

# liquid paper

Issue 1 | 2015

## LES Adds 4th Pillar By Alan Viterbi

We started this journey as Liquid Environmental Solutions in 2002, and set out to transform an industry by building a new industry leader based on core values that would attract and retain talented people. As we reflect on our accomplishments over the past twelve years, we can take great pride in our achieving those objectives.

Today, Liquid Environmental Solutions is the nation's leading exclusively non-hazardous liquid waste management company. We are the largest servicer of grease traps in the United States. We are the largest operator of CWT Industrial Wastewater treatment plants, and the largest operator of non-hazardous merchant wastewater treatment plants, with seventeen plants across the country. In addition, we are rapidly growing into being the largest manager of used cooking oil collection services that is not a rendering company. And we have developed exciting technology which we believe can economically address the needs of food waste generators.

*Continued on page 2*

**liquid**  
ENVIRONMENTAL  
SOLUTIONS

Clean. Reliable. Innovative.



## EMPLOYEE NEWSLETTER

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### LES by the numbers

*Year ending 2014*

234,233,830	Gallons of Liquid Waste Processed
194,513,830	Gallons of Liquid Waste Collected
7,557,351	Miles Driven
17	Processing Facilities
92.4%	Percent Recycled
42	Collection Branches
175	Number of Trucks
466	Number of Team Members
100%	Customers rating us as <b>Excellent</b> or <b>Good</b>
49	States with Customers serviced

# Our 4th Pillar

*Continued from page 1*

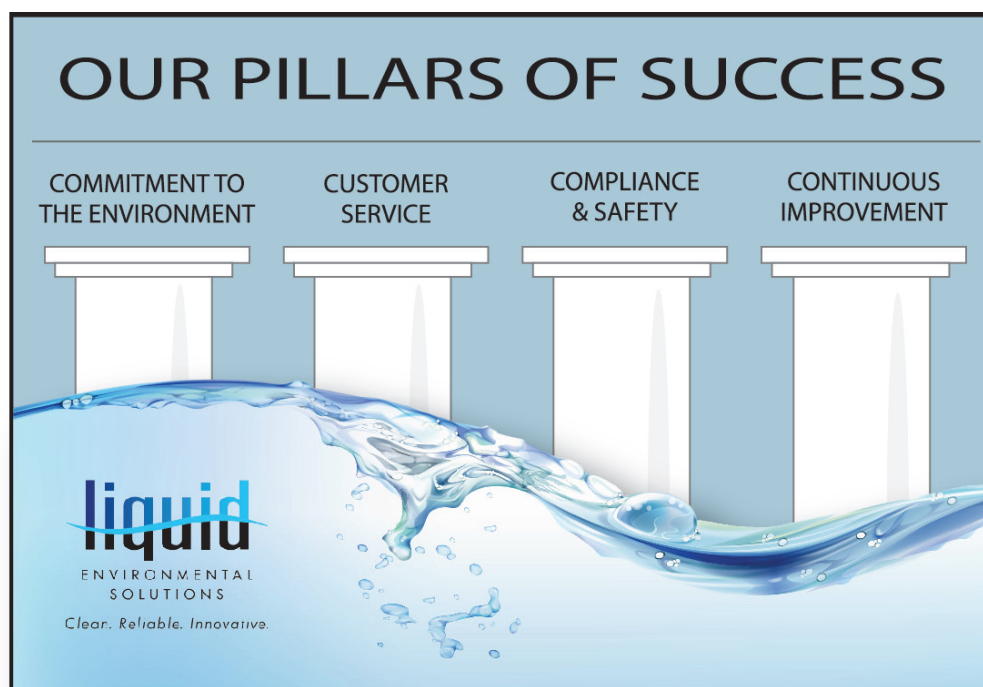
The road that transformed us from start-up to industry leader, and the non-hazardous wastewater industry from the shady shallow end of the waste sector to a reputable category that customers can rely on to properly manage their waste, has been built on our core values. Today, we think of the Three Pillars – **Commitment to the Environment, Customer Service, Compliance and Safety** – as an obvious statement of what a company should believe in. In the beginning, the Three Pillars were a reflection of what we all believed were the right things, and an aspirational statement of what we hoped to be. In 2002, no one spoke of recycling grease trap waste. Today more than 92% of what we collect is recycled into water or used to create green energy. We accomplished this transformation, and many others, under the banner of our Three Pillars, by identifying opportunities for improvement, measuring key indicators, driving change and seeing the resulting improvements.

