



the source

1st QUARTER 2018





contents

- 
- 03** CEO message
 - 05** Houston travels the “MUD”dy road to inventory success
 - 07** chemical reaction: release training held in Corning, Calif.
 - 08** 1,000-plus reasons to love north Texas-Forney’s focus on safety
 - 09** bayou buddies: Inframark partnering with Plaquemines to achieve success
 - 10** child’s play: kindergartners learn about water, coloring & conservation
 - 11** live streaming: Lititz partners again with Lititz Run Watershed Alliance for cleanup
 - 12** employee spotlight
 - 14** kudos korner
 - 16** industry awards & recognition
 - 17** industry papers & presentations
 - 18** all about us



CEO Message

Stephane Bouvier
CEO Inframark

Dear Reader,

Welcome to our new quarterly Source magazine!

Over the past several months, we have experienced an exciting revival in all areas of our business, including how we communicate to our valued clients. This is reflected in the new Source, which is an enhanced communication tool to elevate, promote, and share more vividly all that Inframark does.

Sharing our story via the Source is going to be fun and rewarding because there's a lot of good happening in our midst that's worth celebrating and sharing with everyone. It's indeed an exciting time for us, and I couldn't be more proud of our team as we embark on a new chapter of our journey — and we are pleased that you are along for the ride!

Now, let's have a glance at our recent performance.

Our revenue continues to track above plan, driven by strong contract retention and additional billable work in the Municipal Utility Districts (MUDs) and Contract Operations (Con Ops) divisions.

Against prior year, revenue is 11% higher — primarily driven by new business. Our financial year just closed in March and the overall outlook is positive, underpinned by the continued efforts of the MUDs post-Harvey. We successfully retained 19 of our contracts up for renewal, putting us at a 95% renewal rate for 2017.



Infrastructure Management Services (IMS) business also is on the rise after a successful integration of the Special Services division in Florida, which was previously in the South Con Ops region.

Enjoy your reading!

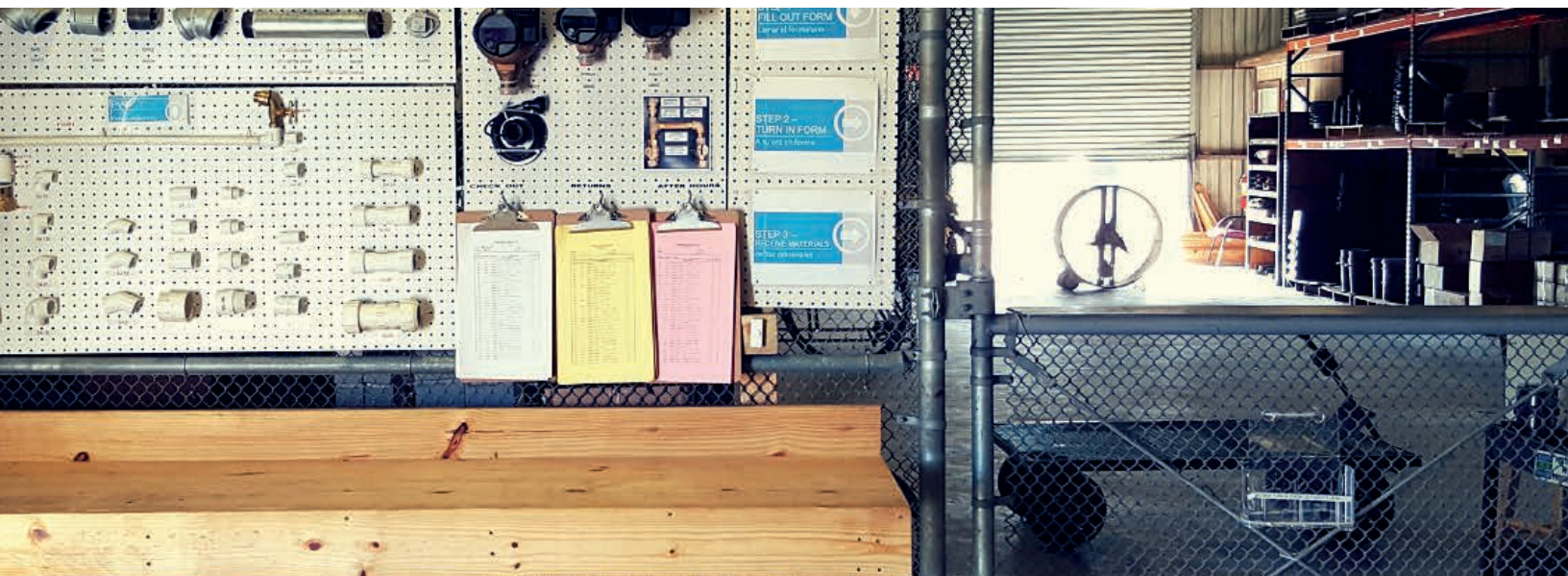
A handwritten signature in black ink that reads "Stéphane". The signature is written in a cursive style and is underlined with a single horizontal stroke.





