

# ofmutualinterest

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

## November<sup>2007</sup> In this issue

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We salute our Veterans!

# Perspective: Message from your GLT



Gary Miller

As we near the end of 2007, it's a great time to reflect on our performance and to look toward the future to make sure we're strategically positioning the company for maximum success in the marketplace. This year

has been an incredible year in terms of growth, new opportunities and new markets. Our growth strategy focused on quality new business where we can bring our strong value proposition to each of the communities and companies we serve.

The Business Development & Planning team is responsible for sales, marketing and communications activities. Our mission is to identify prospective clients, to develop new business and markets, and to build and protect our company's brand and reputation.

Like the rest of the company, our BD&P team has delivered exceptional results in 2007:

- Added new clients in every aspect of our business

   Municipal Water/Wastewater O&M, Industrial
   O&M, O&M Consulting and Municipal Services.
- Won projects in 25 competitions, achieving a 70 percent win ratio.
- Captured 90 percent of the potential new revenue for which we competed.
- Developed a new Web site, corporate e-newsletter and other materials that help our positioning and branding in the marketplace.
- Earned several awards for industry best practices.
- Achieved a competitive renewal rate of more than 90 percent.

From delivering exceptional service to our customers and identifying new opportunities to serving on a team responsible for evaluating new projects, each CH2M HILL OMI associate plays a critical role in growing our business. Whether you're working with a long-time client or a new one, I encourage each of you to make it a point to understand your clients' strategic and operational goals, and leverage the CH2M HILL enterprise to develop and deliver innovative solutions to help clients achieve them. It's that innovation that sets us apart.

Establishing a reputation as a market leader takes years and many satisfied customers, and we should never underestimate the value that a strong reputation has for our company. By delivering great service every day, each of you helps ensure our future is bright with new opportunities.

Of our more than 1,600 associates, only a handful are full-time business-developers. I welcome you to be an active part of our BD&P team in 2008.



# External Web site redesigned to better describe, support business



CH2M HILL OMI's new external Web site.

CH2M HILL OMI offers the industry's broadest range of operations and maintenance services, and our new external Web site, redesigned in October, makes it even easier for communities and companies to find the right services to fit their needs.

Located at our same address of www.omi.ch2mhill.com, the site details all of the ways that our expert associates can help clients further strengthen or improve their operations through water and wastewater system and staff optimization; contract O&M of water, wastewater and other utilities; and complete municipal operations, including administration, public works and community development.

Services are divided into two main categories, recognizing that different types of clients need different types of solutions.

- For community and government entities, such as cities, counties or newly developed communities, the site outlines our four primary offerings: O&M consulting, complete O&M of water and wastewater systems, public works services, and municipal services.
- For business and industrial entities, such as manufacturing firms and chemical and energy companies, the site describes how we can operate and maintain any kind of infrastructure a company has, such as industrial water and wastewater facilities, natural gas, steam distribution and electrical utilities.

"The expanded content, better navigation and stronger services focus ensure that our new corporate site is a valuable, easy-to-use resource for all of our key stakeholders, from clients and potential clients to job-seekers and other partners," says Marketing & Communications Director **Susan Mays**. "Our external Web site reflects the growth and extension of our operations and maintenance expertise into new markets and helps show how our talented people can help clients better meet performance standards, preserve and extend capital investments, control costs and much more."

The site also has an enhanced News Room for media, outlines how the company lives its commitment to corporate citizenship and sustainability, and includes a new video overview of CH2M HILL OMI capabilities. Downloadable informational brochures and presentations are posted throughout. Links help people easily subscribe to *NewsSplash*, the company's monthly e-newsletter, and submit their resumes for consideration for open job postings.

The crisp colors and circular images used throughout the site are designed to echo and complement our advertising campaign, launched last fall and continuing to run in several industry publications.

We'd love to hear what you and your clients think about our enhanced Web presence! If you have suggestions or feedback to share on how we can make the site even stronger, send us an e-mail at omiinfo@ch2m.com.

## Gathering in Denver to learn

Approximately 50 associates from across the company met in Denver in September for two days of learning while attending OMI University.

Students at OMI University learn about topics critical to the success of our company, such as human resources, leadership, accounting, safety and workers' compensation. During their coursework, OMI University students:

- Build a working knowledge of the values and behaviors expected from all leaders at CH2M HILL OMI.
- Build skills in creating a work environment that will lead to associate engagement.
- Develop an understanding of the tools, processes, and resources available for managing the non-technical aspects of the project.
- Build an understanding of the roles of the Everyday Excellence Ambassadors and how they can support
  project success.
- Create opportunity for sharing and learning about best practices.

Think you'd like to attend OMI University the next time it's offered? No dates have been chosen yet for OMI U classes next year, but watch for announcements about future classes in *Denver Connection*, and discuss your interest in attending with your supervisor.



From left to right: Associates **Yvonne Mazza**, **Lory Dudley** and **Joel Rivera-Velez** discuss interviewing techniques.



Associates **Ken Vose** (left) and **Tim Luther**.



Associates **Harold McCorkle** (left) and **Robert Youmans** relax at a Colorado Rockies game.

#### **SAFETY BEGINS WITH ME**



**Reader note:** You may have noticed that we've changed Of Mutual Interest a bit to make it easier for you to read. We're now including health and safety news in every issue of Of Mutual Interest, rather than once a quarter.

#### New Mexico associates reach for stars

## Rio Rancho celebrates 'Zia Star' VPP accreditation

When New Mexico's Environment Department announced it would be awarding our Rio Rancho, N.M., project the "Zia Star" status in its Voluntary Protection Program in June, some compared it to winning the Super Bowl of Safety.

Associates, company leaders and city officials celebrated the accomplishment in September, when State of New Mexico officials presented a VPP flag and plaque to the team during a special accreditation ceremony and dinner.

The Zia Star Voluntary Protection Program is New Mexico's version of the federal Occupational Safety and Health Administration's Voluntary Protection Program, with program elements that mirror federal OSHA.

OSHA VPP recognizes and promotes effective workplace safety and health management. To earn VPP status, companies must have a high degree of management support and employee involvement; high-quality worksite hazard analysis, prevention and control programs; and comprehensive safety and health training for all employees. Each of these elements must be in operation for at least one year before a company can apply to join the VPP. Government safety and health experts also conduct rigorous on-site evaluations and audits of proposed VPP sites.