The Three Pillars have not only changed LES, they have changed the industry. Chapter One in the LES Story has been a success. So what comes next?

A key challenge for any industry leader is to maintain the energy, creativity and passion on which that leadership was achieved. Companies which do not, become stagnant, and begin to decline. The challenge for us is no longer “how to become the best and the largest;” but “how to remain there”, and “how to become even better,” in part by continuing to chart the course for the industry.

To that end, we have decided to expand from Three Pillars to Four Pillars by adding:

## *Continuous Improvement*



# Our 4th Pillar

*Continued*

A structure built with four pillars is inherently stronger than one built on three. The Fourth Pillar is about codifying what has made us successful and recommitting ourselves to ensure we are always making ourselves better. **Continuous Improvement** is not a motto, it is a process of continuous self-examination, identifying opportunities to do things better, and measuring our performance achieve the desired results.

The Fourth Pillar involves all of us. It's thinking about how we transform LES into an even stronger partner for our customers, a better employer for our Team Members, and a more profitable company for our investors. Through **Continuous Improvement**, we will continue to build Liquid Environmental Solutions into an even stronger industry leader, exceeding customer expectations, strengthening career opportunities for our Team Members, doing our part to heal Planet Earth.... all while growing our revenues and ensuring consistent profitability. In the coming months, you will hear more about our next chapter and this exciting launch of our new Fourth Pillar. Together we will continue to improve, build an even stronger company, and maintain our industry leadership. I look forward to working with all of you in this next chapter of the company's journey and, as always, appreciate everything you do each day to make Liquid Environmental Solutions a customer service oriented, compliant, safe company committed to the environment.

<sup>1</sup>Centralized Waste Treatment (CWT) are the Federal regulations which govern non-hazardous wastewater treatment plants that treat industrial wastewater generated off-site.



Alan Viterbi  
President and CEO



## LES welcomes Gene Cookson, COO

We are very pleased Gene Cookson joined the company in January, in the new role of Chief Operating Officer. Gene comes to LES with an impressive track record of helping environmental service companies successfully grow. He spent 18 years in increasingly responsible roles at Clean Harbors, the nation's largest hazardous and industrial waste company: to become President of Clean Harbors Site Services! After Clean Harbors, Gene became the President of SWS Environmental Services. SWS was a prime contractor managing the clean-up of the Gulf of Mexico, following the BP Deepwater Horizon explosion.

Please welcome Gene to the LES Team!

# Walking the Walk

Continued growth requires us to constantly evaluate and benchmark our performance, particularly in the areas connected to our pillars of success.

This is extremely important because in simplest terms, you can not improve what you cannot measure. Perhaps Gailileo, the famous physicist, mathematician, and astronomer, said it best:

*“Measure what is measurable, and make measurable what is not so.”*

By measuring our company’s mission-critical areas we ensure that we are walking the walk.

