

# mer INSIDER

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## Fourth Quarter Quote...

*Don't lower your expectations to meet your performance. Raise your level of performance to meet your expectations. Expect the best of yourself, and then do what is necessary to make it a reality.*

—Ralph Marston

## A Reason to Exist

Brian House, President and CEO

**H**ere at Moran Environmental Recovery (MER), I am often engaging the management team and employees in a discussion on our brand: **Performance**. It is the common glue that ties all of our companies, employees, and purpose together. We are a diverse collection of business units, spread over a large geography. Some might find it a bit daunting to find the common thread between it all. How does a Biologist who is conducting coastal habitat mapping in the Aleutian Islands, relate to a Qualified Rail Mechanic in San Jose California? Or a Commercial Diver repairing a piece of equipment in a nuclear facility, relate to a Confined Space Rescue Specialist working on a utility manhole here in the Northeast?

It is **Performance**! It's how we differentiate ourselves in the marketplace with our clients, and it's how we compete. Across our entire company, it is **Performance** that sets us apart from other competitors. Our combination of diversified capabilities, supported by a unique culture are the fuel that support our **Performance**.

From our clients' perspective, the true measure of **Performance** is whether or not we matter. Would they care if we were no longer able to service them today or into the future?

In short, MER's success is based on having a "Reason to Exist." It's a great way for us all to remind ourselves of the importance of our daily work, and also to keep the right focus upon our **Performance**.



*MER's Charleston Resource Center cleaning the "Montville" a Moran Towing Barge. MER provided a crane, vacuum tanker, boom lift, and five (5) power washers.*

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## MER VALUES

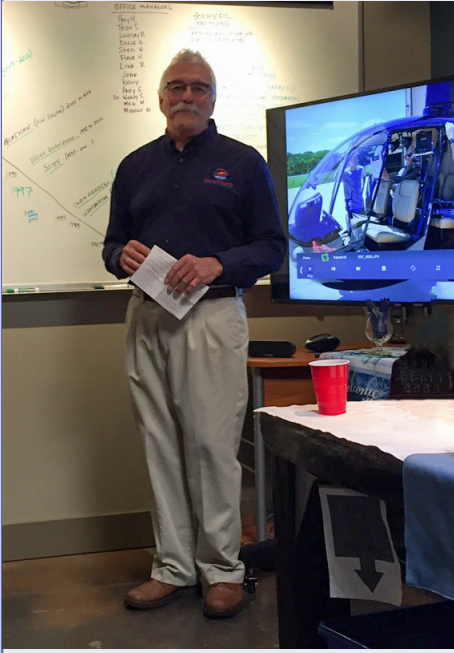
*Professionalism*

*Integrity*

*Mutual Respect*

*Discipline*

## CORI Celebrates 30-years



Coastal and Ocean Resources (CORI) recently celebrated its 30th anniversary of operation. The CORI team held an Open House at their Victoria office and about Twenty-five (25) clients, vendors and associates came to help mark the occasion. Dr. John Harper gave a great presentation on the history of Coastal and Oceans, which had its beginnings with the clean-up operations of the Exxon Valdez Oil Spill in Alaska's Prince William Sound.

## Amtrak Auto Train Contract Awarded to Drummac

This past April, our Drummac Team was awarded a multi-year contract for providing logistical support services to Amtrak's Auto Train. The Auto Train is the only long-distance passenger and automobile carrying rail service in the United States, and its origins stretch back to the early 1970's.