Houston travels the “MUD”dy road to inventory success

CONTRIBUTED BY MARK NELSON, INVENTORY & WAREHOUSE MANAGER



Two years ago, we began implementing Inventory Management within the Municipal Utility Districts (MUDs) in Houston, Texas. This would mean utilizing two systems (with different part numbers), hiring a new team, organizing and creating efficient warehouses (three of them), creating visibility of materials, creating processes and procedures, training the inventory team and operational staff, receiving employee buy-in and, most importantly, showing value.

The first year was a whirlwind of activity while we established the visibility we would need to run the analytics. During this period, we set up warehouses, identified materials, reorganized

materials numerous times, established issue point procedures (to include after-hours), created new vendor relationships, and established new Inventory Control procedures.

The start of the second year was dedicated to fine-tuning the system while we utilized the data to help drive value to the MUDs. This led to new reorder points, an upgraded system for inventory control clerks, weekly adjustments, bin management, a dramatic increase in accuracy, a decrease in unidentified transactions (also known as UFOs), and a reduction of material expense without business interference.



The Results

Recently, we concluded our year-end, wall-to-wall inventory and the results have been the best recorded in our company's history:

- A 16% decrease in materials on hand at warehouses (\$103,709).
- A 99% average accuracy in warehouse audits for controlled sites (Westmoor was voted the best warehouse in terms of accuracy, cleanliness, and organization).
- A 97% average accuracy in vehicle audits (ARS was voted the best vehicle audit in terms of accuracy, cleanliness and organization).
- The ability to identify slow-moving materials with accuracy.
- Enhanced customer satisfaction.

As you can see, it's been a great year. As we look forward to next year, we will continue to improve the value for our teams and our clients!



chemical reaction: release training held in Corning, Calif.

CONTRIBUTED BY KATHY STONE, AREA MANAGER OF
NORTHERN CALIFORNIA

On Feb. 21, our Corning, Calif., wastewater treatment facility hosted a special onsite chemical release training session. The Shasta Cascade Hazardous Materials Response Team (SCHMRT) conducted the training with the California Highway Patrol, Cal Fire and the Corning Fire department.

This hands-on and educational class was designed to help spill responders and planners increase their understanding of chemical spills as well as make risk-based decisions to protect public health, safety, and the environment.



1,000-plus reasons to love north Texas-Forney's focus on safety

CONTRIBUTED BY CATHY SEIFRIED, HSE WESTERN REGIONAL ADVISER

Let's give a big hand to our North Texas-Forney office, which just celebrated 1,000-plus days with no incidents!

This project continually focuses on safety. In fact, it hosts a tailgate meeting every morning as well as an “exit meeting” at the end of the day. These tailgates are a wonderful opportunity to discuss and reflect on the wins and losses of the day and how the staff can continuously improve to be an even better partner to each other and our clients.

Our Texas team celebrated this amazing achievement with a catered lunch and each employee was awarded a certificate for being 1,000 days incident-free.