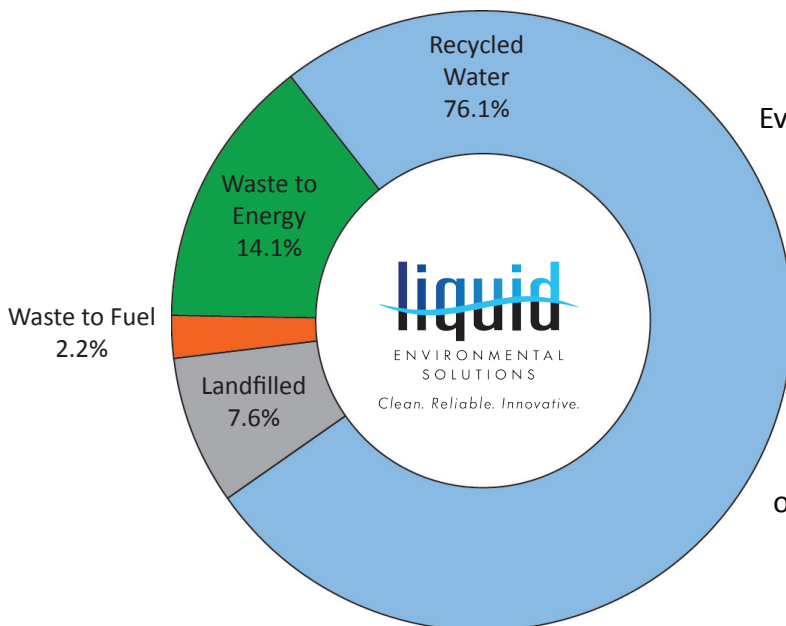
## Customer Service Sets New Standard for National Accounts’ Client Satisfaction



Survey indicates client satisfaction for National Accounts to be at 100% (excellent and good), which is the highest ever in our company’s history.<sup>1</sup>

<sup>1</sup> End-of-Year survey results

## Waste Diversion and Beneficial Reuse Rates Set New Corporate Record



Every year we reduce the amount of liquid waste sent to landfills. By doing so, we support our clients’ sustainability initiatives while protecting the communities in which we serve. In 2014 we processed more than 280 million gallons of liquid waste - enough to fill 427 olympic-sized swimming pools.

# LES Launches Direct Service Branch in Minneapolis

This past fall, we launched our first direct service branch in the great State of Minnesota. The name Minnesota comes from the Dakota word, which means “Clear Blue Water”. Also known as the “Land of 10,000 Lakes”. Minnesota’s water is plentiful. In fact, there are actually 11,482 lakes in the state.

Our branch is located in Blaine, Minnesota; a modest size suburb, north of Minneapolis-St. Paul. We have great highway access and are well positioned to serve most of the state from this location. Our customers waste is delivered to the Metropolitan Council Waste Water Treatment Facility for processing.



*Minneapolis Skyline*

We are very pleased that Dan Sutch joined the LES Team as our Transportation Supervisor, along with Field Service Technicians, Jason Mathis and Bradley Scott! Dan spent 16 years in various roles at Veolia Environmental. He brings great experience and knowledge to our team. In addition to leading our service delivery throughout Minnesota, Dan will be managing our satellite location in Des Moines, Iowa.

Please welcome our new team members!



*Jason Mathis and Dan Sutch*

## LES Opens Miami Branch

The Growth Team was tested in the fourth quarter of 2014 when Courtney Melendez, National Account Manager, successfully landed a very popular grocery store chain contract in the South Eastern Region. This great opportunity forced the team to jump into action to find property, secure disposal, obtain permits, prep new fleet, and hire staff in 90 days.

Property was found in Pompano Beach, Florida, less than two miles from our primary disposal site. This municipal site, operated by Broward County, recently completed installation of a new Combined Heat and Power (CHP) system, which means grease trap waste or FOG (fats, oils, and greases) waste will now be converted to energy. Special Projects Manager, Jesse Robertson worked with the FOG Law team to identify and obtain the necessary permits to operate in this market.



We hired Miguel Estevez as our Transportation Supervisor in Miami and he has integrated himself very well into the LES family. With Miguel's help, Jesse then set out to hire Field Service Technicians for this new branch and the team was built! A special thanks needs to be given to Division Manager, Steve Sinaly and Transportation Supervisor, Robert Anderson in Jacksonville, for their assistance and support. The new team members were trained by Rob's team in Jacksonville and Orlando.