"Our purpose statement says that people are our most important asset. The best way we can show this is to provide a safe place to work, and Rio Rancho has set the standard for us all as we continue to move toward a world-class safety program," says Senior Vice President, Delivery Roger Quayle.

The Rio Rancho team received support from across the company as well as the enterprise's Health, Safety, Environment, & Quality department as they aimed for their goal.

"Special congratulations go to the associates who led this effort, **Ruben Aranda** and **Mick Jakymiw**, along with all of the members of the Rio Rancho safety team," says Rio Rancho Project Director **David Sohns**. "They drove this, they pushed and preached it, and they made this award happen."

Mick's work on the VPP accreditation earned him the Project Safety Team Leader of the Year award at the 2007 Year of the PSTL conference, held in August.

"The associates at Rio Rancho are a great example of what a team committed to each other and a common goal can achieve," says Ruben. "They were led by Mick, and because of his effort, the project was able to march forward and reach the final goal. His role as PSTL was demonstrated daily as leader, coordinator, role model, and cheerleader."



Rio Rancho PSTL **Mick Jakymiw** (left) and Regional Health & Safety Manager **Ruben Aranda** (right) with Ken Powell, their VPP mentor.



CH2M HILL OMI associates celebrate receiving the acclaimed VPP flag

#### **VPP** quick facts

- Rio Rancho's VPP application process took about five months.
- Associates worked toward accreditation for more than 18 months.
- Up to the date of the official accreditation, associates held meetings, hosted site visits, and worked to implement the ideas from the state VPP inspectors.
- The VPP audit, as described by the State of New Mexico's Compliance Assistance Specialist Woody Norwood, was the most complete and thorough audit in which he had ever been involved.
- Rio Rancho is the first water and wastewater facility that CH2M HILL OMI operates to be recognized with VPP status.
- Several other projects are working toward a VPP accreditation of their own, including Biddeford, Maine; Hoboken, N.J.; Roseburg, Ore.; and Walla Walla, Wash.

## How can my project apply for VPP status?

Interested in applying for a VPP accreditation at your project? Contact your Regional Health & Safety Manager:

- Ruben Aranda (Central): 505.290.0361
- Bill Greenhalgh (Northeast): 860.371.9583
- David Ells (West): 509.520.2006
- Michael Rapien (Southeast): 865.567.8730
- Ruben Burch (Municipal Services): 770.730.5600

### **AWARDS AND ACCOLADES**

## CH2M HILL OMI earns kudos for communications

Associates in Denver and in Sandy Springs and Johns Creek, Ga., have chalked up five awards for their communications work.

The Marketing & Communications team earned an Award of Merit in the 2007 International Association of Business Communicators Southern Region Silver Quill Awards for the Monthly Health & Safety Toolkit campaign. Corporate Communications Supervisor Carolyn Brinkers oversees the campaign, which includes posters designed by Graphic Designer Moria Howsare. Other companies recognized in this 27-chapter competition include Shell Oil Company, Texas Instruments, BP America and Black & Veatch.

The team also won a Gold Award in the 2007 Association of Marketing & Communications Professionals' MarCom Awards competition for the "Solutions Circles" advertising campaign. Reprints of the four-ad campaign should have arrived at all projects. Chevron, Procter & Gamble, IBM and Lockheed Martin were among the other winners in this international competition.

The Sandy Springs communications team, led by Communications Director **Judy Parker**, earned a Bronze Flame Award from the IABC Atlanta chapter for the city's 2006 Annual Report. The report was written by the Sandy Springs communications team and designed

by Denver-based Lead Graphic Designer Carolyn Alden. Other winners include the Southern Company, Wal-Mart, the Centers for Disease Control and UPS.

The team won two additional Gold Awards in the 2007 MarCom Awards competition, one for the Sandy Springs 2006 Annual Report and the second for the city's commemorative pin collections, developed by CH2M HILL OMI people as a promotional item.

Finally, the Georgia School Public Relations Association presented Johns Creek Communications Director **Bill Doughty** with the Anne Raymond Distinguished Service Award. Bill, the former communications director for Marietta City Schools, was recognized for his six years of service to the organization. He served as president and led the chapter's efforts to expand the number of members earning professional accreditations.

"These awards reflect the caliber of work we all strive to deliver every day – whether it's communicating with our associates, promoting our company in the industry, serving our clients or giving back to our profession," says Marketing & Communications Director Susan Mays, who coordinated the development of the ad campaign. "It's especially meaningful to be recognized by our peers. I'm very proud of all of CH2M HILL OMI's communications and graphics professionals for their work on these and so many other projects."

This is the second award CH2M HILL OMI has earned this year for advertising, and it's the second recognition CH2M HILL OMI has earned for health and safety communications. It's also the second IABC Atlanta award for the Sandy Springs team, which earned recognition for the city's Web site last year. In all, the company has won more than two dozen marketing and communications awards.



The Marketing & Communications team earned an Award of Merit for their work on the monthly Health & Safety Toolkit campaign.



The Communications team in Sandy Springs, Ga., earned a Bronze Flame Award for their work on the city's 2006 annual report.

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#### **RENEWALS AND NEW BIZ**

## Collaborative spirit pays off, wins new work for client in Tacoma



Mike Re

Terry Dokken

In a true show of collaboration, CH2M HILL and CH2M HILL OMI experts teamed up to help the City of Tacoma, Wash., manage the operations and maintenance of its wastewater conveyance and treatment system.

CH2M HILL OMI associates **Terry Dokken** and **Mike Re**, working on alternate two-week shifts, are serving as the interim Division Manager for Wastewater Operations and Maintenance. The work started Oct. 1 and will last up to six months.

"This assignment is an opportunity for CH2M HILL to assist Tacoma when they are in critical need of temporary, specialized management resources," says CH2M HILL Client Service Manager and Sales Director **Dave Sturtevant**.

CH2M HILL's Seattle office has been working with Tacoma for more than 20 years, and that ongoing relationship helped secure the work.

