

Best-In-Class Thoughts

"Success is most often achieved by those who don't know that failure is inevitable."

— Coco Chanel

"I do not believe in taking the right decision, I take a decision and make it right."

— Muhammad Ali Jinnah



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Note from Leanne

In 2013, through the hard work and dedication of our employees, our organization has seen tremendous success in a number of fields, from the safety of our employees to the level of service that we provide to our clients. One of the most unique aspects of our success has come in the form of the business opportunities that our Employee Development Program has helped make possible. Because of the advanced levels of training that our program offers, the services that we've been able to provide to our clients has grown tremendously, specifically with Confined Space Standby, Commercial Training and High Hazard Response services. As we build our program to better develop our employees, we're also helping to build our business to meet the niche needs of our clients. It's an aspect of our company that helps us stand out in our industry and it's one of the many ways we illustrate our value as a Best-in-Class organization.

As we come to the close of another year, I wish you and yours a very safe and happy holiday season. See you in 2014!

MER HAZMAT Specialist Team

MER is preparing to aggressively advance our hazardous materials (HAZMAT) rail response capabilities. In preparation, we are refining our SOPs regarding rail response, identifying equipment needs, and developing an extensive intermodal response training program focusing on rail incidents. Additionally, MER is building a High-Hazard Specialist and Qualified Individual team, similar to our current Confined Space Rescue Specialist team. Members will have the opportunity to attend advanced HAZMAT, rail, and intermodal training; topics will include:

- Tank Cars and Intermodal Containers
- Grounding and Bonding using Ground Resistance Testers
- Tank Car and Risk Assessments
- Liquid Transfers from Rail Cars
- Chlorine Response - A & B Kits
- D.E.C.I.D.E. Model
- Plugging and Patching Drums
- Flaring, Venting, and Burning

More information will be provided soon; employees interested in participating should reach out to your Operations Manager or Lauren LeGendre.



Workplace Awareness









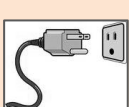

As we enter into the holiday season, it's easy to think about all of the great things we're getting ready to experience: holiday parties, family gatherings, gift-giving etc. With all of the excitement that's just around the corner, it's important to keep in mind that this is also the time of year when we're least aware of our surroundings and when our lack of attention to such things can lead us into compromising situations. Not only should you take time to consider the hazards created by your work, but consider the hazards present in the surrounding area on and off the jobsite. Below is a list of tips to help keep us safe during this distraction-laden time of year:

- Parking lots, garages and other low-lit areas can be dangerous places. If working in spots like these, bring along supplemental light and alert a security guard that you'll be working there.
- Make sure you use the buddy system; never work alone. Additionally, ensure you have a means of communication (radio, cell phone, etc.) if working away from your team.
- When leaving your vehicle, park it in an exposed, preferably well-lit area. Hide any valuables from sight (wallets, purses, GPS etc.) and lock your doors.
- If working in public areas for multiple days, take the time to secure any tools and equipment that need to be left overnight. If you can fit it into your vehicle and take it with you, do it.
- Take notice of people who shouldn't be there. Though we often work in public spaces, typically, the public is simply passing through. If someone is loitering around our workspace, don't be afraid to warn them that it could be unsafe. If it means you have to stop work for a bit to get them to leave, do it.
- Trust your gut. If something doesn't feel right, say something and take the appropriate steps to make you feel safe.
- Additionally, perform an assessment of your Resource Center to ensure it is secured properly (e.g. properly functioning door locks, windows are secure, exits are clear of obstructions, parking lot is well lit, emergency numbers are posted, etc.).