Keep up the great work!



bayou buddies: Inframark partnering with Plaquemines to achieve success

CONTRIBUTED BY EFRAIN RODRIGUEZ,
DIRECTOR OF THE SOUTH REGION AND
ROBERT J. MORGAN, JR., PROJECT MANAGER

On Feb. 21, the Plaquemines Association of Business and Industry (PABI) held its annual installation of officer's banquet at English Turn Golf & Country Club. PABI was formed in 2004 by the current Lt. Governor of Louisiana Billy Nungusser and a group of business owners that recognized the need for the business community to have an active voice in the Parish. PABI is made up of officers, a board of directors, committee chairs, and its members. Inframark is currently an active Silver Member and has been a member of this organization since its inception. Inframark has the opportunity to participate in the dialogue during the monthly meetings open to Plaquemines Parish business owners.

During the banquet, Project Manager III [Robert J. Morgan Jr.](#) was honored as a 2016–2017 board member with a plaque of recognition for his leadership and contributions to enhance the economic, civic, and cultural environment, as well as advancing the life in Plaquemines Parish. Robert was the first representative of Inframark to be elected by fellow business peers of Plaquemines Parish to serve as one of the 15 board members.

Although PABI has a new installation of officers, Morgan ensures that Inframark will continue to work side by side with PABI and other organizations to achieve the highest levels of performance, safety, compliance and reliability.



child's play: kindergartners learn about water, coloring & conservation

CONTRIBUTED BY ELVIA MUNOZ,
ADMINISTRATIVE ASSISTANT III



Every year, our Horizon Regional MUD project educates the kindergarten classes of the Desert Hills Elementary school on water conservation by distributing coloring books and crayons to all the children enrolled.

We would like to thank the team at Horizon for its generous support. It is because of these sustaining contributions that we are able to continue creating awareness among our youth, which translates to their families and peers.

Water conservation education is very important in providing the stewards of our future with the social and economic tools to maintain a healthy and sustainable environment. Awareness and respect for our water resources also encourages a lifelong commitment to our communities.

Thank you again to the team that brought more color to the world of water!



live streaming: Lititz partners again with Lititz Run Watershed Alliance for cleanup

CONTRIBUTED BY MICHAEL WOLGEMUTH, REGIONAL MANAGER



Working together to clean up our streams is incredibly rewarding for many reasons. Just ask our Lititz & Kellogg team members that participate in this event every year.

On March 17, four of our employees joined forces with other volunteers to participate in the Lititz Run Watershed Alliance (LRWA) annual Stream Clean Up.

These cleanups not only help beautify the community, but also make people think twice about throwing dirty diapers, snack wrappers and other paper/plastic products into or next to the waterway.

It's also important to note that while stream cleanups are good for the environment and the

surrounding communities, it's also the law. Clean water is the law of the land in the U.S. and has been since 1972. Your community is obligated to do some degree of cleaning streams of any size before sending them downstream. For instance, if there is a bottle of insecticide thrown into a storm sewer inlet and it winds up in your local creek, your community may have to pay to clean it up before the stream can empty into a larger body of water.

Remember, a clean stream is both beneficial to the environment, to us and to our tax dollars.

Thanks again to the Lititz and Kellogg team members pictured above!



MOHAN CHINNASWAMY

employee spotlight: the go-to IT guy

Describe your typical day at Inframark.

My schedule varies. On any given day, I spend the early hours checking my emails, performing an IT health check, meeting IT teams to discuss the latest updates, and reviewing the pending ticket queue. This way, I can set my priorities for the day. Most of the time, you can find me providing hands/feet support to our Horsham users or on the phone trying to assist users from other locations. Every day presents a new challenge and a new learning experience for me.

What is most satisfying about the work you do?

First of all, I love what I do. I'm always on the move supporting and interacting with the employees. Learning something new every day — technology, business, people etc., — keeps me active and encourages me to do better.

How do you think your co-workers would describe you?

They would say I'm easy to get along with and very efficient. I've heard people saying I'm different from previous IT personnel because I understand their requests from a business perspective and provide faster resolution/workaround for most of their queries.

Name one thing that most people don't know about you.

