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# First-Responder's *news*

ADDRESSING THE NEEDS OF FIRST-RESPONDERS AND HELPING THEM BUILD A SECURE FUTURE.

*Did you know that the AirBoss Moulded Glove (AMG) just received a new NFPA certification?*

## About AirBoss-Defense...

The AMG (AirBoss Moulded Glove) has just been certified by UL to comply with the NFPA 1994 Standard on Protective Ensembles for First Responders to CBRN Terrorism Incidents, 2007 Edition. The AMG was rated class 2 for CBRN protection by UL, which is the highest level of protection afforded by the NFPA 1994 standard. Testing has also determined that the AMG provided a level of dexterity better than the requirements of a class three certified product.

This means the AMG protects as well as any big bulky glove (some with double or triple liners, leather or thick neoprene), but gives you the dexterity of a thin nitrile glove. Our unique butyl compound and moulded manufacturing process offer the best protection possible. No wonder the US DoD has chosen the AMG to be their protection of choice for all US military personnel against CBRN agents. Best of all, the AMG can be decontaminated from CBRN agents.

The AMG has been rigorously tested by UL and found to provide more than 1 hour protection against CBRN agents. AirBoss-Defense has already had the AMG tested to military standard TOP 8-2-501 which has confirmed that the AMG provides more than 24 hours of protection against CBRN agents. The dexterity of the AMG is such that you can actually pick up a dime off of a table top, or you can even feel a patient's pulse with the gloves on!

The UL certification means that the AMG can now be used in conjunction with all NFPA 1994 certified suits.

The competition said it couldn't be done. They said it was impossible. Well AirBoss-Defense has proved them wrong once again. AirBoss-Defense continues to innovate to bring first responders the best possible protection in the world.

The AMG is the ultimate protection for all haz-mat operations. Proven by the US DoD as providing the highest level of protection and operability; make sure you insist on the best as well.



## AIRBOSS-DEFENSE ON THE ROAD

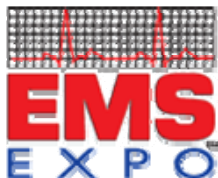
**EMS EXPO 2007**

October 11<sup>th</sup>, 12<sup>th</sup> & 13<sup>th</sup>, 2007

Orange County Convention Center, Booth: 1964

Orlando, FL

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# The Dalmatian Dog



One of the most beloved symbols of the fire service is the Dalmatian dog. The origins of the breed are shrouded in mystery. Experts are unsure really how old the breed is.

It is known that the Dalmatian, because of its poor hunting abilities, was relegated to the stable area of fine homes. It was in these stables that the Dalmatian became acquainted with the horses. Dalmatians were adopted by the fire service in the days of the horse-drawn fire wagons because they were agile and not afraid of the horses.

The Dalmatian, with its superior agility and endurance could run out in front of the horses and clear the streets for the approaching fire wagon. When the horses were replaced by gasoline-driven fire engines, many fire departments kept their Dalmatians. In some areas you can still see the Dalmatian standing proudly on top of the fire engine as it races to another emergency.

## AirBoss-Defense: Customer Service *at its Best...*

At AirBoss-Defense customer service is an integral part of our job. AirBoss-Defense's most vital asset is its customers. Without them, we would not and could not exist in business. When we satisfy our customers, they not only help us grow by continuing to do business with us, but recommend us to friends and associates.

At AirBoss-Defense, we pride ourselves on great customer service. In order to achieve this lofty goal, we provide our staff with the blueprint for successful customer service. Here is what we teach our staff;

### The Ten Commandments of Customer Service

**#1** Know who is boss. You are in business to service customer needs, and you can only do that if you know what it is your customers want. When you truly listen to your customers, they let you know what they want and how you can provide good service. Never forget that the customer pays our salary and makes your job possible.

**#2** Be a good listener. Take the time to identify customer needs by asking questions and concentrating on what the customer is really saying. Listen to their words, tone of voice, body language, and most importantly, how they feel. Beware of making assumptions - thinking you intuitively know what the customer wants. Do you know what three things are most important to your customer?

**#3** Identify and anticipate needs. Customers don't buy products or services. They buy good feelings and solutions to problems. The more you know your customers, the better you become at anticipating their needs. Communicate regularly so that you are aware of problems or upcoming needs.

**#4** Make sure customers know they are important and appreciated at AirBoss-Defense. Treat them as individuals. People value sincerity.

**#5** Help customers understand your systems. AirBoss-Defense may have the world's best systems for getting things done, but if customers don't understand them, they can get confused, impatient and angry. Take time to explain how our systems work and how they simplify transactions.

**#6** Appreciate the power of "Yes". Always look for ways to help AirBoss-Defense customers. When they have a request (as long as it is reasonable) tell them that you can do it. Figure out how afterwards. Look for ways to make doing business with us easy. Always do what you say you are going to do.

**#7** Know how to apologize. When something goes wrong, apologize. The customer may not always be right, but the customer must always win. Deal with problems immediately and let customers know what you have done.

Make it simple for customers to complain. Value their complaints. As much as we dislike it, it gives us an opportunity to improve. Even if customers are having a bad day, go out of your way to make them feel comfortable.

**#8** Give more than expected. Since the future of AirBoss-Defense lies in keeping customers happy, think of ways to elevate yourself above the competition.

**#9** Get regular feedback. Encourage and welcome suggestions about how you could improve. There are several ways in which you can find out what customers think and feel about your services.

**#10** Treat employees well. Employees are AirBoss-Defense's internal customers and need a regular dose of appreciation. Thank them and find ways to let them know how important they are. Treat your employees with respect and chances are they will have a higher regard for customers. Appreciation stems from the top. Treating customers and employees well is equally important.

## WE WANT TO HEAR FROM YOU:

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