Dave received a call from Tacoma's Assistant Public Works Director seeking assistance Sept. 17. Within seven days, the CH2M HILL and CH2M HILL OMI team were in Tacoma for a chartering session with the client, and Terry started work at Tacoma's central treatment plant Oct. 1.

"Steve McNicol, Terry and Mike have been fantastic to work with and extremely responsive to the City. Through their commitment, our enterprise was able to fill the City's needs with these highly experienced managers within 14 days," Dave adds.

During the assignment, all 160 of Tacoma's wastewater and maintenance division staff report to Terry and Mike, and Terry and Mike report to the City's Assistant Public Works Director.

# Vienna chooses CH2M HILL OMI for 15 more years



Building on a partnership that has prospered for more than a decade, the City of Vienna, Ga., has selected CH2M HILL OMI to continue operating and maintaining its wastewater treatment system for another 15 years.

The contract was approved by the Vienna City Council and signed by Mayor Willie Davis and City Administrator Gail Bembry Aug. 27. It went into effect Sept. 1.

"On behalf of the citizens of the City of Vienna, I commend the continued support and service CH2M HILL OMI has provided in our City," says Vienna City Administrator Gail Bembry. "The prior 13 years have ensured the effectiveness and proficient services offered. I am very pleased to have an agreement to partner with CH2M HILL OMI for another 15 years. Your company is an asset in our community."

Vienna Project Manager **Tony Cox** explains why the partnership has been successful. "In the past and into the future, the relationship between the City of Vienna and our company has proven to be a treasure; it is one that's based on trust and confidence in each other as we share common goals," says Tony.

Senior Vice President, Delivery **Herb Washington** credits the work of CH2M HILL OMI associates in Vienna. "The success of this renewal definitely demonstrates the excellent partnership that the Vienna team has established."

CH2M HILL OMI began providing service to City of Vienna in September 1994. CH2M HILL OMI manages the city's 1.5-mgd sequencing batch reactor wastewater treatment plant, an industrial wastewater pump station, two groundwater wells, and an associated elevated water storage tank. CH2M HILL OMI also manages the biosolids land application program, where treatment plant effluent is discharged onto 224 acres of hay fields at the facility rather than into receiving waters. The facility also provides potable water to a poultry processing plant and treats the plant's industrial wastewater byproduct.

## Oregon client expands partnership

CH2M HILL OMI experts have been helping manage the wastewater plant for the city of Dallas, Ore., since November 2006. This fall the city selected CH2M HILL OMI to provide a full range of contract operations and maintenance services.

In a unanimous vote Sept. 4, the Dallas City Council approved negotiating a three-year contract with CH2M HILL OMI, began operations and maintenance of the city's wastewater facilities Oct. 1.

"This important win is a result of excellent, long-term CH2M HILL client service for the city. **Gary Young** and the CH2M HILL OMI northwest operations and maintenance service team then picked up on this relationship and developed the project to the new level it has reached today," says Sales Director **Jane Walter**. "It also further solidifies our company's presence and strength in the state of Oregon."

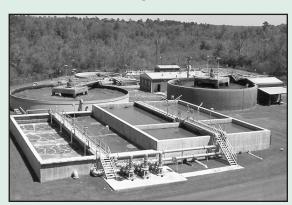
"This partnership was the result of a lot of different CH2M HILL OMI resources assisting the facility over the past 10 months. Showing the city our depth of resources was a true selling point," says Regional Director of Operations Gary Young.

The 3.4-mgd wastewater treatment facility was upgraded in 1999 by CH2M HILL, increasing capacity and adding year-round ammonia removal. Since CH2M HILL OMI began providing management and technical services late last year, a new computerized maintenance management system and an operations data management program have been implemented as well.

Located in northwest Oregon about 15 miles west of state capital Salem, Dallas has about 15,000 people and is the county seat of Polk County. Dallas joins more than 15 other Oregon cities and companies that have selected CH2M HILL OMI as their business partner.

# Southeast Region achieves two more renewals

Two Florida cities – Quincy and Live Oak – added at least 10 more years of partnership with CH2M HILL OMI in September.



A view of the Quincy, Fla., plant.

Each city voted to extend their existing contracts another five years, keeping CH2M HILL OMI people on-site to deliver a range of services.

- Building on a 14-year history, Quincy commissioners voted 5-0 to have CH2M HILL OMI continue operations and maintenance of the city's water and wastewater plant and lift stations. The 5-year agreement with a 5-year automatic renewal took effect Aug. 28.
  - "The city had early discussions about taking back the operations or bidding them out. If not for the excellent documentation and reporting of our safety and compliance performance and overall commission satisfaction with CH2M HILL OMI, it would have been difficult for us to convince the new city staff of our successes," says Regional Business Manager Brent Stauffer. "I am extremely excited about Project Manager Terry Presnal's dedication and that of his staff so that we could win this strategic renewal."
- And building on a partnership that began in 1997, the Live Oak city council approved a 5-year contract with a 5-year automatic renewal for CH2M HILL OMI to continue operating and maintaining the city's water and wastewater plant and spray field. In addition, the contract was amended to allow CH2M HILL OMI to continue providing public works first added to the scope in 2005 as well as a public works director, added in 2006. Along with his existing duties as Project Manager, associate Todd Hunt is the city's acting Public Works Director. It became official in two separate city council votes Aug. 28 and Sept. 11.

"I am very excited that Todd and his staff were able to secure this long-term agreement. The team's experience with the systems and demonstrated performance and Todd's client relationships allowed us renew this partnership with our existing client. I am proud of our staff for these regional wins," says Brent.

"I'm proud of the tremendous effort our teams have displayed to secure these renewals," says Regional Vice President, Delivery **Herb Washington**. "This speaks directly to the confidence our clients have in CH2M HILL OMI to provide quality service to their constituents."

Located in Florida's panhandle approximately 30 miles northeast of the state capital of Tallahassee, Quincy is home to approximately 7,000 residents and is the county seat of Gadsden County.

Also located in Florida's panhandle approximately 80 miles east of Tallahassee, Live Oak is the county seat of Suwannee County and has approximately 7,000 residents.

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#### **EVERYDAY EXCELLENCE IN ACTION**

## Six questions, seven values

## The importance of safety at CH2M HILL OMI



Reader note: In this and upcoming issues of Of Mutual Interest, we'll be exploring each of our company's seven values and how they tie into Everyday Excellence. In the last issue, we discussed our value of Integrity, and this month we're talking about our value of Safety.