Back in school in India, I tutored 10th- and 12th-grade students in math. All of my students cleared their final board exams with flying colors. Recently, I provided computer training sessions for 9th- and 10th-grade students from government schools in Tamil Nadu, India, using Skype. I'm always proud of all my students and wish I could



MOHAN CHINNASWAMY

employee spotlight: the go-to IT guy

spend more time educating and empowering the students that are in need.

What is your favorite thing to do outside of work?

These days, I'm spending most of my time with my little one, who is 9 months old and growing! I like to travel and explore new places with my family, and play cricket tournaments for a local club.

What's the best advice you ever received?

In Tamil language, "Kadamaiyai Sei, Palanai Ethirparathey," which means "Do Your Duty, Don't Fret Over the Results" (from Bhagvad Gita). If your results don't favor you, most times you may stop trying new things and fail to do hard work. Also, when you don't get what you need, then you may end up angry and displeased. Anger is the most dangerous, destructive weapon and it will destroy the character, moral qualities and critical thinking power that affects good results.



kudos korner



recognizing our outstanding team

Service Milestones

35 Years

Helmut Bother - Fort Myers, FL
Carl Miller - Pasadena, TX
Kathleen Weber - Brookshire, TX

30 Years

Steven Williams - Elkton, MD

25 Years

Carlos Agosto - Bridgeport, CT
Ronnie Childress - Oklahoma City, OK

20 Years

Kevin Bartholomew - Port Sulphur, LA
Steven Naquin - Belle Chasse, LA
Olman Nolasco - Katy, TX
Ronald Oswald Jr. - Danville, VA
Alfredo Segovia - Brookshire, TX
David Simonson - Crockett, CA (pictured at right)
Eric Tanksley - Brookshire, TX
Lester Williams - Belle Chasse, LA
Mary Zakrzewski - South Bend, IN

15 Years

James Spellman - Tri-Municipal, NY
Clarence Williamson Jr. - Port Sulphur, LA

10 Years

Vidal Agosto - Bridgeport, CT
Paul Bailey - Crockett, CA (pictured below)
Clay Brandenburg - Westmoor, TX
Kenneth Cassel - Coral Springs, FL
Jonathan Jason - Belle Chasse, LA
Angel Lopez - Bridgeport, CT
Elizabeth Moore - Celebration, FL
Timothy VanPelt - Fresh Kills, NY

5 Years

Tyler Christian - Claremore, OK
Rachel Johnson - Bridgelands, TX
John Liggins - Kellogg, PA
James McCowan Jr. - North Maintenance, TX
Kathleen Prosser - Clinton, MS
Jeffrey Ramos - Fresh Kills, NY
Dustin Samford - Midland County, TX
Quenton Sims - Brookshire, TX
Shane Starkey - Claremore, OK
Israel Trevino - Weslaco, TX
Taz Washington - Monroe, LA



Pictured from left to right: Luc Beauchemin, Paul Bailey, Stephane Bouvier, David Simonson, Peter Prisegem and Jose Mora



recognizing our outstanding team



Peer-to-Peer Recognition

Let's "LOL" for [Amy King](#), our City of Dunwoody, Ga., project manager, who won 1st Runner Up at the Search for the South's Funniest Accountant! If you need a good midday boost, click the link below to catch the video!
<https://www.youtube.com/watch?v=enu9omrB89E>

Our MUD's team could not have survived our rebranding efforts without the help of [Kathy Weber](#) and [Stacy Thibodeaux](#)! Kathy was tasked to distribute uniforms to more than 200 employees as well as ensuring that 450-plus facilities had their signs changed. Stacy had to update the old logo with the new on nearly 350 pieces of equipment. That included trucks, backhoes, trailers, and more! These ladies deserve a pat on the back and a long vacation!



Happy Retirement

Bristol, Tenn./Va. Laboratory Supervisor [Mark Kalkwarf](#) is retiring this month after more than 20 years of service. The Source caught up with him before he heads out for the last time.

What are your fondest memories, both personal and at Inframark?

