

of mutual interest

A MONTHLY NEWSLETTER PUBLISHED BY THE ASSOCIATES OF CH2M HILL OMI FOR THE ASSOCIATES OF CH2M HILL OMI

December²⁰⁰⁸

CH2M HILL OMI working with Canadian First Nations communities



Associates **Wally MacKinnon** (front left) and **Gregg Higgins** (front right) are pictured with client representatives involved in the First Nations work. Project Manager **Lawrence Benjamin** from CH2M HILL Canada stands at the back, second from left.

Through First Canadian Water and Infrastructure Ltd., CH2M HILL OMI has been selected to provide management oversight, mentoring and guidance for water treatment system operators who serve 18 First Nations communities located throughout British Columbia, Canada.

This technical assistance and operations support is being delivered as part of Canada's national Safe Water Operations Program, which provides First Nations (native Indian) communities with resources necessary to have their water systems operated and maintained by certified operators. The program also allows several communities to share these operators, bringing top-quality service at a lower cost.

The Canadian government created the Safe Water Operations Program as part of a multimillion-dollar effort to invest in infrastructure renewal and training projects for First Nations people.

The 17-month contract, signed in early November, can be renewed for multiple terms. To date, the British Columbia Safe Water project is the largest of its kind in Canada. The value of the first term of the contract is estimated to be \$1.6 million Canadian.

"So many people in CH2M HILL OMI, First Canadian Water and Infrastructure, and Indian and Northern Affairs Canada put forth considerable effort and dedication to bring this project to reality," says Sales Director **Wally MacKinnon**. "We look forward to working side by side with British Columbia's First Nations communities to create a model for other communities to follow."

Regional Vice President, Delivery **Gregg Higgins** will be Program Director and will oversee the First Nations British Columbia work. **Lawrence Benjamin** from CH2M HILL in Burnaby, British Columbia, will be the Project Manager.

According to the government's Indian and Northern Affairs Canada department, the province of British Columbia is home to 198 First Nations, about one-third of all First Nations in the country.

Indian and Northern Affairs Canada named the Carrier Sekani Tribal Council as the program manager for the 18 First Nations participating in this Safe Water project. The Carrier Sekani Tribal Council awarded the technical assistance contract to First Canadian Water and Infrastructure Ltd., a joint venture formed in 2006 between Tribal Councils Investment Group of Manitoba Ltd. and CH2M HILL Canada Ltd.

CH2M HILL OMI will perform the Safe Water Operations Program technical and management services through a subcontract to First Canadian Water and Infrastructure.

New HR director announced Shelie Gustafson to take new enterprise role

After two years with CH2M HILL OMI, **Shelie Gustafson** has been promoted to a position within CH2M HILL as Senior Human Resources Director in the Industrial Client Group.



Shelie speaks to attendees at PM Summit 2008.

Effective Jan. 5, 2009, **Bob Danks** will join CH2M HILL OMI as Human Resources Director and will be the newest Global Leadership Team member, reporting to President **Elisa M. Speranza**.

A CH2M HILL employee since 1994, Bob is currently the Human Resources Director for North American Operations. His experience outside of CH2M HILL includes HR leadership roles in the biotech, healthcare, financial services and hospitality industries.

Of special interest to Bob is employee development, and he's looking forward to learning about the CH2M HILL OMI team and culture. He also will be a good bridge to the enterprise and will be able to leverage the many relationships that he has built.

"Continuing to develop, retain and attract top-notch associates is a key element of CH2M HILL OMI's Strategic Plan, and I know Bob brings the right skills to help us be successful," says **Elisa**.



Read more about CH2M HILL OMI's Strategic Plan at www.int.ch2m.com/omzone/us/strategy/Strategic.html.

Perspective

Message from your Global Leadership Team



Shelie Gustafson

Some people say that the only constant is change. They may be right.

By now you have heard that I will be following in the footsteps of some of our recent GLT members and accepting a role in the enterprise (see related story on this page). It is with mixed emotions that I leave CH2M HILL OMI, because I truly believe that this business group is one of the gems of CH2M HILL. I have talked to many of you personally about your career interests and the importance of continued challenge and development, so with this in mind, I have accepted the HR role with the Industrial Client Group.

What changes have you experienced at work? At home? My guess is that you can quickly list off a number of changes – some positive, some not so positive, and some of which you are still waiting to determine their effects. If you could think of a company that is not changing, you would probably find one that is stagnant, and where people are frustrated with the lack of progress. Sometimes

change can feel overwhelming, but isn't it better to be on a ship that is headed in a certain direction and facing the winds of change head-on rather than being on the ship that has lost its way and run ashore?

A number of people study organizational change. One of my favorite authors who writes about change is William Bridges. He describes change as the event that takes place, but that differs from transition, which is the process that people must go through to accept change. Each individual transitions differently. And although we all go through a similar transition process, we do it at a different rate of speed, like flowers blooming in the spring. For instance, if you're experiencing change on your work team of, say, 20 people, you'll find 20 different transitions happening at the same time. Some people adapt to the new way quickly, while others accept it more slowly.

As associates of an organization that strives to serve our customers well and grow our capabilities and our business, we must foster positive change, embrace it and help others do the same. Here are a few tips for dealing with change:

1. Focus on the upsides of the change, and learn to manage the downsides. You'll find that with change, there will be both. So talk about it, capitalize on the good and minimize the negative.
2. Take a "can do" approach and give the new way a try. Enjoy the process of experimentation.

3. Acknowledge the old, appreciate its value and then let it go. Rituals to demonstrate that the old way is gone can help you move on more easily to the new way. For example, if the old business plan is no longer relevant, have a "shredding ceremony," and then encourage everyone to sign the new plan.
4. Look toward the future and bring forth your own ideas for change that will positively impact your team. At CH2M HILL OMI, we say that "we are paid to think." To me, this means that we are paid to think about what is best of our client, our company and our team and make recommendations for positive change.
5. Read the book *Managing Transitions – Making the Most of Change* by William Bridges to learn how you can foster an environment to help others accept change and also increase your capability to adapt to something new.

Though I will not be working directly with CH2M HILL OMI, I am still part of this terrific company. And, as you know, we are ONE team. I wish all the best to a great group of people. I will look forward to hearing about CH2M HILL OMI's many successes and am here to support you in any way that I can.



AWARDS AND ACCOLADES

Fayetteville, Ave Maria honored with awards

Our Fayetteville, Ark., and Ave Maria, Fla., projects have been recognized with awards for two very different things.