On January 3rd, we successfully launched our Miami Branch and all of the January scheduled services were delivered. We have received great reviews from our new customers and are off to a great start. If you happen to run across Miguel or any of his team, please welcome them!



Our newsletter, Liquid Paper, is designed to inform and recognize members of the LES Team. We welcome your feedback, as well as ideas to improve this publication. Please send your questions, comments, and content to [maulana.arnold@liquidenviro.com](mailto:maulana.arnold@liquidenviro.com) or call Maulana at (214) 524-6041.

## Safety and Efficiency

Every day Field Service Technicians (FST) have to push and pull 55 gallon barrel vacuum units to and from grease trap locations. Grease traps can be found in various and difficult to reach areas, such as underground parking lots, malls and alley ways. The task can be a challenge

when the vacuum is full. John Brown, Safety and Compliance Manager, has designed a new piece of equipment for LES. It is called the Barrel Bot. The Barrel Bot is a battery operated, motorized cart that will carry and move the vacuum units.

The Barrel Bot can transport up to 450 pounds up to 25 miles between charging. The Barrel Bot moves at variable speeds, which is controlled by the FST. It has no trouble on inclines and the vacuum sits very stable inside a ring welded to the deck. The FST will not have to lift the vacuum unit onto the truck. A drop-down ramp has also been designed for the FST to drive the Barrel Bot right onto the truck! The barrel Bot has been deployed at our Portland and Seattle locations with great success. Additional units are planned for other locations soon.

***Let's thank John Brown for finding a way to comprise both Safety and Efficiency in our day-to-day operations!***

## Team Member Spotlight: Rigoberto Tavera

*Dallas Plant Operator*

Rigoberto has been with LES since the beginning and has been a part of the Dallas plant team for over 25 years! He even helped build the plant. Don Burks, Plant Manager and Melinda Shelton, Division Manager, have many good things to say about Rigoberto.

Rigoberto is a team member who makes a difference. He has a vast knowledge of the operations and is quick to share what he knows with other team members. He works hard and is committed to the success of the Dallas plant. Additionally, Rigoberto knows how to work as a team. Melinda praises his ability to build good relationships with every team member.

Way to go Rigoberto!

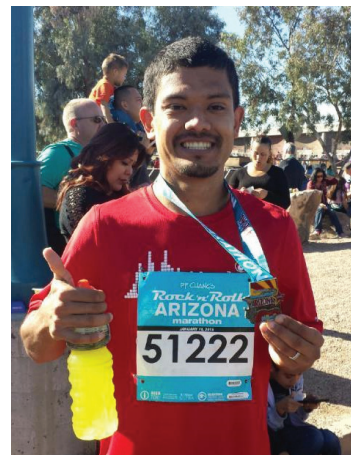


## Get to Know Your Teammates

Plant Operator, **Matthew Gontarz**, from our Phoenix, Arizona plant, achieved a great accomplishment by successfully completing the PF Chang's Rock-N-Roll Marathon! Matt finished the Full marathon in 2 hrs and 59mins, which qualifies him



to participate in the Boston Marathon! We like to see our team members persevere in their talents!



**Robert Rangel**, Division Manager of South Central Texas has a rewarding hobby. He is a wood carver. He started carving in 2011 as a way to relax. He soon began entering his work in local wood art competitions. This past fall he competed in a professional level contest where he won 1st place with his Wizard and Pet Dragon carving. Robert's wife also participates by painting some of the carvings.



# Get to Know Your Teammates

**James Voss** has been with LES for 3 years. He was recently promoted from Plant Operator to Site Supervisor in the Nashville and Memphis, Tennessee locations. Besides doing a great job for LES, James has an interesting life outside of work. He and his family are devoted to self-sufficiency in how they live their life. They grow their own fruits and vegetables, raise cows, pigs, chickens and turkeys. James has become a skilled butcher and makes some fantastic sausage. James also harvests his own firewood for heating his home. Naturally, he hunts wild game as well. Please congratulate James on his promotion. We are sure that we won't expect to see him in the grocery store too often.



