

Employee Spotlight

Chris Schaefer, PE

Norman, OK

Hydrogeologist

Enviro Clean Cardinal

Where is the best place you've eaten at in Oklahoma? **Lebanese Festival at St. Elijah Orthodox Church. Yummmmmmm.**

What is the last movie you saw in theaters? **The Incredibles 2**

Have you ever met anyone famous? **Bo Jackson - Post hip surgery in the White Sox days**

Where is your dream vacation?



Driving to the tip of South America

Who was your favorite singer/band in high school? **Scorpions**

You have 5 free minutes with nothing to do but what YouTube, what do you watch? **Good Mythical Morning**

Do you have a pet? **Dog, crab and hamster.....no scratch that.....the dog took care of the hamster**

OU or OSU? **OU**

Where were you born? **In a hospital.....St. Louis, MO**

Active Shooter Training

Could a tragedy happen to you or someone you know in places you frequent every day? It does — in small businesses, big businesses, education, government, healthcare facilities, houses of worship, open spaces and private residences. According to a recent Federal Bureau of Investigation (FBI) report of active shooter events in the last decade, these incidents are occurring more frequently, and most targets are chosen randomly with no apparent pattern or method to the selection of victims.

April 22, 2019

8:00 - 10:00 am

OKC Training Facility

Instructed by Bobby Miller

****Mandatory for all supervisors****

The April 22nd class will be mandatory for all supervisors. Classes will be scheduled for all team members at a later date.

Did You Know?

Our Blue Cross/Blue Shield insurance is accepted at the new Absentee Shawnee Tribe Little Axe Health Center in Norman. The clinic, located at 15951 Little Axe Drive Norman, OK 73026, is approximately 10.5 miles south of I-240 and Peebly Rd in the Lake Thunderbird area. If you are coming from Norman, it is just off Highway 9.

Cardinal Engineering and Lemke Land Surveying provided civil engineering and surveying services to the health center which boasts a new, clean, and modern clinic facility and includes a separate walk-in clinic as well as a pharmacy.

For any questions concerning your health insurance policy, please contact Rosie Dominic.

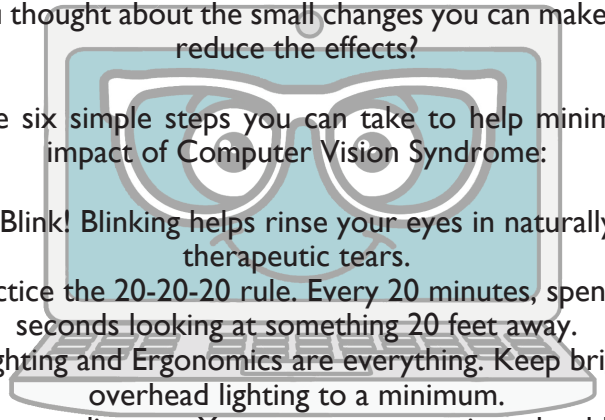
Wellness Message

Chances are you're reading this on a digital device, and there's an even greater chance that today you'll spend at least two hours on one. It's no surprise that nearly 80% of people who regularly use a computer or tablet have signs of eye trouble.

You may have heard of Computer Vision Syndrome before, but have you thought about the small changes you can make to help reduce the effects?

Here are six simple steps you can take to help minimize the impact of Computer Vision Syndrome:

- **Blink!** Blinking helps rinse your eyes in naturally therapeutic tears.
- **Practice the 20-20-20 rule.** Every 20 minutes, spend 20 seconds looking at something 20 feet away.
- **Lighting and Ergonomics are everything.** Keep bright overhead lighting to a minimum.
- **Keep your distance.** Your computer monitor should be at least 20 inches from your eyes.
- **Ask your eye doctor about anti-reflective coatings or Computer Vision Lenses.**
- **Visit your eye doctor.** During your eye exam your doctor can check for more than just computer vision problems. They can check for signs of diabetes, high cholesterol, high blood pressure, glaucoma, and macular degeneration.



