’ spare parts.

Heading this team is Ali Sadah, Manager, Stores, who has a wealth of experience in Stores Management accumulated during his tenure of 16 years at commercial airlines where he has had warehouse, Hazmat and various managerial training.

The Stores’ Team of professionals is complimented by William Nye who was a certified Hazmat Shipper for 12 years and is currently doing an outstanding job as our QA Assurance Inspector.

The managerial and quality assurance expertise of the Stores Personnel is superimposed by Nabel Sadah who is the qualified Shipping Agent with extensive training for CFR 49 Shippers on Hazmat and Shippers Declaration as per IATA regulation.

Delano Walters is the young Receiving Agent dedicated to his assignments who is another asset of the Stores Department.

AGS is proud to have such a caliber of individuals and freight forwarders who render the last professional touch to the already high quality products of AGS. At the end of the stores process, these parts are professionally transported by our long standing shipping agents, John S. Connor, Panalpina, Unishippers, Transfreight International, Transgroup, etc. who are all in good standing with AGS rendering on-time services to our valued customers.

Can you imagine that AGS has shipped to over 30 airlines in 2012 with virtually no rejections.
LAM Onsite Training

It is to be recalled that we reported in the last issue that AGS provides, free of charge, classroom and hands on training to the nontechnical employees of its valued customers, particularly in the technical department, purchasing, warehouse, accounting, etc.

We are now happy to report that in April, AGS conducted Basic Technical Training for one of our long standing customers, LAM Mozambique Airlines. The subjects covered were aircraft systems including History of Aviation with the Theory of Flight, Basic Engines, Hydraulics, Pneumatics, Oil, Fuel, and Electrical Systems.

Hailu Aga and Captain Amanuel Debella just returned from Maputo after delivering such training.

Initially six (6) employees were scheduled to attend this training, but as the training progressed, more people joined culminating in a total of ten (10) on the day of graduation including Mozambique Airport Handling Services personnel.

The two-week training became more interesting as they had airplanes on ground to physically demonstrate what was theoretically being taught in the class.

The students were anxious to learn, participated well and the overwhelming majority passed the tests.

Certificates of Completion were awarded by LAM’s Chief Financial Officer, Dr. Jeremias Tchamo, who made a speech at the closing ceremony, laying out the importance of the training and what was expected of them and at the same time, thanking AGS for its continued support by conducting the training. Some of the participants also expressed their appreciation and emphasized how the training could help them to do their job better.

We have now been approached by several of our customers to conduct the training and have a plan put in place to deliver this training to one or two of our African customers before the end of the year.

As a continuation of this program, AGS is also bringing the participants to the US to finalize the training at AGS training center.

It is AGS’ ongoing desire to support its valued customers wherever they might have a need and it is our pleasure to continue with such undertakings.

Welcome to Our Guest House

The Corporate Services Division is very excited to announce that the AGS Corporate Guesthouse has recently undergone an upgrade. With fresh paint, fixtures and furnishing, the guesthouse provides its guests with a home away from home.

Our guests, including airline executives as well as our own field representatives, come to AGS for Corporate Meetings as well as to spend time in the Nation’s Capital.

Conveniently located just 30 minutes from Washington, DC and three major airports and 5 miles from AGS Corporate Headquarters. This spacious 2 bedrooms, 2 baths, fully equipped Kitchen and Wi-Fi access guesthouse has all the amenities of an upscale hotel but the “at home” feeling that is suitable for the business traveler as well as a family coming for vacation.

The guesthouse also has convenient shopping in the area as well as restaurants, grocery store, parks, banks as well as an exercise gym and swimming pool and much more.

We appreciate all those involved in the maintaining of the condo as well as Sena Services who did the recent extensive remodeling project.

Renovations are well underway at our West Coast Guesthouse to allow for our guests to visit and stay in sunny California.