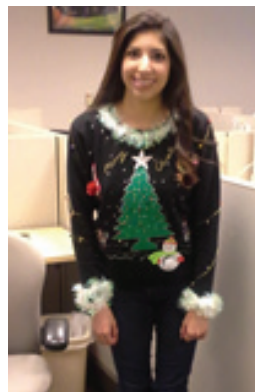
As we work diligently here at LES, we also like to take a brief time out to enjoy each other in celebrating upcoming holidays, birthdays, fund raising or a new baby on the way!



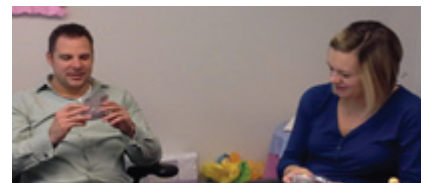
*Pink and Jean day fund raiser to support Breast Cancer— Find a Cure Foundation.*



*Top L-R: Customer Svc Halloween decorations. Bat Women (Accts. Payable team). Bottom L-R: Secret Agent, Super Woman, Taco Bell, Hot dog and Orange is the new Black (Sales Team). 2 Scary Clowns, Duck Dynasty, Paula Abdul and Elvira (Logistics, Customer Service and Safety & Compliance Team.)*



*Holiday Ugly Sweater contest winner, Monica Martinez (Acctg Intern).*



*Dustin (Financial Acctg. Mgr.) and Devon Frank welcomed their new set of twins Axel and Reagan in Nov 2014!*

# HR and Benefits Corner

Your LES Human Resource team is here to assist you! The HR team consists of five team members that have their own special niche of expertise. Nick Agathakis and Maulana Arnold are the team that will assist you with all your Payroll, HRIS and Benefit needs. Marissa Davis and Mary Morse aide in growing the company by connecting and recruiting the right candidates to serve our hiring managers' needs. Brad Irvin specializes in Employee Relations, Leadership Training and all Service Escalations. If you are not sure of who to contact regarding a particular issue, send an email to [humanresources@liquidenviro.com](mailto:humanresources@liquidenviro.com) and someone will direct you accordingly.



Brad Irvin



Mary Morse



Maulana Arnold



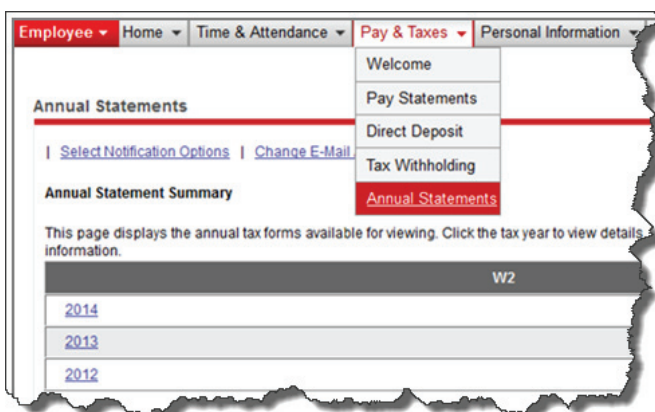
Nick Agathakis



Marissa Davis

## Payroll and Benefit Reminders

The Martin Luther King Floating Holiday is in effect anytime during the 2015 year for all Full Time, Active Team Members. To utilize this benefit, complete a PTO/Time Off Request form; indicating eight hours toward MLKF and submit to your direct supervisor for payroll processing. W2 Statements can be found within the ADP Portal: <https://portal.adp.com> in tab, Pay & Taxes<Annual Statements.



The new Paid Time Off policy is also in effect for 2015. Review your company handbook for details. For more information regarding our LES plan benefits, benefit links and summary plan designs; go to the ADP Portal: <https://portal.adp.com> Home>Resources page.