Mark Zachary

We believe a safe work environment is paramount, and that we all must take responsibility for our own safety and the safety of those around us. That's what our Purpose Statement says about our value of Safety. Corporate Health & Safety Director Mark Zachary joined the

company a year ago; here's what he has to say about the state of safety at CH2M HILL OMI.

#### **Q** Why is safety so important for our company?

It's crucial that our company has a stellar safety record because it helps us keep work, get new work and remain competitive in the industry. But safety goes way beyond our bottom line. It's really about you - keeping you safe while you're at work so that you can go home to your family. That's why our motto, Safety Begins with Me, is still an important part of the safety culture here at CH2M HILL OMI, and we all need to think about our actions before we start them. At the end of the day, all that matters is that you return home safely to your loved ones.

#### **Q** You've been here for a little more than a year now, and our safety numbers have been improving. What are we doing better?

I think people are starting to understand the importance of safety and are starting to take it to heart. Beyond that, we're adding additional staff, and we're giving people additional resources to do their jobs safely, such as offering Smith driving training to everyone in the company, developing Project Safety Team Leader resource kits and offering 10-hour OSHA outreach training to our managers.

The Project Delivery team and the Health & Safety team are working together as one to improve all aspects of our safety practices; for instance, we're improving the working conditions at the facilities we manage. As our knowledge about conditions has increased, we've been able to abate the safety hazards. For example, in Swainsboro, Ga., the Health & Safety team worked with Regional Business Manager Mike Connolly to put fences around the ponds.

#### • What can we be doing better?

We've absolutely got to get vigilant about vehicle safety. We're still having far too many accidents, and it's taking a toll on our safety record. We've had more than 100 vehicle accidents this year, including one tragic accident that took a co-worker's life. We drive a lot during the course of our work day, and it's probably one of the most dangerous tasks we undertake. We've taken some actions to help increase awareness, such as the Smith driving courses I mentioned earlier, and it's my hope that our drivers use this additional knowledge so we can reduce maybe even eliminate - vehicle accidents.

Another area we need to focus on is the work we're doing at our public works projects, where we see a lot of hand and back injuries. The Global Leadership Team has approved the hiring of a full-time Health & Safety Manager in 2008 who will concentrate exclusively on vehicle safety and public works so we can focus our efforts in these two key areas.

#### • We do risky work at some of our projects. Do you think the rest of CH2M HILL understands the nature of our jobs?

A I think they are starting to. We're fortunate to have the support of the firm's Heath, Safety, Environment, & Quality team, and I've been working directly with several members of their team to increase awareness. Both Keith Christopher, who is the chief HSE&Q officer, and Jerry Lyle, who is the firm's HSE&Q operations director, have visited the facilities we manage to understand our working conditions. They support our safety program in so many ways, have contributed financially, and have offered lots of good suggestions to help us get better.

#### What would surprise the average person to know?

A Even though we still have a long way to travel on our safety journey, it might surprise people to know that CH2M HILL OMI is one of the safety leaders in our industry. We're not where we want to be yet, but did you know that we had more than 100 projects in 2006 that had no recordables? That's a big confidence builder, and it's a huge indicator to me that it's not a matter of if we'll reach our goal, but when.

#### • Any final thoughts for associates?

We have a lot of great resources available to help you do your job safely. We're fully staffed with five regional Health & Safety Managers, and you can give them a call whenever you have a question or concern. We've also strengthened our companywide Project Safety Team Leader program and have provided the PSTLs with additional tools and resources to keep you safe. We've even expanded the PSTL program in our Municipal Services business. Please approach your PSTL or your supervisor if you have a question or see something unsafe at your location. I also encourage you to talk to me or any member of the corporate Health & Safety team. We rely on you to tell us what's going on because you are truly the eyes and ears at your location. And remember, we're aiming every day for Target Zero zero injuries and illnesses. With your help and awareness, I know we can achieve it.

#### **CH2M HILL OMI's corporate Health & Safety team**

Health & Safety Director Mark Zachary 720.273.2157

Health & Safety Administrative Coordinator Becky Middleton 720.286.1269

> Health & Safety Manager, Central Ruben Aranda 505.290.0361

Health & Safety Manager, Northeast Bill Greenhalgh 860.371.9583

Health & Safety Manager, West David Ells 509.520.2006

Health & Safety Manager, Southeast Michael Rapien 865.567.8730

Health & Safety Manager, Municipal Services Ruben Burch 770.730.5600







#### Get ready to shine in your next lab review

I was out on the road during the summer to do reviews and compliance audits, and now I'm back at the keyboard thinking about the most important topics to help CH2M HILL OMI laboratories maintain the highest level of quality and safety possible.

As I look at the reports for the lab reviews we've done so far this year, a few repeat items keep surfacing. Run through this list so your lab can score well in its next review:

- Inventory all the chemicals in your lab, even the old ones you don't use anymore. Keep a current inventory in your Chemical Hygiene Plan and update it annually. Make sure every chemical has a Right-to-Know label on it, including packages of Hach pillows, secondary bottles and homemade reagents. Keep a chemical/supply log for ordering and receipt of chemicals (a bound book is now available) and write the date received and the date opened on all chemicals.
- Use the Autosampler Log, now available from the corporate office, to document sampling and

- maintenance of automatic samplers. By using this log you'll cover many questions on the checklist, including documenting of total composite volume, alibration check of aliquot volume and cleaning/ replacement of tubing.
- Keep up with the annual and monthly quality checks on the water you use to make fecal dilution water. You need to do a monthly heterotrophic plate count and annual trace metals analysis. These are requirements of Standard Methods, but there is some good news! You no longer have to do an annual water suitability test. This has been dropped from the table in Standard Methods starting with the 20<sup>th</sup> Edition. But if you do not do an annual water suitability test, be sure you reference the 20th Edition on the bench book.
- Remember to check each lot of fecal filters, pads, Petri dishes, pipettes, etc. for sterility using a nonselective media (such as tryptic soy broth). You're getting better about this one, but I am still seeing some NOs.
- Troubleshoot recurring problems with accuracy standards, especially glucose/glutamate for the

biochemical oxygen demand test. There's a question on the checklist that asks if precision and accuracy limits are appropriate. As you know, QCStats establishes limits based on past performance. If your accuracy is consistently well above or below 100 percent, you're going to wind up with limits that don't make any sense. A GGA result of 198 mg/L might be flagged as out of control, where one outside the Standard Limit of  $198 \pm 30.5$  might be flagged as in control.