AGS takes great pleasure in making sure our corporate guests are made to feel at home. We go the extra mile to ensure our guests see and experience that special “AGS Difference.”
AGS Kids Spring Break 2013
Healthy Eating

As a follow up to last issue’s article, “AGS Gears Up For a Healthier 2013”, which received rave reviews, warranted us to reach out to some of our employees and ask them what they enjoy having when eating out at lunch time. We asked them what are some of the food items they now avoid and have found substitutes for that are just as satisfying to their taste buds but less costly to their waistlines.

Below are a few of the worst sandwiches and other food items that are packed with hidden calories versus better choices at the same restaurants.

Subway: Worst Bet

The 6" Double Meatball Marinara with Cheese sandwich is a fatty choice at a restaurant better-known for its healthy choices. This 6-inch sub weighs in at 860 calories, 42 g fat, 18 g saturated fat, and 2,480 mg sodium.

Subway: Better Bet – Teddy Kassa’s Choice

Keep your personal calorie count low with the 6" Black Forest Ham Sandwich or one of Subway's many other 6-inch sandwiches with 6 grams of fat or less. The restaurant shines in low-calorie choices: roast chicken, roast beef, club, turkey breast, turkey breast and ham, veggie delight, or sweet onion chicken teriyaki. Top them with lots of veggies to keep them in the range of 230 - 380 calories.

McDonald’s: Worst Bet – Crispy Chicken Club Sandwich

The Crispy Chicken Club Sandwich is about what you would expect from a restaurant commonly known for burgers and fries. Fried chicken, bacon, and mayo push this to 620 calories, 29 g fat, 7 g saturated fat, and 1,200 mg of sodium.

McDonald's: Better Bet – Denise Kendall’s Choice

The Honey Mustard Grilled Chicken Wrap pleases one’s palate without plumping your waistline. Each flour tortilla contains grilled chicken, shredded cheese, and lettuce for 250 calories, 8 g fat, 3.5 g saturated fat, and 650 mg sodium. Ranch or chipotle versions have just a few more calories. Add a fruit and walnut salad; chock full of apples, for 210 calories and a meal under 500 calories.

Before you order, glance at the calorie listing to be sure your choice is a "best bet." And watch menu items that come with a sandwich, sides, giant drinks, fries, chips, and salads loaded with dressing that send the calories soaring. Better bets are non-calorie drinks, fat-free milk, water, and sides that contain fruits and vegetables.

Casual Fridays at AGS

The trend of allowing employees to “dress down” on Fridays is becoming very popular as more employers recognize the benefits of implementing a casual Friday in their place of business. The practice of going casual for a day is one more perk for employees. Some of the benefits of implementing Casual Friday to the workplace: Employers frequently look for ways to motivate their employees with incentives, or “perks.” Most ideas come with a price tag attached, such as the employee appreciation lunch or paid birthdays off.

When all personnel show up at work in similar casual attire, it forms a sense of unity. With everyone shucking the high heels, suits and ties and coming together in casual wear there is a sense of camaraderie created that might not exist on the other days of the week.

In addition, during the warm weather, employees enjoy “dressing down” as it is cooler and more comfortable. In years past, AGS used to only have Casual Fridays during the summer months. Because of the popularity, we have decided to carry on the tradition year round.

Casual Fridays are fun. The upper echelons have an opportunity to let their hair down and be relaxed and all employees have the opportunity to come to work as themselves.

Is it any wonder more and more employers including our airlines customers are jumping on the bandwagon and opting to implement Casual Friday as an incentive for their workers. It isn’t often that a good idea comes along that has so many benefits attached and is truly free.
Employee Birthdays

January
Amanuel Debella—Jan. 6
Hailu Balcha—Jan. 19
Hong Yu—Jan. 26

February
Dwight Uptgrow—Feb. 26

March
Yenory Orozco—Mar. 11
Timothy Hall—Mar. 17
Becky Maru—Mar. 29
Leya Kassa—Mar. 29

April
Ala Lahham—Apr. 21

May
Delano Walters - May 2
Yem Maru - May 4
Marcia Palu - May 5
Yonas Alemayehu - May 5
Genet Tuttle - May 7
Fitsum Tesfaye - May 9
Nabel Sadah - May 11
Joel David - May 20
Joseph Rzepka - May 26

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