## Get to Know Your 401k Plan Advisor

*John Hancock*

Achieving your retirement dreams won't happen by accident. A comfortable retirement requires planning. The good news is that sound retirement planning doesn't have to be complicated. By participating in the LES 401(k) plan, you can take advantage of a wide range of benefits to help you take control of your future. A 401(k) plan can be one of the best tools available to help you build your financial future. Some of the benefits of participating are:

- Tax-deferred growth
- Potential compound earnings
- Pain-free payroll deductions
- Our matching contribution program (LES matches 15% of the first 6% of team members' contribution)

Brian Haubenstein, ChFC, CLU, is the financial advisor for our 401(k) retirement plan. He will be visiting selected locations in 2015. Brian can be reached at (888) 617-7400 or bhaubenstein@psfin.com.



*Brian Haubenstein*  
ChFC, CLU

## Tobacco Cessation Program

To get a jump start on a healthy new year, LES, in conjunction with UHC, is assisting LES team members with kicking the nicotine habit. The UHC Tobacco Cessation program is tailored to fit individual habits and in order to:

- Understand the harms of tobacco and benefits of quitting
- Identify common obstacles to quitting
- Understand nicotine replacement therapy options and nicotine withdrawal
- Deal with temptations, find support and prevent relapse

Team members and spouses that are covered under our UHC plan can participate in the program for free by registering at [www.myuhc.com](http://www.myuhc.com). Team members and covered spouses must first complete the Online Health Assessment. The Tobacco Cessation program takes a minimum of 5 weeks

to complete. Successful team member will submit a program completion certificate to the

Payroll and Benefits team. The HR department will follow up in 6 months with the committed team members on their completion of the program.



## New Vision Plan

We are pleased to announce United Healthcare Vision as our new vision carrier. Be sure to login and/or register through either your UHC medical site at: [www.myuhc.com](http://www.myuhc.com) or [www.myuhcvision.com](http://www.myuhcvision.com) to retrieve provider information, vision insurance cards and more.



# Our Wellness Initiatives

In 2014 we kicked off our Wellness Initiatives; starting with a Biometric screening and Flu Shot event at our Irving, Dallas and Houston, Texas locations. Participation was great and proved to be a very successful event!



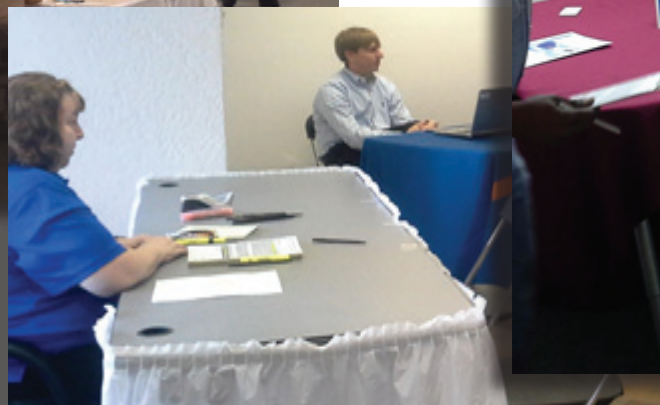
The staff members at United Health Care provided our LES team members with Body Mass Index numbers, Blood Pressure, Glucose (blood sugar) and Cholesterol levels. At the end of the screening, participants were given a personalized pamphlet and consultation of their health screen results, in which they utilized to complete the Simply Engaged wellness program found on [www.myuhc.com](http://www.myuhc.com). The Simply Engaged Program by UHC, is an effective way to promote healthy habits designed towards reaching or maintaining a healthy lifestyle. In addition to being a part of this wellness program, participants receive up to \$175 in gift cards of their choice for themselves and their covered spouse! All team members and spouses covered with our UHC plan are eligible to participate in the **Simply Engaged** program. Simply login to [www.myuhc.com](http://www.myuhc.com) and select Health Assessment to get started.