CMO Moment

The Importance of our Existing Customers

Every business needs new customers. Yet, the easiest and most predictable source of new revenue is right under our nose: it comes from the existing customers who already know our company and have already bought from us.

Here are 5 reasons why we should care about existing customers:

1. Better conversion rates. Existing customers have already bought from us, so unless they had a disappointing experience, they will buy from us again. We've already established trust and rapport, inspired confidence in our product or service offering, and even know something about them, which makes it easier to identify their needs and predict their moves.
2. Less marketing. We will spend less time and effort finding new customers and convincing them that we are the one they should buy from, which means less expenses. To build a long-term business relationship with a new customer costs roughly sixteen times more, than to maintain an existing customer.
3. Room for improvement. We have a golden opportunity to improve our offering and overall performance just by listening to our customers' feedback. Was our customer service good enough? Did our product meet their expectations? Was it a good value for their money? We need to just ask, listen, and improve.

Service Spotlight

Remote Sensing Technology/UAV Services



Did you know that within our surveying division we have a well-respected team of Remote Sensing Technology/UAV experts?

Lemke Land Surveying is proud to offer complete end-to-end UAV data collection to a wide variety of industries. Unmanned Aerial Vehicle (UAV), commonly known as a drone, services allow for safe, accurate, and cost

effective data collection in areas that are inaccessible to conventional surveying methods. Our Remote Sensing technology team uses this technology to collect, analyze, and distribute aerial data to meet our clients' specific needs.

This team currently consists of:

- Remote Sensing Technologies Manager- Tim Young
- Remote Sensing Survey Technician- Shawn Acker
- Remote Sensing Specialist / UAS Pilot- Eli Young

They are outfitted with (3) UAV's, and (1) terrestrial 3D scanner.

The team works on projects of all sizes and are proud to have worked with clients, such as: Guernsey, Cardinal, Sofidel, TetraTech, City of Norman, City of Buffalo, City of OKC, and Oklahoma Turnpike Authority.

For more information about these services, please contact Tim Young.

4. Higher profits. Selling to existing customers is less focused on price, as opposed to selling to new customers. And since our existing customers trust us already (at least we hope so), it gets easier to convince them to become interested in even more of our products or services through up-selling and cross-selling. An ideal customer for us is when we have multiple groups or divisions supporting a single account (e.g. ER&R, Waste, Air, SPCC, Hydro, Survey, Engineering, Products, etc.).

5. Lower costs. It's going to save us a lot of money! Attracting new customers will cost us 6-7 times more than keeping an existing customer!

We should not underestimate the actual value of customer retention and must maintain our diligent, proactive approach in keeping our customer base.

In other words – the customers we have are our best shot at maximizing our revenues and making our business more profitable!

Good luck – good selling!!

-JB

Celebrations

Birthdays

Victoria Phomphiphack	Amanda Tipton	David Lehmann
Rusty Finley	Neil Robinson	Benjamin Jenkins
Gary Smith	Robert Mullins	Molly Pattullo
Camren McMillan	Diana Andrews	Lindsey Griffith
John Pullen	Andrew Wilson	Whitney Ndirangu
Robin Roberts	Terri Gilpin	Kimberly Slingerland
John Gonsalves	Allen Ricketts	Alisa Baez
Andrew Mayhue	Madelyn Stafford	Brandon Butler
Ryan Courts	Marla Niskern	Breanna Crowell
Kelly Henderson	Jonathan Laughter	Timothy Doutey
Chuck Sharp	Shannon Buckley	Coby Nicoletti
Andrea Cunningham	Thomas Creecy	Melanie Lawson
Peyton Ricketts	John Ausley	Matt Sapp
Laura Worthen-Lodes		Colin Wilson