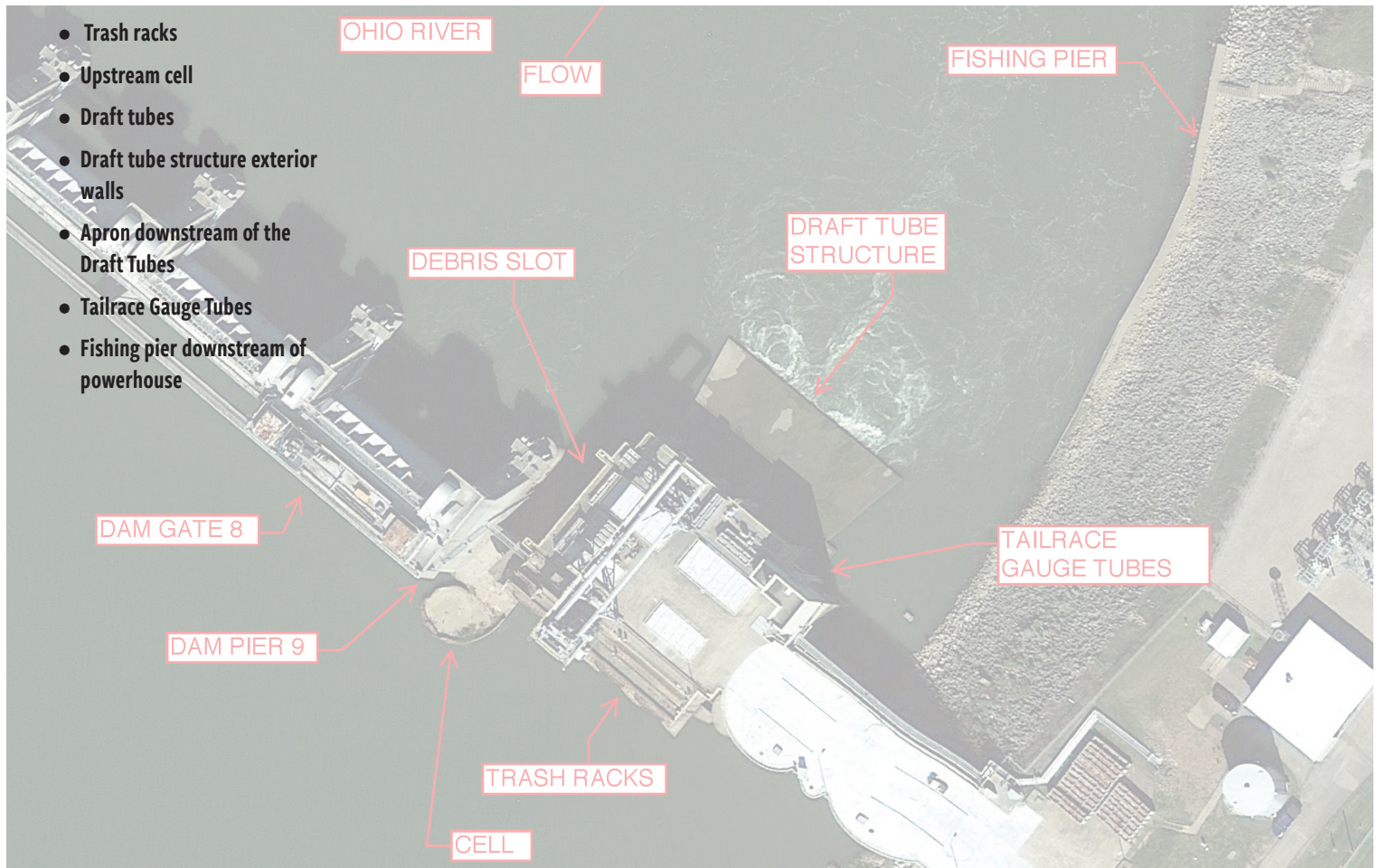
The Auto Train is often considered to be the longest passenger train worldwide, stretching nearly  $\frac{3}{4}$  of a mile in length. Our Team provides safe, timely and secure loading and unloading of automobiles and motorcycles every day of the year, at each of the Auto Train's two locations; totaling nearly 120,000 vehicles per year!

The Auto Train Service added two new locations – Lorton, VA and Sanford, FL – to Drummac's geographic footprint, as well as 70 new employees to our team. With just a few weeks of time between the award of the contract and the start date for service, the Drummac management team, along with assistance from Health & Safety and HR, did an outstanding job ramping up to take on this service.

Drummac previously held the contract between 1992 and 2000, and our recent award was an affirmation of the reputation and Performance that Drummac has delivered to Amtrak over its many years of committed service. Congratulations to our Team!

## 5-Year FERC Inspection of Racine Hydroelectric Facility

Mainstream Commercial Divers, Inc. (MCDI) was contracted by one of our utility clients to provide a visual and tactile underwater 5-Year Federal Energy Regulatory Commission (FERC) inspection of the Racine Hydroelectric Facility on the Ohio River. The inspection was performed in order to determine the underwater condition of the structures listed. This work included the underwater inspection of the following facility elements:





## MER Utility Update

The power generation, transmission and distribution sector of our company business has been robust this year. MER in the mid-Atlantic and Northeast regions have been busy servicing the power generation turnarounds providing process efficiency through industrial and confined space standby services. This year, the season has been extended by the growth of our clients. To date, we have added sixteen (16) new power generation facilities to a total of fifty (50) that we service. Our Southeast hurricane responses and pole hardening campaign have been of vital importance for electrical resiliency and power restorations. The mid-Atlantic and Northeast participate daily in the removal of vintage electrical infrastructure as well as support new utility distribution to both the underground and overhead grid infrastructure including sub-stations. The utility sector in general is going through a dramatic transformation. Our cities, ports, and conveyance of cars, buses, trains, are being electrified. One-third of the power generation is “Zero” emissions, which took ten years to accomplish. MER has grown and kept pace with this transformation by providing expertise to this industry, and the Company is Nationally recognized for its efforts. This recognition is a direct result of our “Performance.”