I would have to say fishing the Alaskan coast and Nipigon country. At Inframark, it would have to be the work-related memories of client interactions and successful steps to improve our industrial monitoring programs.

What are your short- and long-term plans after you retire?

I am going to invest time in home improvement and repairs and also spend more time on the water and in the game fields with my Lab. Long term, I would like to experience Africa, if funding allows.

What advice can you give to some of our newer employees?

Use the 401(k), even if it hurts. Also, employees must take personal control of any opportunities they become aware of.



industry awards & recognition

Congratulations to Our Colleagues for Exemplifying Pure Partnership!

Activities Director **Rachel Johnson** (pictured at right) was recently nominated by our client, Bridgeland Development, for the **Lifestyle Director of the Year Award** through the National Association of Home Builders. Rachel was selected to be a finalist. Even though she did not take home the gold, she is still a winner to us!



Kyle Noll (pictured at center above), lead operator at Lititz Borough Water Treatment Plant, proudly accepted the **Area Wide Optimization Program (AWOP) Award** at the Pennsylvania Rural Water Association (PRWA) Annual Conference in State College, Penn., on March 22.

The Pennsylvania Water Environment Association (PWEA) honored Inframark with a **Mark B. Hannum Operator of the Year Award** – Small Plant for 2018 for the **Penn Township** project.

Penn Township was honored with the 2017 **Plant Performance Award** from Aqua-Aerobic Systems.





industry papers & presentations

Our success is your success. We believe that every relationship depends on a positive and productive interplay of the people, processes, resources and responsibilities of all involved. That's why as industry leaders we feel it's important to share our knowledge with others.

Todd Burrer, vice president of the Texas MUDs, spoke about the operational challenges during Hurricane Harvey and the lessons learned during the [Association of Water Board Directors-Texas Mid-Winter Conference](#) in Dallas, Texas. **Roy Aristizabal** also led a discussion on important water and wastewater topics.