Anniversaries

Neil Robinson - 18 years	Geoff Tucker - 4 years
Jason Childress - 12 years	Aaron Mears - 3 years
Kimberly Slingerland - 12 years	Mike Salmon - 3 years
Shawn Acker - 11 years	Alexandra Marsh - 2 years
Josh Risley - 9 years	Coby Nicoletti - 2 years
Chad Goad - 7 years	Jaimee Elliott - 2 years
Jeff Thomas - 7 years	Larry Lenhart - 2 years
Rick Schlegel - 7 years	Lindsey Griffith - 1 year
Ashley Slavin - 7 years	Landon Karolczak - 1 year
Marla Niskern - 6 years	James Hobi - 1 year
Debbie Guinn - 5 years	Kassidy Cotton - 1 year
Bill Torneten - 5 years	Diana Andrews - 1 year
Philippe DeLobbe - 5 years	Brad VanCleave - 1 year
Mareta Woodard - 5 years	Cynthia Benford - 1 year
Colin Wilson - 4 years	Amanda Tipton - 1 year
Danny Cahill - 4 years	Wade Cox - 1 year
Bob Gleason - 4 years	Tim Doutey - 1 year

Local News

Enviro Clean is proud to welcome two new members to our leadership team in the Houston office. Trey Whitley, PE will serve as Chief Operating Officer and Mac Shropshire will serve as Director of Strategic Development.

Trey Whitley has over 20 years of experience spanning a variety of positions in the consulting engineering industry. Prior to joining Enviro Clean, Mr. Whitley served as the Interim Chief Executive Officer (CEO) for G2 Integrated Solutions, where he had previously invested six years building and managing predecessor G2 Partners, a business centered around resolving asset integrity issues for the energy industry. Mr. Whitley began his career with Envirogen as a project engineer, designing, constructing, and operating biological remediation and wastewater treatment systems while gaining a solid foundation in hands-on field engineering and project management. He then worked as a thermal & environmental engineer for Boeing, supporting the assembly of the International Space Station (ISS) prior to joining TRC Companies as a Senior Program Manager.

At TRC he was responsible for the technical and financial performance of fixed-price projects with over \$160MM of known liabilities. He assembled and led diverse teams of project managers, technical experts, and strategic subcontractors in identifying, evaluating, and implementing cost-effective project execution strategies. In this position, he supported acquisitions and divestitures of energy assets by characterizing and valuing liabilities and developing mitigation strategies to resolve them. He's assisted his clients in monetizing discontinued operations, identifying "highest and best use" opportunities, and developing technical strategies that balance the disparate demands of various stakeholders.

Mr. Whitley has a Bachelor of Science in Agricultural Engineering from Texas A&M University and Master of Science in Environmental Engineering from the University of Houston. He is a Licensed Professional Engineer in Texas and Kansas.

Mac Shropshire comes to us from RES, the nation's leading provider of ecological offsets. There he headed their Corporate Finance efforts including mergers and acquisitions, contract pricing, raising capital, financial assurances, management reporting, and forecasting. Prior to RES, Mr. Shropshire worked at Halliburton in their SEC Reporting and Investor Relations group. Mr. Shropshire will be the driver behind growth and expansion for Enviro Clean, and responsible for generating revenues to maximize the financial return to our investors.

Mr. Shropshire's duties will include: overseeing processes related to strategic M&A activity, including deal sourcing, deal modeling, deal structuring, deal funding, diligence, management of advisors, and developing an integration roadmap. Mr. Shropshire has a Masters in Professional Accounting, and Bachelor of Business Administration from The University of Texas at Austin. He is a licensed CPA in the state of Texas.

New Hires

Curtis Mitchell - OKC	Buckey Lipsey - Midland
Drake Vliem - Midland	Melissa Adler-McKibben - OKC
Molly Pattullo - OKC	Mac Shropshire - Houston
Jacob St Clair - Midland	Tonya Valdez-Fasgold - Norman
Andrew Wilson - Midland	Karen Dobyns - OKC
Stephanie Rollins - OKC	Jordan Powell - OKC
Madelyn Stafford - OKC	Sarah Barnes - Arlington
Brittany Williams - Arlington	Matt Jackson - Midland
Maddison Frizzell - OKC	