## MER Hurricane Response

Moran Environmental Recovery responds to hundreds of emergencies every year. Everything from small roadside spills to marine based oil spills. Each has its own challenges, weather, logistics, resources, etc., but the team really came together over the last couple months to respond to and support our clients and employees that were effected by Hurricane Irma.

This response engaged every office in the Southeast Region along with support from the Moran Emergency Management Team (MEMT) in the Northeast. At the peak of the response, MER had two Emergency Operation Centers operating, managing 175 plus responders for roughly twenty (20) clients at over forty (40) different sites from Charleston, South Carolina to Miami, Florida.

The ability for MER to flex the organization during large events is a direct reflection of the training and the tools we work with daily. MER utilizes many fundamentals of the Incident Command System (ICS) to manage its day to day business which allows it to transition during times of crisis.

MER set-up a full Emergency Operations Center (EOC) in Randolph, Massachusetts which helped coordinate the response and track employees' availability as the storm passed over each region. With a storm like this, it was imperative for there to be detailed preparation and continued communication to support our employees and be ready to respond to our clients when needed. Preparation for this response started on September 5, 2017 and the EOC stayed active until September 22. Work for clients continued for several more days, but the local Resource Centers could manage the logistics locally.



## Charleston Responds to a Hazmat Spill

In August, the Charleston Resource Center responded to a tractor trailer hazmat spill containing para-Chlorobenzotrifluoride, forcing interstate 26 to be blocked for hours. MER trans-loaded the flammable material which was loaded into 300-gallon poly totes. The team returned later in the week to conduct contaminated soil excavation.





## Two WRI Employees win “Outstanding Employee” Awards

Water Recovery, LLC (WRI) operates an Award Winning, Industrial Wastewater Treatment Plant. WRI is permitted by JEA as a Centralized Wastewater Treatment Facility, with the capability to manage the transportation and disposal of non-hazardous wastewater from a wide array of customers. WRI operates a Waste to Energy division, and is permitted by Florida Department of Environmental Protection (FDEP) as a Used Oil Recycling plant.

On September 8th, Nicole Neumann and Phillip Cooner were both honored at the First Coast Manufacturers Association’s Excellence Awards Ceremony, held at the University of North Florida, in Jacksonville, FL, and received WRI’s “Outstanding Employee” Award.

### **Nicole Neumann, Laboratory Technician**

Nicole began her career in 2015 with WRI as a laboratory technician. Her teammates immediately noticed that she was a very motivated high performer. She learned very quickly and is now responsible for the operation of the lab. Nicole accepted a rapid increase in her responsibilities and has excelled in a very challenging and fast-paced environment. She has demonstrated significant professional growth and her sustained “can do” attitude and dedication inspires and motivates her co-workers.

### **Phillip Cooner, Supervisor**

Phillip has been with WRI since 2011. He continually demonstrates outstanding dedication in support of regulatory compliance, exceptional customer service and safety & productivity goals of WRI. Phillip maintains a positive attitude and always makes the extra effort to assist his teammates. He has an “anything to get the job done” attitude. Phillip’s enthusiastic dedication to our core values is a true inspiration to our team, and he is another great example of how our Company performs for our clients.



## Harry Owens Retires from Water Recovery (WRI)

Harry Owens joined WRI in March 2008 as the facility’s Production Manager. His outstanding dedication to safety, ethics and continuous improvement has made him a model employee. During his 9 ½ years with WRI, Harry has been instrumental in plant improvements and the future reliability of the plant. He has successfully led the execution of numerous capital improvements and maintenance projects at the plant while balancing project costs and efficiency. He is a valued member of our team and will be greatly missed. We congratulate Harry on his retirement, and wish him the very best in his future endeavors.



# HUMAN RESOURCES

## Employee Length of Service Milestone

Our employees are our greatest asset. Having employees with long tenure helps build a strong culture, positively impacts employee safety and allows our organization to grow on the strength and depth of our Team.