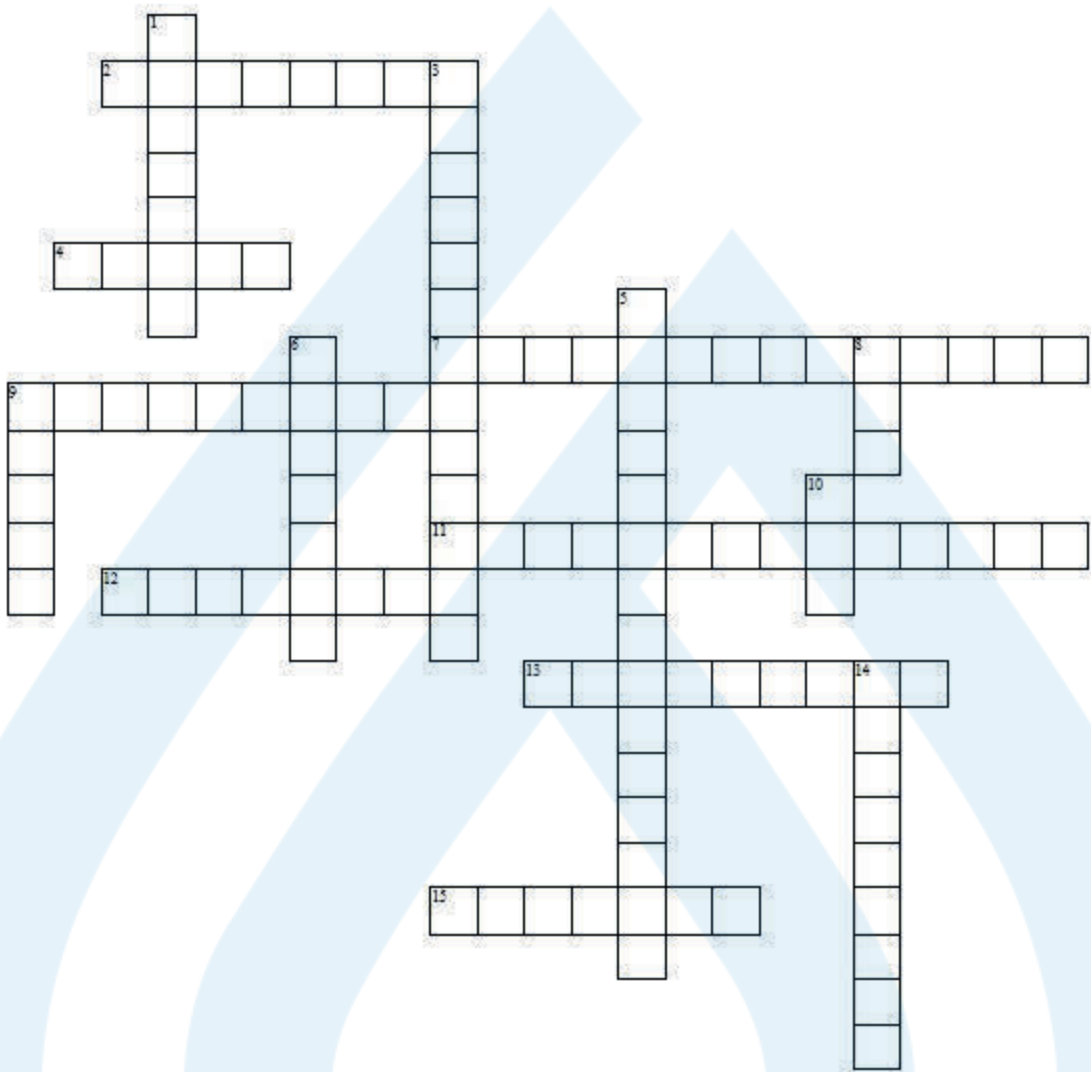


Fred Kriess, director of Client Solutions, led a roundtable session on Our Valuable Water Infrastructure and Challenges of the 21st Century at the [Winter Arizona City and County Managers Association \(ACMA\) Conference](#) in Sedona, Ariz.

Fred Edgecomb, project manager of the Neely Wastewater Reclamation Facility, hosted a webcast for the [Water Environment Federation \(WEF\)](#) on Emergency Operations Planning.



all about us



ACROSS

- 2. the number of states we operate in
- 4. first name of our VP of IMS
- 7. the principle that covers compliance, safety & training
- 9. we manage over 200+ of these facilities
- 11. what the "infra" stands for in our name
- 12. last name of our VP of business development
- 13. we have over 400 of these types of clients
- 15. last name of our CEO

DOWN

- 1. project where we utilize solar panels to reduce energy costs
- 3. newest state to add to our map of business
- 5. this sits at the heart of Inframark's unique culture
- 6. to be the <?> and protector of the most critical resource that helps communities prosper
- 8. the part of our business that provides lifestyle enhancement services
- 9. we are committed to delivering this to more than 4 million customers
- 10. a political subdivision of the State of Texas authorized by the TCEQ
- 14. the principle that says we make your goals our goals

AT INFRAMARK, PURE PARTNERSHIP ISN'T JUST A CATCHPHRASE...

**THE GO-TO
PARTNER**
FOR WATER & WASTEWATER
INFRASTRUCTURE
OPERATIONS

Water is what we do. We are the trusted operations partner that you can count on to help deliver clean, quality drinking water. Here at Inframark, we see our clients different than most — Municipal, Industrial, Associations, Special Districts. We don't assume they all work the same or need the same things. That's why our service model is tailored to each client's unique systems, cultures and resources. It's something we call Pure Partnership™.

TO LEARN MORE ABOUT HOW OUR TEAM CAN HELP
YOU DO MORE WITH LESS, CONTACT US TODAY.

1.866.646.9201 | inframark.com



Answer Key to this Quarter's Crossword Puzzle

ACROSS: 2. nineteen, 4. chris, 7. accountability, 9. wastewater, 11. infrastructure, 12. halleman, 13. municipal, 15. bouvier

DOWN: 1. gilbert, 3. northcarolina, 5. purepartnership, 6. partner, 8. ims, 9. water, 10. mud, 14. alignment