This year's lab reviews are winding down, but it's not too soon to go over the checklist and fix things in advance for next year. All in all, the labs are looking good, and I'm seeing continuous improvement. I truly appreciate your efforts. Let's work to get better and better. As always, if you have any questions, please feel free to contact me or your Regional Coordinator.

Jim Nail CH2M HILL OMI Companywide Laboratory Coordinator



Keep up with the latest from the Compliance team on O&MZone. Click Departments, then Compliance.

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#### IN OUR COMMUNITIES

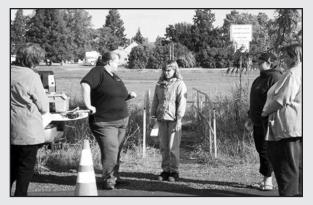
## Projects across the company support WWMD

World Water Monitoring Day's annual testing period recently ended after a successful campaign with more than 1,000 sites around the world testing water for turbidity, pH, temperature and dissolved oxygen.

The primary goal of WWMD is to educate and engage citizens in the protection of water resources around the world.

CH2M HILL OMI supported the World Water Monitoring Day effort at different projects and in different ways.

• Duncan, Okla., Project Manager **Tim Boone** supported WWMD and spent quality time with his granddaughter. The 10-year-old performed the hands-on testing with supervision from her grandfather at two test sites. "It was nice to get away from everything with her and we both enjoyed our



Walla Walla Laboratory Analyst **Nela Rice** discusses the testing procedures with a Girl Scout.

- time together. She was very excited to do all the testing and can't wait to see the final results on the WWMD site," Tim comments. He later tested four additional sites near the Duncan project.
- Walla Walla, Wash., continued its support of World Water Monitoring Day. In an annual event, team members partnered with a Girl Scout troop to test four different streams on Saturday, Oct. 6.
   Project Manager Willy Breshears and Lab Analyst Nela Rice led the excursion.
- Eight members from Denver's Marketing & Communications team went on a group outing to test the water at Cherry Creek State Park on Wednesday, Oct. 17, and invited family members to join them. Clara, 9-year-old daughter of Corporate Communications Supervisor Carolyn Brinkers, performed the tests for the group. "The water was



Marketing & Communications team members participated in WWMD as a group. Pictured in the back row, from left to right, are Brent Temmer, Catherine Wheeler, Sheila McCann and Kara Choquette. In the front row, from left to right, are Carolyn Brinkers, Clara Brinkers and Julie Kauffman.

- cold, but I liked getting it so we could see if it was clean. I liked looking at the fish too," says Clara.
- Finally, San Marcos, Texas, showed their support in a different way. They supported Texas Watch, a network of trained volunteers that gathers information about the natural resources of Texas, by providing them with a donation to buy necessary testing equipment. Texas Watch then monitored locations on the San Marcos River.

In addition to our support at CH2M HILL OMI, locations across the enterprise got involved too. More than 5,000 people participated in 30 offices, monitoring 130 different water bodies. Next year, we hope to have even more projects involved in this great community outreach program. Go to the community relations page on O&MZone to find out how you can participate.



Testing the water: Clara Brinkers, daughter of Denver associate Carolyn Brinkers, prepares a water sample for testing.

## Making a difference in Oak Ridge



Associates on the community involvement team in Oak Ridge, Tenn., collected donations to support the "Smile" campaign, which is organized by the YWCA's domestic violence shelter. The money donated went to purchase dental hygiene kits for the shelter. Each kit cost about \$3, and the team purchased nearly 50 kits.

The Oak Ridge community involvement team, from left to right, are associates Garry Lovely, Michael Lloyd, April Narramore, Dale Hensley, Danny Estes, Mike Rapien, Paul Armstrong, Mark Farmer and Dennis Pennington.

## Golfing with colleagues in Gilroy

A heated golf match among California Water Environment Association - Monterey Bay Section members saw Gilroy associates take first and last place. Operator II **Anthony Hernandez** and Operator-in-Training **Ricky Trujillo** were on the winning team, while Operator **Ed Lujan**, Operator I **Juan Zepeda**, and Operator-in-Training **Alfred Lujan** came in last. The winners won trophies, and the losers won more than 300 golf balls – we're guessing the final scores made it obvious who needed more practice!



From left to right: Gilroy associates **Ed Lujan**, **Juan Zepeda** and **Alfred Lujan** take their share of the losing prize – lots of golf balls!



Gilroy associates **Anthony Hernandez** (left) and **Ricky Trujillo** show off their first-place trophies.



Got news?

Share it with the rest of CH2M HILL OMI!

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.

## Grants helps students spell s-u-c-c-e-s-s, inspire careers

Working with other companies, Grants, N.M., associates supported the Dictionary Project, which brought dictionaries to nearly 300 third-graders this fall. For the third year, associates collected donations and helped distribute the dictionaries to the children, hoping to inspire them to continue their education.



Grants Operator **Josh Martinez** passes out dictionaries to young readers at Mt. Taylor Elementary.

Also in Grants, Lead Operator Robert Hays participated in a career day at Thoreau Elementary demonstrating laboratory sampling to nearly 200 students who participated. Robert also discussed the

water hydrologic cycle, chlorine, pH testing and sampling procedures to help educate the students about the wastewater treatment process.



Grants Lead Operator **Robert Hays** works with a future chemist.

#### **ALL ABOUT YOU**

## Veterans, we honor you!

Did you know that 10 percent of our associates have served in the military?

CH2M HILL OMI associates have served in every branch of the United States Armed Forces. They've served as tank commanders, fire fighters, security, infantry, boiler technicians, stores clerks and more. They've served in tanks, planes and helicopters and aboard submarines, aircraft carriers, high-speed transports and light cruisers. Some saw combat in Vietnam and the Gulf War, and more recently, Operation Iraqi Freedom. And some are still serving in the military's reserve components and the National Guard.