In Fayetteville, the city's industrial pretreatment program was recognized for its efforts in pollution prevention by the EPA Region VI Pretreatment Association. Industrial Pretreatment Coordinator **Denise Georgiou** accepted the Pollution Prevention Challenge Award at the annual EPA Region VI Industrial Pretreatment Conference in Oklahoma City, Okla., in August. EPA's Region VI includes the states of Arkansas, Oklahoma, New Mexico, Texas and Louisiana.



Associate **Denise Georgiou** (center) accepts the Pollution Prevention Challenge Award. Pictured on the left is **Lyle Milby**, EPA's Region VI Pretreatment Association Past Chair; and pictured on the right is **Rudy Molina**, EPA's Region VI Regional Pretreatment Coordinator.

In Florida, CH2M HILL received a Project of the Year Award in the water and wastewater category from the New York Tri-State Metro Region of the Design-Build Institute of America.

The firm was recognized for its work on the Ave Maria Water Treatment Plant and Water Reclamation Facility in Ave Maria.

CH2M HILL was chosen to design, build and operate the utility infrastructure. It led the permitting, design, construction and operation of the 1.67 mgd water and 1.25 mgd wastewater facilities, including a wetlands treatment system. The wastewater treatment plant produces reclaimed quality water for public irrigation including residential lawns and landscaping. Our associates have performed operations and maintenance services since 2003. In addition, CH2M HILL OMI performs comprehensive administrative services for the Ave Maria Utility Company, LLLP, including managing the utility's Web site.

"This award highlights the great cooperative spirit within the Ave Maria team. The 'absolute collaboration' among people from several CH2M HILL business units, including CH2M HILL OMI, is what delivered a tailored, full-service client solution," says Project Manager **Jason Vogel**. "Our team continues to have an unrelenting focus on the project's success."

Ave Maria is a master-planned community built in southwest Florida that includes a university, more than 1 million square feet of commercial property, and about 11,000 homes.



A view of the Ave Maria facility, which was designed and built by CH2M HILL. Our associates have operated the water and wastewater facilities since their inception. In addition to the Project of the Year Award mentioned in this article, CH2M HILL was awarded the national Merit Award from DBIA in November 2007.

Sandy Springs team wins 6 communications awards



Pictured, from left to right, are **Al Crace**, Communications Coordinator **Katina Lear**, Electronic Communications Coordinator **Nathan Crenshaw**, Community Services Coordinator **Dan Coffey**, Communications Manager **Tisa Moore** and Communications Director **Judy Parker**.

The Sandy Springs, Ga., Media and Communications team has won a number of top-level awards from professional communications associations.

The Atlanta chapter of the International Association of Business Communicators honored the team with two Bronze Flame Awards: the first for the city Web site and the second for the city's annual report. The team also received a Silver Quill Award of Merit from IABC's Southern Region for the annual report, which we mentioned in the October 2008 issue of *Of Mutual Interest*.

Nationally, the Savvy Awards competition recognizes outstanding local government achievements in communications, saluting skilled and effective city, county or agency professionals who have creatively planned and carried out successful innovations in communications and marketing. Of more than 830 entries overall, the annual report was selected as the second best annual report in the country for its population size, winning the 3CMA Silver Circle Award.

Additionally, the team won two MarCom Awards. The annual report won a platinum MarCom, and a brochure produced with the Sandy Springs Police Department, entitled "The Reality of Gangs," won a gold MarCom. The MarCom Awards are an international competition for marketing and communication professionals involved in the concept, writing and design of marketing and communication programs in print, visual and audio materials.

"These most recent awards are a continuation of excellence in communications," says Sandy Springs, Ga., Project Manager and Assistant City Manager **Al Crace**. "This is the third year in a row of outstanding achievements for our Communications team, and we are honored to be recognized by these professional associations."

West Haven, Rio Rancho named among best cities for kids

Our associates in West Haven, Conn., and Rio Rancho, N.M., have picked the right places to live. Both cities recently made *BusinessWeek* magazine's 2009 list of the "Best Places to Raise Your Kids."

Editors determined which cities – one in each of the 50 states – were best to raise children; they based their decision on criteria such as population, income, school performances, crime rates and diversity. West Haven families can spend time at Bradley Point Park beach and Sandy Point bird sanctuary, while Rio Rancho families enjoy 330 days of sunshine. Two other cities we serve were runners-up: Fayetteville, Ark., and Norwalk, Conn.

CH2M HILL OMI operates and maintains wastewater systems for the cities of West Haven, Norwalk and Fayetteville, and it manages the water and wastewater system in Rio Rancho.

IN OUR INDUSTRY

CH2M HILL OMI associates part of record-setting WEFTEC gathering

Our associates were part of the record-setting number of 21,950 attendees and 1,111 companies attending the Water Environment Federation's Annual Technical Exhibition and Conference, or WEFTEC[®], in Chicago, Ill.

Held Oct. 17 – 22, this year's event brought together water quality professionals from around the world and provides progressive education and training while promoting industry networking. Participants attended workshops, technical sessions, and facility tours that addressed issues in water and wastewater treatment, stormwater management, energy, green initiatives, science, research, and legislative and political issues. This year's conference was the largest in WEFTEC's 81-year history.

Project Director **John Bowman** presented a paper with the Prescott Valley, Ariz., client on the Town's revolutionary effluent auction that took place in October of 2007 (see the January 2008 issue of *Of Mutual Interest* for details). The Carol Stream and West Chicago, Ill., projects offered plant tours to showcase CH2M HILL OMI-operated facilities to conference attendees.

WEFTEC also hosts the Operations Challenge each year, an industry competition where wastewater collection and treatment professionals demonstrate their skills. Operators compete in five events (collection systems, laboratory, process control, maintenance and safety) that are designed to test the diverse talents required to operate and maintain wastewater treatment facilities, collection systems and laboratories. CH2M HILL OMI was a silver sponsor of the event, and several associates participated or helped judge the competition.

Biddeford, Maine, associates **Alex Buchner** and **Mary Ann Peck** competed with the Force Maine team. Sales Director **Dave Vogel** led scoring activities for the entire competition, and Regional Technical Specialist **Mike Ross** served as the Process Control Event Coordinator. Regional Business Manager **Billy Ammons** judged the safety event. Regional Business Manager **Greg St. John** also attended the conference.

Haskins chosen to represent AWWA abroad

Scott Haskins, CH2M HILL OMI's Director of Technology, Quality and Innovation, was selected by the American Water Works Association to serve as its U.S. representative at an international conference, held in early December.

AWWA and the International Water Association are collaborating to create and publish a benchmarking manual for water and wastewater operations. It will "redefine global best practices for benchmarking," Scott says.