During the second and third quarter of 2017, a number of our colleagues achieved employment milestones. Listed below are over 60 employees who reached 1, 5, 10, 15, or 20 years of service with our organization.

Congratulations to these employees on reaching length of service milestones in 2017. Thank you for your dedication and commitment to our organization and here's to more milestones in the future!

### 20 years

Jeremy Engen – Eugene, OR (Drummac)

Bob Carroll – Charleston, SC (MER)

### 15 years

Richard Garcia – Sacramento, CA (Drummac)

John Headrick – Savannah, GA (MER)

Norm Nicholson – Randolph, MA (MER)

Glenn Smith – Randolph, MA (MER)

### 10 years

Lawrence Boyd – Savannah, GA (Drummac)

Gregory Stimson – Portland, ME (Drummac)

Tim House – Randolph, MA (MER)

Donnie McRae – Newark, DE (MER)

Samuel Gabriele – Newark, DE (MER)

Miguel Ortiz – Jacksonville, FL (MER)

### 5 years

Yao Efu – Charlotte, NC (Drummac)

Jesus Martinez – Sacramento, CA (Drummac)

Nathan Barber – Bakersfield, CA (Drummac)

James Alexander – San Jose, CA (Drummac)

Eric Simpson – Tacoma, WA (Drummac)

Jonathan Hancock – Murray, KY (MCDI)

Will Sisca – Randolph, MA (MER)

Jeffrey Lano – Newark, DE (MER)

Mo Wilson – Norfolk, VA (MER)

Blake Lencki – Richmond, VA (Corp)

### 1 year

JR Foley – Randolph, MA (Corp)

Michael Valencia – Bakersfield, CA (Drummac)

Carlos A. Alfaro – Bakersfield, CA (Drummac)

Diana Matthews – Fredericksburg, VA (Drummac)

Peggie Leitereg – Jacksonville, FL (Drummac)

Megan Reese – Jacksonville, FL (Drummac)

Andrew Manning – Lynchburg, VA (Drummac)

Bret Forte – Portland, OR (Drummac)

Albert Miller – Goleta, CA (Drummac)

Eric Juniel – San Luis Obispo, CA (Drummac)

Jose Gutierrez – San Luis Obispo, CA (Drummac)

Jesse Shaw – Spokane, WA (Drummac)

Jasmine Randall – Tacoma, WA (Drummac)

Andrew Pfitzenmaier – Charleston, SC (MCDI)

Coleton Pickett – Charleston, SC (MCDI)

James Hahs – Murray, KY (MCDI)

Jacob Quinteros – Murray, KY (MCDI)

John Lewis – Murray, KY (MCDI)

Anthony Larocca – Charleston, SC (MER)

Joby Ready – Charleston, SC (MER)

Dana Quattlebaum – Charleston, SC (MER)

Dillon Rafferty – Charleston, SC (MER)

Edward Barnett – Charleston, SC (MER)

Logan Brown – Charleston, SC (MER)

David Rafferty – Charleston, SC (MER)

Jonas Hughes – Jacksonville, FL (MER)

Jarrold O'Toole – Jacksonville, FL (MER)

Corey Slight – Norfolk, VA (MER)

John Rhodan – Newark, DE (MER)

Edward Spicer – Newark, DE (MER)

Ryan Curry – Newtown, CT (MER)

Willie Wannamaker – Richmond, VA (MER)

Brendan Norton – Randolph, MA (Corp)

Jason Baptista – Randolph, MA (MER)

Nicholus Walton – Savannah, GA (MER)

Johnny Scott – Savannah, GA (MER)

Samuel Pizarro – Savannah, GA (MER)

Derrick Gadson – Savannah, GA (MER)

Marvin Watson – Pompano Beach, FL (MER)

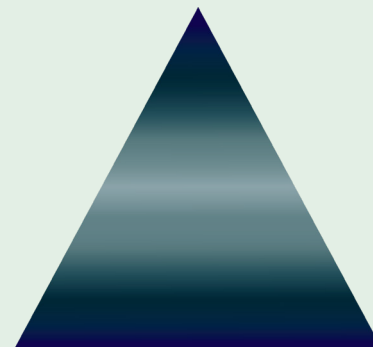
Rob Carter – Pompano Beach, FL (MER)

Tashiro Scott – Pompano Beach, FL (MER)

Tommy Lee Coffey – Jacksonville, FL (WRI)

Wayne Johnson – Jacksonville, FL (WRI)

## PERFORMANCE



**CAPABILITIES**

**CULTURE**