Veterans Day was November 11. Veterans, on behalf of all associates, thank you for your service to our country. And thanks to any of our non-U.S. associates who have volunteered in their armed forces.

Lennie Ables Roni Adams Brandon Allen Bruce Amundsen Frank Aguilante Mark Aral Ruben Aranda Paul Armstrong Mike Arnold Larry Artman John Avalos Oscar Baltazar Roger Batts Jack Bennion Joe Berry Mike Bittler Jeffrey Black Darrel Blanchard Douglas "Mike" Bowling David Bradley Dale Bragg William Brandon John Brummett Ruben Burch Gerald Burkett Dan Burns Wayne Buzzard Fernando Cabral Bobby Carroll Shawn Cassidy Kirby Chaney

Michael Clermont Curtis Clifton Todd Coate Michael Cowder Benjamin Crabb Randal Custer Floyd Davis Thomas Day Teal Denson John DeSantis Lynn Dumond Wayne Duran Gary Duree Kelly Fees Toby Fitzgerald John Fletcher Gary Fournier Paul Frigon Jose Garcia Frank Gerraughty William Greenhalgh Bill Gierer Richard Gregory John Gross Darcy Hackbart Arthur Hackenberg Woodrow Hall Ligie Hampton Larry Hampton Jerry Hardin Brian Helliwell

John Henderson Anthony Herstich David Hester Gerry Hickey Gary Hood Chuck Hopkins Andrew Huckabaa Frederick Huff William Jones Milan Jurkovic Sheridan Kantor Robbin Kapsalis Roger Kastel Sharon Kendrick John Klisky David Koch Gordon "Bill" Laggis Nicholas Laggis Thomas Lariscy John Legendre Issac Lewis Arthur Liming Alfred Lujan Timmy Luther Konrad Lyngvar Fredrick Malinowski Juan Mancha Charles Martinez Randy Massie Harold McCorkle Michael McDaniel Ronald McInnis Antonio Mena James Middlebrooks Thomas Miles

Bernie Miller Gary Miller Belton Moody Michael Moore Doug Nichols Gary Nichols Jacob Newey Andrea Nicolelli Dennis O'Brien Dick O'Brien Milton Odom Scott O'Donnell Sam Palmer Michael Parry **Donald Patterson** Larry Patton Edward Pawlowicz Charles Pittman David Pollard Edward Pugh Frank Quick Nicasio Ramos Cail Richards Jerry Ridenour Terry Robinson James Roden William Rodriguez Arthur Sandella David Sanford Bob Sardaro Michael Sheridan Rob Siegrist Larry Simmons Gary Simpson

Russ St John Lewis Stockdale Larry Stokes **David Storey** John Stutzman Mickey Swatsell Lawrence Then Douglas Thornton William Thompson Craig Tirrell Robert Trelewicz Gary Turner Thomas Udell Hugh Van-Skyhawk John Varlas James Walden Steve Waldo Richard Walker Wade Wall Stan Warner Cynthia Wampner Jesse Whittemore Robert Wileman Thomas Williams Gary Williams Harold Williams Thomas Williams Greg Wilson William Womack Joseph Yandersits Robert Yoder Robert Youmans Mikhail Zubanov

George Sisson

Bennie Stewart



### **Help from EAP**

If you're feeling additional stress in the midst of this busy and bustling holiday season, you don't have to go it alone.

Call CH2M HILL OMI's employee assistance program, Magellan, at 800.888.2273 for information, help and support. Counselors are available 24 hours a day, seven days a week to provide confidential assistance at **no cost to you**. You also can visit Magellan online at www.magellanhealth.com for additional information and self-help tools.

One of the items that Magellan recommends for handling holiday stress is setting limits. Be realistic about what you can do, and schedule time for breaks. Make time for yourself; don't feel obligated to accept every party invitation. Make sure your expectations for the holiday season are realistic and practical. Here are some additional tips:

- Prioritize your time. Make two lists of everything you want to accomplish, from chores to leisure time. Put the less pleasant activities that you must do on one list and more enjoyable activities on the other. Then combine the two lists, interchanging must do's with want to do's. Avoid procrastinating. While some tasks seem overwhelming, putting them off until the last minute will just cause more stress. Try breaking big projects into little tasks, and they will feel more manageable.
- Ask for help. There's nothing wrong with asking friends and family for help for those activities that seem unmanageable.
- Laugh away tension. A good laugh lowers blood pressure, heart rate, and muscle tension, and can relieve stress just as well as taking a nap does.
   Try to look for the humor in stressful situations – tell a joke, find reasons to laugh – and you'll start to feel better.



Go online for additional stress management ideas at www.magelllanhealth.com.

#### STRENGTHENING OUR BRAND

## Mark your CH2M HILL OMI calendars!

With a 2008 CH2M HILL OMI desk calendar, associates, clients and prospects can keep track of important dates and maybe even learn something new about the company.

Taking readers on a visual journey through the seasons, the primary images all tie to the phrase from CH2M HILL OMI's mission statement that appears on the cover: "Enhancing the environment and quality of life." January's image of a young girl playing in the snow also appears on CH2M HILL OMI's 2007 holiday card.

The secondary images and captions share facts about the company's values and services. Each month lists conferences in which the company will be participating and highlights special events that align with the company's business.

Lead Graphic Designer Carolyn Alden had the initial idea for the calendar, and she and Marketing & Communications Director Susan Mays collaborated on the project. A calendar is on its way to each associate. If you need additional copies of the calendar or holiday cards for clients or prospects, please contact Sheila McCann in Denver at 720.286.4257.



#### Ethical concerns?

Call the E<sup>3</sup> Helpline/GuideLine at 866.924.4843 if you suspect:

- Environmental compliance violations
- Potential conflicts of interest
- Contract and procurement irregularities
- Falsifying records
- Theft or abuse of company or client property

Your call will be kept in confidence, and you won't face reprisal or retribution for calling.



November 2007

### **ALL ABOUT YOU**

#### New associates

Each month, we're awarding a \$25 gift certificate to a new associate. Congratulations to Sandy Springs, Ga., Superintendent Jason Nealy,, who won September/October's drawing. Jason was chosen in a random drawing by Regional Business Analyst Rachel Johnson. Watch this space next month to find out who the November winner is!