AWWA, IWA and other representatives from academia, government and industry met in The Hague for three days to work on the project. Scott has long been an active AWWA member and has co-authored two AWWA books.



Associate **Scott Haskins**, second from left, worked on a benchmarking manual with dozens of other industry experts from several countries. Scott was the representative for the U.S.

SAFETY BEGINS WITH ME

Safety coaches' corner with Mark Zachary

Reflections of the past, looking to the future



Mark Zachary

Hello, and happy holidays to everyone!

As I sit at my desk watching the snow fall here in Colorado, I thought now would be a good time to reflect on our safety successes during the past year, which we were only able to achieve because of the extraordinary efforts of each and every one of you.

You may recall that we finished 2007 with a Total Recordable Rate of 3.3. It's not where we wanted to be, but at the time, that number was still the best in the company's history.

As this year comes to a close, we have another great opportunity to achieve a major milestone, if we hit our 2008 goal of 2.5, and we're so close! At the end of October, we reached a company first with a TRR of 2.8, finally breaking through the 3.0 barrier. Let's have a great December and make history again. Only a few years ago, our TRR was bouncing around anywhere from 5.0 to 7.0.

Our DART goal for 2008 is 1.5, and again, we're very close to reaching that goal, currently sitting at 1.56. That low number is another first for CH2M HILL OMI.

TRR and DART are two of the statistics we track to evaluate our safety performance. TRR measures accidents that require more than first-aid treatment, and DART measures injuries or illnesses resulting in days away from work, restricted work activity or job transfer.

Here are some of our other 2008 accomplishments:

- At PM Summit 2008, we rewarded 110 sites that had zero recordables in 2007.
- We held our second joint Project Safety Team Leader conference, with more than 150 associates attending.
- We reduced our at-fault motor vehicle accidents by 53 percent.
- With our declining TRR and DART numbers, we outperformed all of our major competitors as well as industry averages.
- We established our first PSTL program with the municipal services business line.
- Our PSTLs took the OSHA 30-hour safety course.
- As a company, we received more than 150 safety awards from state and federal entities.
- We received the first-ever Global Operations Safety Award, presented by the Office of the CEO, for remarkable safety improvement.

- We added a public works/fleet safety manager and a workers' compensation manager, which will further increase our coaching abilities in 2009. The Corporate Health & Safety team is the strongest it has ever been, and we are now fully staffed to support all of our personnel.
- We continued developing our relationships with multiple enterprise business units to exchange safety best practices and lessons learned.
- With all of the challenging and physical work that associates in The Villages, Fla., perform, the team has gone 120 days plus with no reportable incidents. Hats off to Project Manager **Russ Vaughn** and the entire team.

We've had an amazing year when it comes to safety performance, and on behalf of the Corporate Health & Safety team, thank you again for supporting the safety mission in 2008.

What's ahead in 2009? With your help, we will be rallying around the theme of *where the rubber meets the road*. While we will continue making progress with the programs we have already established, we also will be rolling out the "Big Five Challenge" for 2009:

1. Training and verification of lock-out/tag-out at all of our locations.
2. Training and verification of confined space entry programs at all of our locations.
3. Training and verification of NFPA 70 E programs at all of our locations, as needed.
4. Training and verification of trenching/excavation programs at all of our locations.
5. Development and implementation of health and wellness programs for all of our associates.

We determined what items should be included in *The Big Five* after talking to numerous associates. Of course, we will continue to focus on reducing the number of motor vehicle accidents as well as all of our other daily safety initiatives.

Congratulations on an amazing year, and we look forward to supporting, coaching and working with all of you and enjoying our best year ever in 2009. Here's to our future safety success. Be safe!

Mark
Corporate Health & Safety Director

Get set to be safe in 2009

The corporate Health & Safety team has outlined the monthly health & safety toolkit topics on which to focus in the coming year, choosing those items they believe are most critical to reducing the risk of injury to our associates.

With topics ranging from personal protective equipment and heat stress to critter and poisonous plant safety, watch for useful information to come from your Project Safety Team Leader.

Here's a complete list of the toolkits for the year:

- **January** – Personal Protective Equipment
- **February** – Avoiding Soft Tissue Injuries, Back Strains, and Safe Lifting
- **March** – Workers' Compensation and the Company Discipline Policy
- **April** – Critter and Poisonous Plant Safety
- **May** – Heat Stress
- **June** – Celebrating National Safety Month
- **July** – Confined Space Entry
- **August** – Staying Safe in Inclement Weather (tornados, hurricanes, floods)
- **September** – Cold Stress (to focus on avoiding slips, trips, and falls in inclement weather, safe shoveling, and winter driving)
- **October** – Fire Prevention
- **November** – Driver Safety
- **December** – Lock-out/Tag-out

This training will supplement the "Big Five Challenge" that Corporate Health & Safety Director **Mark Zachary** discussed in his column on this page.

If you have questions or need additional resources, please contact your Regional Health & Safety Manager.

Associates at two projects practice fire safety



DuPont provided training in November to 12 associates at the DuPont Spruance project in Virginia, where we operate an industrial wastewater facility. In the photo, Project Safety Team Leader and Industrial Technician **Cleita Fincher** practices using the CO₂ fire extinguisher.



Fayetteville, Ark., associates practiced fire safety in October to observe National Fire Prevention Month. The Fayetteville fire marshal's office taught associates how to extinguish a fire (a virtual fire, in this case). From left to right are Fayetteville Fire Department Educator **Sue Butler** and Operator **Tim Tinsley**.

Projects practice confined space entry



West Liberty Equipment Operator **Ken Riley** enters a confined space during a practice drill. Colleagues **Dave Clark**, **Craig Juergens** and **Matt McAndrew** tested the air and monitored Ken's descent.

Associates at several projects were busy this summer and fall practicing safe confined space entry techniques.

West Liberty, Iowa, associates honed their skills with the help of Operator and Project Safety Team Leader **Matt McAndrew**. Central Region Health & Safety Manager **Ruben Aranda** taught an all-day session to associates in Fort Lupton, Colo., which covered permit, non-permit and alternate confined space entry. And Western Region Health & Safety Manager **David Ells** and CH2M HILL Health, Safety, Security & Environment Operations Manager **Rick Cavil** conducted training for associates at the Fort Mojave, Ariz., project. In the spirit of community partnership, associates invited members of the Fort Mojave Fire Department to participate.



Western Region Health & Safety Manager **David Ells** (fourth from left) shows associates how to use the confined space hoist during a training session in Fort Mojave.