OSHA's Top 10 – FY 2013

Preliminary results for OSHA's top ten violations - Fiscal Year 2013 (www.ncs.org)

1		Fall Protection – General Requirements	Standard: 1926.501 Violations: 8,241	6		Powered Industrial Trucks	Standard: 1910.178 Violations: 3,340
2		Hazard Communication	Standard: 1910.1200 Violations: 6,156	7		Ladders	Standard: 1926.1053 Violations: 3,311
3		Scaffolding	Standard: 1926.451 Violations: 5,423	8		Lockout/ Tagout	Standard: 1910.147 Violations: 3,254
4		Respiratory Protection	Standard: 1910.134 Violations: 3,879	9		Electrical – General Requirements	Standard: 1910.303 Violations: 2,754
5		Electrical – Wiring Methods	Standard: 1910.305 Violations: 3,452	10		Machine Guarding	Standard: 1910.212 Violations: 2,701

There's an App for that!

Mint.com

Personal Finance



Mint.com allows you to track, budget and manage your money all in one place, so you can see where you're spending and where you can save. Open an account, add your bank, credit, loan and retirement accounts and Mint will automatically pull in and categorize your transactions. It's safe, secure and easy to keep your personal finances organized.

Beating Holiday Stress

The holiday season is an exciting time filled with cheer, merriment, events, travel, family and friends. People are busy decorating their homes, planning festivities, shopping for food and gifts, making travel arrangements, cheerful music is constantly playing and children are overjoyed at the prospect of opening presents.

On the other hand, the holiday season can also be stressful, overwhelming and draining. There are financial burdens that come with travel, buying expensive gifts and hosting holiday parties. Spending time with family can be great, but can also be very unnerving. People who are unable to spend time with family during the holidays can feel especially lonely and isolated. Festivities that offer a delicious variety of rich food

and adult beverages can often lead to overindulging, leaving you exhausted. So how do we deal with this holiday stress?

Finances: Prepare a budget before you go gift and food shopping then be sure to stick with it; going overboard will cause undue worrying about how much you spent. The holiday season is about giving thanks and spending time with loved ones, not about how much money was spent.

Shopping: Before buying gifts, make a list of all the people you plan on shopping for; include what you plan on buying them and where it can be purchased. Then plan your shopping route; this enables you to spend less time wandering aimlessly around stores.

Career: At work, determine which projects can realistically be completed by the end of the year taking into account your holiday schedule and the schedules of key clients and co-workers. It is also helpful to break down larger projects into smaller tasks. Each time you complete a task, you will feel a sense of accomplishment as you have moved closer to completing the project in its entirety.

Health: People are notoriously run down during the holiday season as a result of too many obligations and not enough caring for their bodies. Regardless of your busy schedule always factor in time for exercise and sleep. Exercise is a great stress reliever, which is important during such a hectic time. It also keeps your body strong and healthy. Sleep is imperative for optimal body function. Also, don't use the holidays as an excuse to overeat and binge drink. Before you go to a holiday party eat a small healthy meal so you don't show up starving and end up eating tons of high fat and high sugar foods. Having a few cocktails at a gathering is fine, but overindulge and you will end up with a headache.

http://eniweb.com/index.php/download_file/view/367/113/eniBalanceWorksNewsletter-Dec2012.pdf?file=eniBalanceWorksNewsletter-Dec2012.pdf

Wellness Tips

Health Benefits of Spices & Herbs

Cinnamon balances blood sugar and helps lower cholesterol. Add it to baked goods, and it tastes great sprinkled in apple cider, hot chocolate and hot tea.

Dill can help prevent an upset stomach! Indian scientists found that dill can actually work as well as prescription antibiotics at killing harmful intestinal bacteria such as E. coli. Dill tastes great on salmon and cucumber salad.

Basil is an antioxidant and can improve your mood as it boosts the brain's production of dopamine and serotonin. Add basil to your food next time you're feeling down! Basil naturally complements tomatoes, so it tastes wonderful on pizza, added to sauce, and on top of tomato and mozzarella drizzled with balsamic vinegar.