#### Name

Larry Grigsby John Grimm

Alfred Luian

Tiffany Adams Regional Administrative Coordinator **James Bass** Light Equipment Operator - Sanitation Timothy Berger Operator II Cynthia Beyer Contract Services Manager Morgan Bryant Electrician I Nicholas Buchanan Utility Worker Operator-in-Training Brandon Burton Matthew Davidson Operator-in-Training Sean Donegan Lead Mechanic Administrative Assistant Micki Esposito Mark Gratzer Mechanic

**Position** 

Mechanic-in-Training

Operator-in-Training

Industrial Technician-in-Training

Steven Hutchings Maintenance Manager - Large Projects Angie Komidar Julian Langford Operator Sanitation Worker David Leasure

Lisa Maggart Communications Manager Michael Mapother Operator Operator Lisa Mauser Timothy McGee Operator Donald Morris Utility Worker Office Assistant Deanna Neilsen

Dustin Ranev Operator-in-Training Distribution & Collection Operator Cody Reynolds

William Rodriguez Sanitation Worker Toni Rogers Operator William Summer Operator Dawn Troke Accountant I Ricky Trujillo Operator-in-Training Operator I Donald Venini Brandon Ward Utility Worker Jason White Operator Gary Whittington Utility Worker Rodney Whitworth Utility Worker

Donald Widman Collections Operator-in-Training Staci Wilborn Senior Contract Administrator

#### Location

Orlando Live Oak Seattle Cedar Denver Fayetteville Effingham County Gilroy Sidney Twin Oaks Milton Twin Falls Richmond Hill Turlock DuPont Belle Ashtabula Live Oak

The Villages Gilrov Milton Honeywell Syracuse Ashtabula Favetteville Live Oak Prescott Valley Twin Falls Lampasas The Villages Heinz Siren Penta Wood Milton Gilroy Lebanon Effingham County Fayetteville Effingham County

Temple

Atlanta

The Villages

Location

Live Oak

Hinesville

Stockton

Weslaco

Stockton

Denver

Donna

Dallas Live Oak

Norwalk

Coos Bay

Hinesville

Oak Ridge

Atlanta

Weslaco

Hinesville

Hinesville

Live Oak Hoboken

Hoboken

Live Oak

Live Oak

Hinesville

Donna

Traverse City

DuPont-Belle

Prescott Valley

Sandy Springs

DeFuniak Springs

The Villages

St. Clair Township

#### **Promotions**

#### Name

Leon Ash Lee Bowen Dennis Burrell Pete Cardenas Kirby Chaney Samuel Chase Randy Clendenning Stacy Crandall Kevin Dahl Marcos Garcia Bradley Gulseth Cecil Hammack Patrick Kavan

Jesse Lane Samuel Lee Iuan Mancha Harold McCorkle Robert McNeill

Christopher Nations Efrain Ortiz

Donald Patterson Joshua Price Eligio Ramos-Garay Willie Reynolds

Benjamin Roeland Adan Sarduv Kenneth Stawowy Shelby Thompson

Micah Vargo Gladys Williams Gregory Wilson

Sotero Valdez Jr.

#### **Position**

Heavy Equipment Operator - Streets Lead Operator General Manager - Utilities Operator I Assistant General Manager Sanitation Supervisor Operator I Procurement Manager Project Manager III Lead Operator Collections Operator I Mechanic Specialist Project Manager I Light Equipment Operator - Streets

Operator-in-Training Project Manager III

Maintenance Supervisor

Deputy Director - Community Development

Municipal Services Specialist

Operator I Operator II

Industrial Technician-in-Training Operations Manager - Large Projects Heavy Equipment Operator - Streets

Laboratory Analyst II Operator II

Heavy Equipment Operator - Streets

Meter Reader Operator I Heavy Equipment Operator - Sanitation

Program Director

#### Location

Sandy Springs

Temple Fayetteville Walla Walla Lebanon

Fayetteville Favetteville Temple Fayetteville Fayetteville Coos Bay Fayetteville Las Campanas Favetteville Seattle Cedar

### Certifications

#### Jeremy Allamon Troy Ashby Matthew Becan

Name

David Claborn Vernon Cook Jr. Randal Custer Jeff Drake Lawrence Foulk Luis Garcia Johnny Leavy Ben Perry Ronald Strauch Dale Torrick Richard Walker

#### Certification

Texas Wastewater Treatment Operator Class C Arkansas Wastewater Treatment Operator Class I Washington Wastewater Laboratory Analyst Class I Oregon Wastewater Treatment Operator Class I, Wastewater Collection Operator Class I Arkansas Wastewater Treatment Operator Class I Arkansas Wastewater Treatment Operator Class I Texas Wastewater Treatment Operator Class D Arkansas Wastewater Treatment Operator Class I Arkansas Wastewater Treatment Operator Class I Oregon Wastewater Treatment Operator Class II Oregon Wastewater Treatment Operator Class I New Mexico Wastewater Systems Operator Class I Arkansas Wastewater Treatment Operator Class I Washington Water Treatment Operator Class 3

#### November service awards

November 3ct vice awards		
Name	Position	Years
Mary Anne Peck	Lead Operator	15
Michael Burnett	Operator I	10
Mark Kerley	Operator I	10
Richard Brown	Operator I	5
Kerry Hogan	Proposal Coordinator	5
Allen Scott	Operator II	5

### New arrivals

### Northeast Region



Zachary Greenhalgh

Northeast Regional Health & Safety Manager Bill Greenhalgh is a proud grandfather to Zachary Ryan, born Nov. 10, to Bill's oldest son, John, and his wife, Cassie, who live in New Orleans. Zachary weighed 7 lbs. 10 oz.

## Associate receives Virginia Tech alumni accolade

CH2M HILL OMI Regional Vice President, Delivery Steve Meininger has been honored with the Outstanding Young Alumni Award from Virginia Tech's Department of Civil and Environmental Engineering.

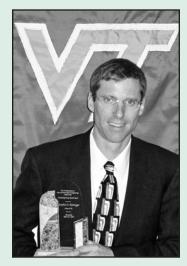
Steve graduated from Virginia Tech with a bachelor's degree in civil engineering and is responsible for CH2M HILL OMI's industrial projects and for municipal projects in the Northeastern U.S.