Confined spaces present many hazards, including atmospheres conducive to fire; explosion and toxicity; too much or too little oxygen; and physical hazards such as heat, noise and equipment. Someone who isn't careful could get trapped in the space. Everyone involved in confined space entry, as well as those who work in the general area, must receive appropriate training in the hazards of confined spaces and the proper procedures necessary for safe entry and rescue. Contact your Regional Health & Safety Manager or talk with your Project Safety Team Leader to schedule training for your project.

A picture is worth 1,000 words...or perhaps 4,000



Coos Bay, Ore., associates celebrated 4,000 accident-free days – nearly 11 years – with a pizza luncheon to commemorate their achievement. Congratulations to the team of 15!

IN OUR COMMUNITIES

Denver associates help those in need

Denver associates sponsored a campus-wide coat drive in December to support the annual Coats for Colorado campaign, collecting 223 coats to help people in need.

Marketing Specialist II **Sheila McCann** and CH2M HILL Senior Designer **Scott Klancic** placed boxes around the campus to collect the coats, then delivered them to a local dry cleaner.



This car is chock-full of coats that were donated by employees from across the Denver campus. The coats are on their way to be cleaned, then they will be given to people who need a warm coat this winter.

Coats for Colorado is the state's largest coat drive. Since the program's inception in 1982, more than 1.5 million coats have been collected and distributed to Coloradans in need. Last year alone, the charity distributed nearly 90,000 coats.

In November, Denver associates

gathered for their annual Thanksgiving potluck, which also served as a fundraiser for Parker Food Bank. The food bank provides short-term support to those who need a little extra help.

Associates paid \$1 or donated can of food in order to attend the potluck, collecting a total of \$72 and 44 cans of food while enjoying a traditional Thanksgiving meal with all the fixins'. With the 4-C Team's donation match, the Parker Food Bank received \$232 in addition to the 44 cans of food.



*Associates **Julie Kauffman** and **Sheila McCann** show off some of the donations that Denver associates provided to help others out during the holiday season.*

The Denver community involvement team also held a raffle for a gift certificate to Honey Baked Ham. For each \$1 or can of food donated, associates received an entry for the raffle. Buyer **Holly Reynolds** was the big winner, taking home the Honey Baked Ham prize.

And finally, associates donated gifts and groceries to help make the holidays brighter for several area citizens. Working through the Inter-Faith Community Services' Holiday Adopt-a-Family Program, Denver associates sponsored two families of four and three senior citizens. Among the wish list items were a Broncos' sweatshirt, skateboard helmet, My Little Pony, poinsettia, stationery, and a warm, fuzzy robe. **Sheila McCann** coordinated the efforts, and Proposal Coordinator **Kerry Hogan** helped Sheila deliver the gifts to the Inter-Faith offices for distribution to the families.

"It is wonderful to walk into the Inter-Faith community building and see all of the presents people have donated, especially this year," notes Kerry. "With everyone's donations, the baskets for families and seniors we put together help families that would not be able to celebrate the holidays."



Denver associates filled five overflowing boxes with holiday gifts for area families and seniors.

Denver team rallies to restore reserve

The Denver, Colo., Corporate Marketing & Communications team traded their computers and cubicles for hand saws and work gloves in October, volunteering at the Bluff Lake Nature Center by clearing out invasive species and transplanting native plants.

The Bluff Lake Nature Center is a 123-acre nature preserve adjacent to Sand Creek, which is located in northwest Denver. Its mission is to foster lifelong learning and environmental stewardship in a unique, urban wildlife refuge.

Thirteen team and family members cleared out more than a dozen Russian Olive trees, a non-native species to the area, which absorb water from the ground and transpires it immediately – one of the many projects that day.

"I enjoyed the opportunity to volunteer for a cause I'm passionate about; it was exciting to see how much we accomplished by the end of the morning," notes Graphics Specialist **Melanie Schiff**.

"Everyone worked together as a team and took on challenges with enthusiasm."

Bluff Lake was originally constructed as an irrigation reservoir in the late 1800s. In the mid-1990s, after Stapleton International Airport closed, a consent decree led to the protection of the land and creation of Bluff Lake Nature Center. It offers a variety of native habitats including a seasonal lake, wetlands, short-grass prairie, a riparian zone and wetland woodland. Thanks to its 60-year history as an airport buffer, Bluff Lake has become an urban wildlife refuge for waterfowl, shorebirds, raptors, songbirds, deer, foxes, beavers, reptiles, amphibians and other types of wildlife. Bluff Lake also serves as an outdoor classroom for thousands of elementary school students each year.

"After getting in a nice workout by chopping down Russian Olives and digging holes, it was humbling to hear the Bluff Lake Nature Center serves as the only exposure to the great outdoors for many inner-city children," says Electronic Communications Coordinator **Matt Anderson**.



*The Marketing & Communications team helped restore native plant species at the Bluff Lake Nature Center. In the back row, from left to right, are **Carolyn Alden**, **Rachel Temmer**, **Julie Kauffman**, **Carolyn Brinkers**, **Clara Brinkers**, **Susan Mays**, **Kerry Hogan** and **Sheila McCann**. In the front row, from left to right, are **Melanie Schiff**, **Catherine Wheeler**, **Moria Howsare** and **Brent Temmer**.*



*Associate **Brent Temmer** prepares the ground for associate **Carolyn Alden**, who is planting a cottonwood whip. Transplanting whips helps establish native species and keeps water-hungry invasive species, such as the Russian Olive trees mentioned in this story, out of the area.*

Celebrating World Water Monitoring Day in Colorado

Some of the Denver, Colo., Corporate Marketing & Communications associates gathered on a sunny, but cold and windy, October day at Cherry Creek State Park to sample and test water in the Cherry Creek Reservoir in conjunction with World Water Monitoring Day.

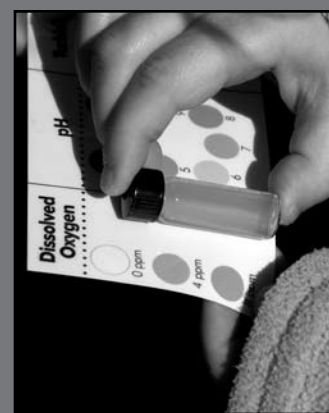


*Clara Brinkers helps Communications Coordinator **Julie Kauffman** test pH levels.*

Corporate Communications Manager **Kara Choquette**, Business Development Services Manager **Brent Temmer**, Communications Coordinator **Julie Kauffman**, Communications Intern **Sara Edwards**, Graphic Artist **Melanie Schiff**, Marketing Specialist **Sheila McCann**, Communications Supervisor **Carolyn Brinkers** and her daughter, **Clara**, and Atlanta, Ga., Municipal Services Communications Manager **Lisa Maggart** performed two rounds of tests, which included turbidity, dissolved oxygen, pH level and water temperature.