Herbs de Provence Recipe

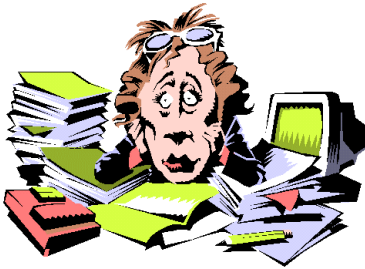
Ingredients:

- 3 Tbsp. dried marjoram
- 3 Tbsp. dried thyme
- 3 Tbsp. dried savory
- 1 tsp. dried basil
- 1 tsp. dried rosemary
- 1/2 tsp. dried sage
- 1/2 tsp. fennel seeds

Preparation:

Combine all ingredients and mix well! Use to season chicken, vegetables, or red meat.

<http://tinyurl.com/eni-spices>



Fitness Challenge

Jump at least 8 feet

Everyone from strength coaches to drill sergeants uses the standing broad jump to gauge raw power—for good reason: It calls on several muscle groups throughout the body to fire at once.

The Test: Stand with your toes on a line and your feet shoulder-width apart. Dip your knees, swing your arms, and jump as far as you can. Have a buddy measure the distance from the starting line to the back of your heels.

The Scorecard:

Men's Health Fit: 8 feet or more

Above average: 6 to 8 feet

Ordinary: Less than 6 feet

www.menshealth.com/fitness/strength-fitness-standards



Values

Professionalism

Integrity

Mutual Respect

Discipline

Throughout our organization, there are regularly opportunities for locations or subsidiaries to help out other teams by providing labor, equipment and sometimes, general knowledge. In November, a new 480v ground power unit was installed at our Spokane, WA Drummac location. These units allow trains to stop at a station and hook up to ground power so that they can keep running without burning fuel. The Spokane team had not been exposed to this equipment before but there are a number of other teams within the Drummac organization who have extensive experience with 480v ground power.

Once the unit was installed, the Safety Team coordinated with Drummac Management to identify a local Drummac team from whom we could ask assistance with regards to putting together an internal SOP to safely and effectively operate the ground power unit. Given the extent of their experience, the St. Albans, VT team was called on to help develop this guidance document. Jeff Medor (Lead QMP), Caleb O'Connor (QMP) and the rest of the St. Albans team submitted an outline of procedures that included LOTO and connect/disconnect steps with supporting photos. The H&S Team and Drummac Management are currently organizing this information and putting it all into our standard format to be used not only in Spokane, but also for future training opportunities.

Thank you to the St. Albans team for your Best-in-Class efforts in helping our company keep our employees safe and educated.



Employee Development Corner

Passive vs. Active Learning

We have several upcoming important employee development objectives for 2014, and we ask that employees not just attend, but participate in the learning activities. Why? Adults can learn by reading, listening, and watching, but they will learn more if they are actively involved in the learning process. Studies show that over a 3-day period, the retention of learning is as follows:

- | | |
|-----------------------|--|
| ■ 10% of what we read | ■ 50% of what we see and hear |
| ■ 20% of what we hear | ■ 70% of what we say |
| ■ 30% of what we see | ■ 90% of what we say as we do (stating reasoning or steps while performing them) |

Presentation Skills

Whether employees are in the field or working directly with clients, they have the potential to make a presentation. In some cases these presentations are formal requiring a suit and tie; others happen out in the field while donning a work uniform and PPE. Regardless of the location or surrounding circumstances, here are some tips for making an effective presentation:

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| ■ Position your body so you face the majority of the people. | ■ Avoid using fillers such as like, umm, or yah know. |
| ■ Stand with good posture. | ■ Stick with your central theme. |
| ■ Speak loud enough to be heard. | ■ Consider your nonverbal behaviors and tone of voice. |
| ■ Speak clearly and sound confident. | ■ Maintain eye contact and show interest in their responses. |
| ■ Vary the pace of your presentation. | ■ Keep an open mind. |
| ■ Slow down for important points. | |
| ■ Pauses are important. | |



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