The award was presented as part of the Department's Alumni Achievement Awards Banquet, held on campus in Blacksburg, Va. More than 100 attended the event.

"It was an honor to be recognized by the Virginia Tech Civil and Environmental Engineering Department," says Steve. "It was humbling to be in the presence of a number of inductees into the Academy of Distinguished Alumni and to hear about their professional and personal achievements."

Working with Virginia Tech's external alumni board, the department created the Academy of Distinguished Alumni in 1998 to recognize special alumni who have contributed greatly to their profession, to Virginia Tech, and/or to their community. In addition, faculty and staff also thought it appropriate to recognize some of Tech's younger alumni through the Outstanding Young Alumni Award program.

Steve was one of three young alumni recognized this year and joins 23 other young alumni award winners out of the more than 9,000 Virginia Tech CEE alumni who have graduated since Virginia Tech began awarding degrees in civil engineering in the early 1900s.



"I feel very fortunate to have attended Virginia Tech and to receive this award means a lot to me," says Steve. "I am also appreciative to have the opportunity to work alongside a number of Hokies at CH2M HILL OMI and throughout the enterprise, adds Steve.

Steve's Outstanding Young Alumni Award recognizes him for his accomplishments and contributions to his profession, to Virginia Tech and to his community.

#### The Power of You

Know of a qualified candidate who wants to join CH2M HILL OMI? Refer them through our new employee referral program, The Power of You, which is replacing Add a Star. Watch for more details coming soon!



#### **AROUND THE COMPANY**

## The making of Johns Creek's 'green' City Hall

#### City honors rural past as it seeks sustainable future

Our associates are constantly looking for ways to offer sustainable solutions to our clients – whether it's through maximizing electricity at a plant or cutting down on chemical use – and associates and clients in our municipal services business are doing their part too.



Johns Creek's environmentally friendly City Hall.

The newly incorporated City of Johns Creek, Ga., opened the doors of its first City Hall in June. City leaders, with guidance from CH2M HILL OMI, designed their new facility and its operations on the same founding goal of their new municipality: creating a sustainable quality of life that respects the community's environment, history and education.

Planners of City Hall's interior were mindful to use environmentally friendly materials from local vendors or leaders in environmentally-conscious manufacturing, such as low-volatile organic compound paint from Sherwin-Williams; post-consumer materials carpet made by Georgia-based Shaw Industries Inc.; and furniture from The HON Company, an industry leader in innovative green manufacturing that uses mostly salvaged metal or post-consumer materials. This "green" effort helped shape a healthy, sustainable work environment for staff while rewarding the community through local purchases.

To pay homage to Johns Creek's rural heritage, conference rooms were named after original farming communities and their pioneer families: Shakerag, Newtown, Findley, Medlock, Warsaw and Ocee. Months-long searches through family archives yielded dozens of vintage photos depicting the community and its early citizens at the beginning of the 20<sup>th</sup> century. Those photos launched the Johns Creek History Project and are now on permanent display in Council Chambers.

A joint art project with the Fulton County School System produced artwork from Johns Creek's middle and high schools, which now lines the walls of City Hall. Winning students in the competition received scholarships to Johns Creek's Ocee Arts Center, which offers visual and performing arts instruction for children and adults.

Representatives from the new city's art institutions, heritage centers, nature preserve and Chattahoochee River Recreation Area also participated in the citywide celebration, strengthening the connections between City operations and the community it supports.

Whole Foods, the world's leading natural foods grocer with its southeastern U.S. flagship store located in Johns Creek, donated organic foods and bottled spring water for the celebration.

During the grand opening celebration, Johns Creek Mayor Mike Bodker and the City Council helped plant a commemorative tree on City Hall grounds. The native white oak was chosen by City Arborist **Steve Strickland** because it symbolizes the strong character of the nearby Chattahoochee River and the Cherokee Indians, who once roamed the river's banks.



Workers prepare a white oak to be planted at City Hall at the grand opening celebration.

Building an environmentally conscious City Hall and opening its doors in a celebration of healthy respect for Johns Creek's environment, history and schools has shown to be a great beginning of community values.

Since then, staff has identified an action plan for green facilities

management and has been diligently working to meet all the identified needs. With humble beginnings, a green facilities program has been gaining momentum, starting with the implementation of a recycling program, using rechargeable batteries, favoring recycled office supplies, and printing internal documents and external communication on recycled paper.

With positive feedback from Mayor and Council and enthusiasm from the staff, additional goals are being identified to continue the greening of not just its City Hall, but the City of Johns Creek itself as it continues its goal of a sustainable future.



Want to learn more about what CH2M HILL OMI is doing to promote sustainability across the enterprise? Read about it at www.omi.ch2mhill.com/citizen/sustainability.html.

## 'Excellence Never Rests' debuts on DVD

Check out associates in action on our new DVD.

The new 5-minute Excellence Never Rests video navigates viewers through CH2M HILL OMI's capabilities using our E<sup>3</sup> motto: Exceeding our customers' expectations, empowering our people, and enhancing the environment.

This video is an update of *Quality Never Rests*, our award-winning corporate video, so this DVD should replace any copies you may still have of that video.

Excellence Never Rests includes footage from the original, expanded to reflect the company's broadened operations and maintenance capabilities, including complete municipal services.

New footage was shot last fall in Sandy Springs, Ga., and at Fulton County's Big Creek Water Reclamation Plant in neighboring Roswell. Watch closely – you may see some of your co-workers.

"We hope you'll watch the video with your staff and share with new associates as part of their orientation to CH2M HILL OMI," says Marketing & Communications Director **Susan Mays**. "And we hope you'll share copies with your clients and prospects to make sure they're aware of the wide range of O&M solutions we offer."

The video packaging reflects the new look and feel of CH2M HILL OMI marketing materials. Look for other new materials soon.

For additional copies, contact **Sheila McCann** in Denver at 720.286.4257.





Watch Excellence Never Rests online on the home page of our company's external Web site. www.omi.ch2mhill.com.

#### 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).

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

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www.int.ch2m.com/omzone/



## Don't miss December's issue



Lending a helping hand
Gilroy associates make a difference in
their community during the holidays