"It was fun to take the tests on the cold water and to be out in nature and looking for fish," says 10-year-old **Clara**.

The water from the reservoir had a slightly higher temperature and lower pH levels when the team compared the results to 2007's testing results. The Marketing & Communications team has performed WWMD tests at Cherry Creek Reservoir for the past two years.



Comparing the water sample to the dissolved oxygen table.



To find out more information about WWMD, including how to order a kit and perform tests in the future, check out the WWMD Web site at www.wvmd.org.



*Pictured, from left to right, are associates **Lisa Maggart**, **Sheila McCann**, **Julie Kauffman**, **Kara Choquette**, **Sara Edwards**, **Clara Brinkers**, **Brent Temmer** and **Carolyn Brinkers**.*

IN OUR COMMUNITIES

Southeast Region team spreads paint, mulch and more in Georgia

Managers from CH2M HILL OMI's southeast region gathered in Washington, Ga., in late October for their annual meeting to share best practices, hear presentations by leaders from Denver and participate in a community involvement project.

"Our fall meeting was the continuation of our efforts to conduct our meetings in the cities where we serve clients. It's a win-win situation for both parties and contributes greatly to the local economy of the host

city," says Director of Operations for Municipal Services **Herb Washington**, who served as the Southeast Region's Regional Vice President before taking his new role in Municipal Services in October. "This is the fourth year our project and regional business managers have donated their time to the community in conjunction with the meeting, and each has been very successful," Herb adds.

This year, associates worked on two parks in the city: Fort Washington and Booker Park. Along a scenic river near downtown, Fort Washington is home to picnic tables, grills and benches. Associates installed two grills, replaced six wooden picnic tables with composite tables, and updated 10 benches. CH2M HILL OMI also donated a memorial bench to commemorate the work and the long partnership with the city.

At Booker Park, associates cleaned and painted a pavilion, landscaped around playground equipment and added two picnic tables. "We placed mulch around playground equipment to provide safer landing areas for children. Additionally, we found two infant swings that didn't meet current regulations and we replaced those," says Regional Business Manager **David Moore**.



The volunteers gather as associate **Herb Washington** (third from right) and Washington, Ga., Mayor **Willie Burns** (on Herb's right) dedicate the new bench.



Washington, Ga., Operations Supervisor **Charles Chafin** (left) and Operator **Bernard Huff** promote our Target Zero culture by replacing older, non-compliant infant swings with brand-new ones at Booker Park.



From left to right: Washington, Ga., Operator **Darius Jenkins**, Operator **Greg Fanning** and Sales Director **George Cartledge** secure a new picnic table they installed at Fort Washington.



Thunderbolt, Ga., Project Manager **Gary Johnston** works on spreading mulch, providing children at Booker Park with a safer playground.

Walla Walla's efforts go to the dogs

Walla Walla, Wash., associates donated more than 24 hours of volunteer time at a new dog park that the city launched earlier this year for all of its canine citizens to enjoy.

Operator **Walt Bird**, Mechanic Specialist **Randy Lindquist**, Laboratory Analyst **Nela Rice**, Administrative Specialist **Cheryl Rickertsen**, and Project Manager **Willy Breshears** and his wife, Brenda, all volunteered their time to put up fencing around the park. They also donated \$1,000 out of the project's community involvement fund for a bench and worked to get Frisbees and gift certificates donated from local pet stores.

"Oct. 4 marked the grand opening of the dog park, and many dogs and their human companions enjoyed themselves. We're glad that we could be a part of this," says Willy.

For nearly 10 years, CH2M HILL OMI has provided complete operations and maintenance of the city's wastewater facility.



Brenda Breshears (left) and **Cheryl Rickertsen** enjoy the weather while sitting on the bench at the dog park that CH2M HILL OMI donated. Brenda and Willy's dog, Tazo, is standing on the bench, and Cheryl's dog, Henry, is shown in the front of the picture.

West Liberty enlightens students

West Liberty, Iowa, Operator **Matt McAndrew** provided a tour of the 1.37-mgd wastewater treatment plant to eight students from West Liberty schools earlier this fall.

The elementary school children were very excited about the chance to see the facility and learn about the wastewater treatment process.



Associate **Matt McAndrew**, right, describes the direction of sewage flow to the students. In the background are screw pumps, which elevate water after it's cleaned in grit chambers.

"The chance to educate our young people stands as an important part of our mission," Matt says.

The Iowa FIRST LEGO League, which started five years ago and promotes exploratory science, technology and engineering, championed this opportunity for the kids. Co-sponsorship of the West Liberty Iowa FIRST LEGO League was made possible thanks to the West Liberty Library and the Iowa State Extension Service.

For nearly 20 years, CH2M HILL OMI has provided full O&M services for the West Liberty wastewater treatment plant.

Hops and music: reason to celebrate in Hood River

Hood River, Ore., associates and their families as well as employees from CH2M HILL's Portland office and hundreds of Hood River residents enjoyed hops, wine and music earlier this fall at the Fifth Annual Hood River Hops Festival.

The Pacific Northwest is widely recognized for its great micro-brews, and five years ago, Hood River created the Hops Festival to give those suds – and residents – their due. CH2M HILL OMI has sponsored the family-friendly, all-day event for three consecutive years. This fall, CH2M HILL OMI banners decorated the main stage and greeted visitors in the festival area.

In addition to tasty beers, the festival featured wine from local vineyards and food from Hood River restaurants. Family events included a street dance, art vendors, antique auto show, root beer garden and a play area for children. Numerous bands entertained the crowd with music ranging from 60s rock-and-roll to blues and German alpine music, which coincided with the beer atmosphere.

CH2M HILL OMI has provided full-contract O&M services for Hood River for 15 years; they are one of our longest-tenured clients.



A local band entertains the crowd in front of CH2M HILL OMI's sponsorship banner.

Ave Maria associates help city celebrate fall

Associates in Ave Maria, Fla., volunteered their time at the city's annual Fall Fest to promote knowledge about the water and wastewater treatment process.

They set up a booth at the Town Center, provided a photo area with a scarecrow prop, and handed out goodies, such as CH2M HILL OMI-branded candy and office supplies.

The Fall Fest is an annual promotion, led by the town's development team, and it involves voluntary participation of businesses located in the Town Center.

"This is one of several annual festivals in which we participate to inform our residents and visitors about our role in the community, which is delivering every conceivable business aspect of the Ave Maria Utility Company," says Project Manager **Jason Vogel**.



Ave Maria residents pose for a picture as they stop by the CH2M HILL OMI booth at the annual Fall Fest.

EVERYDAY EXCELLENCE IN ACTION

Editor's note: The following article was written by Rio Rancho, N.M., city employee Marian Wrage. Marian wanted to tell all of CH2M HILL OMI about the great work that 6-year associate Lynn Kronowit does, not only to support her project team but also to support the city of Rio Rancho.

Colleague wet behind the ears?

No way! Meet a professional who passes the water testing test. **Lynn Kronowit** not only is a CH2M HILL OMI associate at the Rio Rancho, N.M., project, but she also makes water conservation FUN!



*Rio Rancho, N.M., Administrative Assistant **Lynn Kronowit** works her magic with the water wizard, **Ruben Archuleta**, the Water Conservation Technician for the City of Rio Rancho. Lynn, Ruben and Marian have traveled together to several elementary schools to teach children about aquifers, water quality and water conservation.*

Lynn floats her buoyant personality and makes a splash educating children and adults on water-wise practices that benefit the City of Rio Rancho and our entire region. Lynn contributes on the steering committee and assists at the children's water festivals in both Rio Rancho and Albuquerque.

I first met Lynn well before I joined the City of Rio Rancho. Way back when, she used to deliver water samples to the environmental laboratory where I worked. Lynn was always very polite, outgoing and an easygoing conversationalist. In fact, when I decided to apply for my current position, I asked her to put in a good word for me with the manager. Needless to say, I was selected as Rio Rancho's Environmental Programs Manager three years ago.

Since then, Lynn has gone out of her way to help me create entertaining and informative outreach activities that promote water conservation. This past year, Lynn and I "tag teamed" to teach 4th-graders the importance of conserve today – preserve tomorrow with an activity called "every drop counts."



Lynn has a water-worthy knack with children.

Representing CH2M HILL OMI, Lynn also has lent more than a helping hand at Rio Rancho's annual Earth Festival, as well as educating children in numerous after-school programs.

I really appreciate the support and backing that Lynn has given me over the past several years. She lives and breathes water conservation. And – yes – she drinks Rio Rancho's water too! I truly believe that Lynn Kronowit is an exemplary associate of CH2M HILL OMI and an integral part of the City's water conservation outreach efforts.

Written and submitted by Marian Wrage, City of Rio Rancho, N.M., Environmental Programs

Twin Falls maintenance team makes the magic happen in the Magic Valley

Twin Falls, Idaho, nestled south of the Snake River in the state's Magic Valley, is a growing city with a population estimated at more than 40,000.

Maintenance Supervisor **Lory Dudley**, Mechanic **Harry Stites**, Mechanic Specialist **Scott Fuller**, Mechanic **Jasson Reeves** and Mechanic **Roberto Cuevas** are some of the CH2M HILL OMI team members who serve that community by maintaining the City of Twin Falls' wastewater treatment facility and supporting equipment.

In going above and beyond the expected — a regular occurrence for the maintenance team — an old, decrepit waste gas flare was replaced. During the course of three weeks, the crew tore down the old flare and installed a new one, including the control panel, which **Scott Fuller** built. The whole team raised the new flare.

Throughout the years, the old flare had corroded away, and replacement parts were hard to find. The automatic starter didn't work anymore, so the flare had to be started manually.

The replacement was part of the city's capital improvement plan; the city purchased the new flare and supporting controls, and the CH2M HILL OMI team took things from there.



The crew used a crane to install the new piping in the digester.

But that's not all.

While in the process of draining out and cleaning the number one anaerobic digester for relining, they discovered that the thief-hole piping within the digester had completely rusted out at the liquid level and had become a safety hazard.

As a response, the team developed a plan to replace the damaged piping with more appropriate PVC plastic piping. They hired a crane, and installed the piping and new flanges within a couple of days.

The work ethic and integrity demonstrated by the five associates responsible for maintaining the facility has led to a strong relationship with the city, one built with a lot of trust.

For nearly 25 years, CH2M HILL OMI has operated and maintained Twin Falls' wastewater facility, an industrial pretreatment facility and eight remote lift stations.



The old waste gas flare was in need of replacement.



A view of the new flare that the Twin Falls maintenance crew installed.

Earning client praise for a job well done

For the past two years, CH2M HILL OMI associates have provided nearly all municipal services to the City of Johns Creek, Ga., a city of about 70,000 people located near Atlanta.

The new city was incorporated on Dec. 1, 2006. This September, the city commissioned its first citizen survey to ask residents how well the new city was meeting their needs. Citizens overwhelmingly approved of the city's direction – and of the work of CH2M HILL OMI.

Johns Creek Mayor Mike Bodker expressed his appreciation in the following e-mail to all staff:

You may be aware that the City recently conducted a telephone survey of 300 registered voters living in Johns Creek. We wanted to find out what they think about the job we are doing and the issues that concern them.

Almost three-quarters of the respondents said they think the City is heading in the right direction – a rate which our consultant said is virtually unheard of in these surveys, particularly for a new city. In fact, it placed Johns Creek 9th out 370 cities surveyed recently. The respondents also highly approve of the city government's job performance and are highly content with the quality of life in our community.

One interesting note is that the City's public-private partnership with CH2M HILL OMI, which is designed to be seamless to our citizens, seems to be succeeding on that front – 66% were not aware that Johns Creek is "privatized" but 60% approve of having a private company providing the majority of City services.

These outstanding results are a tribute to the job each of you do day in and day out. Your commitment to serving the citizens of Johns Creek is obviously being noticed. As elected officials, my fellow Council members and I merely set the policy; it is you who translate and put that policy into action. We want to extend our sincere appreciation for the professionalism, dedication and enthusiasm with which you carry out your work.

Once again, thank you for helping make Johns Creek such a great community and serving our citizens and businesses so well. Keep up the good work!

Sincerely,

Mayor Mike Bodker

About 50 associates serve Johns Creek. "Our staff works hard every day to deliver top-notch service to Johns Creek citizens, demonstrating the professionalism and pride that clients have come to expect from our firm," says Project Director **Harold "Buzz" Boehm**. "We're proud that both citizens and the Mayor recognize the quality of our results and performance."

ALL ABOUT YOU

New hires

Each month, we're awarding a \$25 gift certificate to a new associate. Congratulations to The Villages, Fla., Sanitation Worker **Archie Murray**, who won November's drawing. Archie was chosen in a random drawing by Denver, Colo., Proposal Coordinator **Kerry Hogan**.

Name	Position	Location
Bruce Campbell	Lead Industrial Technician	Phoenix, Ariz.
Grace Chaney	Clerk Typist	Key West, Fla.
Michael Childs	Parks and Grounds Technician	Grants, N.M.
Kenneth Comstock	Operator	Prescott Valley, Ariz.
Stephen Foley	Operator II	Auburn, Calif.
Christopher Goodrich	Area Manager	Sacramento, Calif.
Sheila Hayes	Administrative Coordinator	Sandy Springs, Ga.
Jason Kelley	Mechanic-In-Training	The Villages, Fla.
John Hussin	Meter Reader	Prescott Valley, Ariz.
Joseph Hysell	Operator	Prescott Valley, Ariz.
Thomas McBride	Distribution Operator	Prescott Valley, Ariz.
Robert McNeill	Community Development Manager	Atlanta, Ga.
Jeffrey Purcell	Collections Operator-In-Training	The Villages, Fla.
Trena Stickler	Meter Reader	The Villages, Fla.
Yvonne Uyemura	Administrative Assistant	Centennial, Colo.
Thomas Wilson	Operator-In-Training	Hinesville, Ga.

Promotions

Name	Position	Location
Ron Rosen	Project Director	Farmington, N.M.
Gregory Wiltfong	Project Manager I	Auburn, Calif.

Certifications

Name	Position	Location
James Johns	Wastewater Systems Class 2	Rio Rancho, N.M.
Michael Labbe	Wastewater Systems Class 2	Grants, N.M.
Clifton Mastin	Water Supply System Operator Class 1	Dodge City, Kan.
Arthur Mena	Water System Operator Class 2	Rio Rancho, N.M.
Oscar Rivera	Water Treatment Operator Class 3	Dodge City, Kan.
Michael Romero	Water System Operator Class 3	Rio Rancho, N.M.
Cody Woods	Wastewater Treatment Operator Class 1	Dodge City, Kan.

December service awards

Name	Location	Years of service
Jeri Pierson	Twin Falls, Idaho	20
Mary Ann Peck	Biddeford, Maine	15
Richard Brown	Quincy, Fla.	5
Savalas Everette	Hinesville, Ga.	5
David Hunt	Rio Rancho, N.M.	5

Record-setting nominations enliven 2008 Mentor of the Year award

More than 200 employees were nominated for CH2M HILL's 2008 Mentor of the Year award, with nominees representing each business group, corporate group and geographic region.

Thirteen CH2M HILL OMI associates are in the running for this prestigious recognition:

- **Norman Bigott**, Waynesboro, Ga.
- **David Buchanan**, Richmond Hill, Ga.
- **Bill Haberstroh**, Lehigh County, Penn.
- **Brian Helliwell**, Lebanon, Ore.
- **Kyle Holder**, Vienna, Ga.
- **Chris Hull**, DuPont Spruance
- **Robin Kapsalis**, Sandy Springs, Ga.
- **Susan Mays**, Denver, Colo.
- **Shawn Moffitt**, Sweet Home, Ore.
- **Mike Moon**, Boise, Idaho
- **Timothy Newton**, Venice, Fla.
- **John Rickermann**, New Haven, Conn.
- **Dan Stark**, Naples, Fla.

Associates across the company could nominate an individual who displayed commendable qualities such as being available and accessible; looking for ways an employee could expand their abilities and skills, and assisting employees with their professional development. A record-setting 215 associates received nominations for this year's award.

Due to the overwhelming number of nominations, it is evident CH2M HILL mentors significantly and positively influence those around them, both professionally and personally.

The winners, which will be selected soon, receive recognition from the firm's leadership, a plaque commemorating their leadership and the opportunity to donate \$1,000 to a non-profit educational institution of their choice.

VSP to offer new diabetic eyecare program

Have you elected vision coverage through CH2M HILL OMI? Do you or one of your dependents have type 1 diabetes? If so, beginning Jan. 1, 2009, you and/or your dependents will be eligible for a diabetic eyecare program at no additional cost through VSP, our eyecare network manager. Through the program, type 1 diabetics will continue to receive routine eyecare from their VSP doctor; additionally, they'll also be covered for a selected set of medical eyecare services specific to diabetics. For more information, visit the VSP Web site at www.vsp.com.

Good for you!

DeFuniak Springs, Fla., Lead Operator **Mike Bowling** recently received the Dr. Alvin P. Black Award for outstanding water operator in the class C category from the Florida Water and Pollution Control Operators



Mike Bowling

Association. "I am very excited that Mike was recognized for this award," says Project Manager **Jayne Swift**. "His efforts as an operator go above and beyond normal."

Sandy Springs, Ga., Assistant Director of Code Enforcement **Marcus Kellum** was presented with the President's Legendary Member Award from the Georgia Association of Code Enforcement at its 10th anniversary and fall



Marcus Kellum

conference in October. Marcus is the former second vice president and chairman of the certification committee and continues to train all code enforcement officers who pass through this state certification program.



Reggie Miller

Johns Creek, Ga., Enforcement Officer **Reggie Miller** successfully completed all requirements for the Georgia Association of Code Enforcement Level 1 certificate program, which is sponsored by the Georgia Association of Code

Enforcement, Inc., the University of Georgia and the Carl Vinson Institute of Government. The graduation ceremony was held in Athens, Ga., during the fall conference.

Fayetteville, Ark., Laboratory Director **Bruce Richart** became LEED-accredited from the Green Building Certification Institute. LEED stands for leadership in energy and environmental design, and those who hold LEED professional accreditations have demonstrated a thorough understanding of green building practices and principles and familiarity with LEED requirements, resources and processes. With Bruce's help, the Fayetteville team plans on turning the wastewater treatment plant's administration building into a LEED-certified building, further showing their commitment to sustainability.



Bruce Richart

New arrival

Denver, Colo.

Human Resources Generalist **Suzanne Miller**, her husband, Kris, and her son, Brian, welcomed Sara Ann Miller on Nov. 17. Sara weighed 8 lbs., 3 oz. and was 20.5 inches long.



Refer candidates through Power of You program

Know of a qualified candidate who wants to join CH2M HILL OMI? Refer them through our employee referral program, The Power of You, which has replaced the Add a Star referral program. The program has some great features, including being able to submit candidates online and tracking the progress of your referrals through their interview process using the Power of You Web site on the Virtual Office at www.int.ch2m.com/employee referrals.

The Power of You

Celebrating plant upgrades in Florida, Washington

Crestview, Fla.

The City of Crestview, Fla., dedicated its newly-upgraded and expanded wastewater facility by holding a plaque dedication and ribbon-cutting ceremony in October. Many city officials attended alongside CH2M HILL OMI associates to celebrate the occasion.



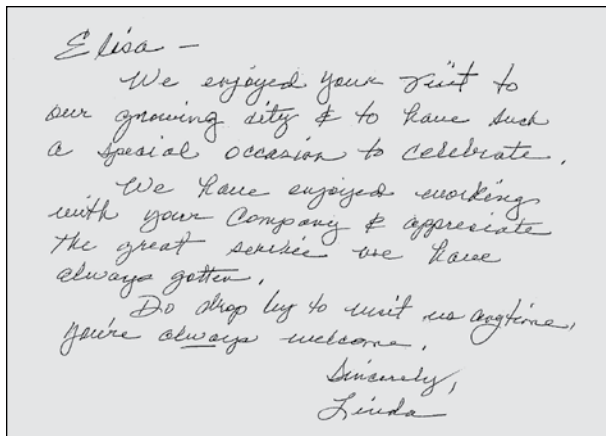
Pictured, from left to right, are CH2M HILL Project Engineer **Joe Klaus**, Public Works Director **Wayne Steele**, City Council Member **Charles Braugh Jr.**, City Council Member **Linda Parker**, CH2M HILL OMI President **Elisa M. Speranza** and Regional Business Group Manager **Gary Wood**.

President **Elisa M. Speranza** attended the event and had encouraging words for the project. "I've seen a lot of wastewater treatment plants in my day. This is a beautiful plant, and I congratulate all of you who take such good care of it."

Completed last May, the upgrade includes increasing the plant's capacity from 2.1-mgd to 2.75-mgd; replacing

two 75-horsepower aerators with four variable-speed 75-horsepower aerators; adding two anoxic tanks with mixers and removing boat clarifiers, which were replaced with two circular clarifiers. "The success of this upgrade is due to the great communication between all parties involved," says Project Manager **Paul Frigon**.

The City of Crestview has partnered with CH2M HILL OMI since 1994. The plant serves 21,000 people in northwest Florida. In addition to operating and maintaining the wastewater facility, a team of six associates operates a 205-acre land application facility for effluent disposal and a main pumping station with three 100-horsepower centrifugal pumps and two natural gas-powered backup pumping systems.



A thank you note from the client.

Walla Walla, Wash.

Meanwhile, in Walla Walla, Wash., our associates celebrated with city officials and citizens at a ribbon-cutting ceremony, which marked the final step of an eight-year expansion project at the wastewater treatment facility.

The 81-year-old plant is one of the oldest active treatment facilities in the Pacific Northwest. The final phase of the work was a \$7 million project to upgrade sand filters and add a storage lagoon, among other projects. The first phase of the expansion was finished in 2000, and the second phase was finished in 2004, for a total cost of \$32 million.

The facility is now certified class "A" reuse, which means it can provide treated effluent to irrigators.

"The final upgrade has made the Walla Walla facility one of the first in this region to be in full compliance with the state of Washington's Department of Ecology water quality order to not release effluent into streams in the summer," says Project Manager **Willy Breshears**. "Our associates performed extremely well to keep the plant in compliance during the work. And we enjoyed

celebrating the completion of the expansion project with our clients and members of the community."

CH2M HILL OMI has operated the city of Walla Walla's wastewater facility since April 2000 and also manages the biosolids land application and industrial pretreatment program.



Seated at a table during the ribbon-cutting ceremony, from left to right, are City Manager **Duane Cole**, Project Manager **Willy Breshears**, Mayor **Dominique Elias**, and design engineers **Larry Esfelt** and **Jim Kimball**.

Medallions serve as reminder not to dump in drains

Working together with Coos Bay, Ore., city public works employees, our associates who operate and maintain the wastewater and storm water facilities in Coos Bay began a storm drain medallion campaign in August so residents and businesses would understand the importance of not dumping waste down the drains, which empty directly into the bay.

They placed 30 of the 3½-inch medallions by storm drains in the downtown area that read: "NO DUMPING, DRAINS TO BAY." Each medallion displays an image of a crab to remind potential polluters where their waste is going and how they are endangering the environment.

"Everything from the catch basins [in the storm drains] drains directly into the bay," says Assistant Project Manager **Mike McDaniel**. "One of our goals – one of everybody's goals – is to improve the environment; once they see the medallion, it lets them know where the waste goes."

Since 1996, a team of 15 CH2M HILL OMI associates has managed the city of Coos Bay's two wastewater plants, which are equipped with 25 lift stations, 70 miles of sanitary sewers and 50 miles of storm water sewer lines.



One of the new medallions that Coos Bay associates helped install is positioned by a storm drain.

Don't miss January's issue



Making the holidays brighter in The Villages, Fla.



Santa stresses safety in Sandy Springs, Ga.

ofmutualinterest

Share your news

We rely on your news so we can tell everyone what's happening at our company. So tell us about community involvement, new contracts or renewals, awards, client feedback, an innovative solution, associate achievements, project celebrations and safety successes, and we'll tell the rest of CH2M HILL OMI.

Send as much basic information (the news, names, job titles, location and date) as you can. We'll write the story and contact you if we need more information. The best way to enhance your story is with pictures, or copies of client letters or certificates. When you send pictures, include the names of everyone in the photo, identified from left to right. And if the picture is of a "thing," tell us what it is (for example, pump repair work). Shoot your pictures in the highest possible resolution, and send them in their original format (for example, .jpg or .bmp).

Send your articles, story ideas and photos to *Of Mutual Interest* Editor **Carolyn Brinkers**. Mail, e-mail (carolyn.brinkers@ch2m.com) and fax (720.286.8208) submissions are welcome. Or give Carolyn a call at 720.286.4227.

Of Mutual Interest is an internal newsletter intended for the associates of CH2M HILL OMI.

Editor:

Carolyn Brinkers
carolyn.brinkers@ch2m.com

Contributing editors:

Matt Anderson, Kara Choquette, Sara Edwards, Paula Gray, Kerry Hogan, Julie Kauffman, Lisa Maggart, Susan Mays, and Catherine Wheeler

Layout and design:

Melanie Schiff

CH2M HILL OMI

P.O. Box 6607
Englewood, CO 80155

Office: 303.740.0019
Fax: 303.740.6997
www.omi.ch2mhill.com

O&MZone:

www.int.ch2m.com/omzone

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