Walgreens pharmacists also joined our efforts to maintain healthy, productive team members and provide flu shots to all that wanted one. We are looking to include many of our other LES locations for 2015!



Irving, TX



Dallas, TX



Houston, TX

# The LES Calendar for 2015

## January

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

## February

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22	23	24	25	26	27	28

## March

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29	30	31				

## April

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12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

## May

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17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

## June

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14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

## July

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19	20	21	22	23	24	25
26	27	28	29	30	31	

## August

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16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

## September

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13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

## October

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11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

## November

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15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

## December

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		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

### LES Paid Holidays

<b>Thursday 1/1/2015</b>	New Years Day	<b>Monday 9/7/2015</b>	Labor Day
<b>Monday 1/19/2015</b>	Martin Luther King Day <sup>1</sup>	<b>Thursday 11/26/2015</b>	Thanksgiving Day
<b>Monday 5/25/2015</b>	Memorial Day	<b>Friday 12/25/2015</b>	Christmas
<b>Friday 7/4/2015</b>	Independence Day <sup>2</sup>		

<sup>1</sup> Can be used as personal floating holiday

<sup>2</sup> Independence Day (July 4th) is celebrated on Friday, July 3rd

	Pay Day
	LES Paid Holiday
	Payroll Close and Time Card Submittal

# Honoring the Milestones of Our Teammates

## 15+ Years of Service

Name	Hire Date	Department	Function	
Jeff Bush	07/27/1998	Jacksonville Processing	Lab Technician	16 yrs
Napolean Chavez	03/03/1997	Houston Processing	Plant Operator	17yrs
Brett Conover	07/20/1992	Industrial Sales	Industrial Sales Manager	22yrs
John Daffron	02/06/1999	El Paso Plant	Plant Manager	16yrs
Ruby Dennis	10/26/1995	Corporate Admin	Accounts Receivable	19yrs
Tito Escobedo	02/14/2000	San Antonio Collections	Service Technician	15yrs
Gerald McDaniel	10/25/1999	Jacksonville Processing	Process Operator	15yrs
Roberto Rangel	07/29/1991	San Antonio Admin	Division Manager	23yrs
Gary Rodriguez Jr	11/05/1998	San Antonio Collections	Site Manager	16yrs
Rigoberto Tavera	08/02/1989	Dallas Plant	Plant Operator	25yrs
Joey Teague	01/02/1997	Field Services Admin	Director, Marine Field Svcs	18yrs
Heriberto Torres	10/27/1997	Houston Transportation	Service Technician	17yrs
Yuri Turovsky	01/17/1994	Jacksonville Processing	Plant Manager Salary	21yrs
Jerry Watts	02/24/1999	Customer Services	Logistics Analyst	15yrs

## 10 Years of Service

Sonal Brahmhatt	08/05/2004	Az Processing	Lab Manager - Other
Robert Brown	11/08/2004	Houston Trans.	Service Technician
Oscar Cantillano	02/17/2004	Houston Processing	Plant Operator, TX
Won Choi	10/04/2004	Chicago Processing	Lab Technician - Other
George Goldey	07/12/2004	AZ Transportation	Transportation Supervisor

## 5 Years of Service

William Bergstrom	03/02/2009	Corporate Admin	VP & CFO
Dustin Frank	10/12/2009	Corporate Admin	Financial Acctg Mgr.
Howard Garner	11/02/2009	Alabama Transportation	Service Technician
Kevin McBride	02/01/2010	St Louis Transportation	Service Technician
Sammy Nathan	11/02/2009	Atlanta Transportation	Service Technician
Wesley Rhodes	02/02/2010	Mobile Rail	Railcar Cleaner
Jolene Southers	11/11/2009	Corporate Admin	Account Maint. Coord
Jose Villalpando	12/24/2009	Az Processing	Mechanic
Adam Wilson	11/19/2009	Kansas Transportation	Service Technician



# Honoring the Milestones of Our Teammates

## 1 Year of Service

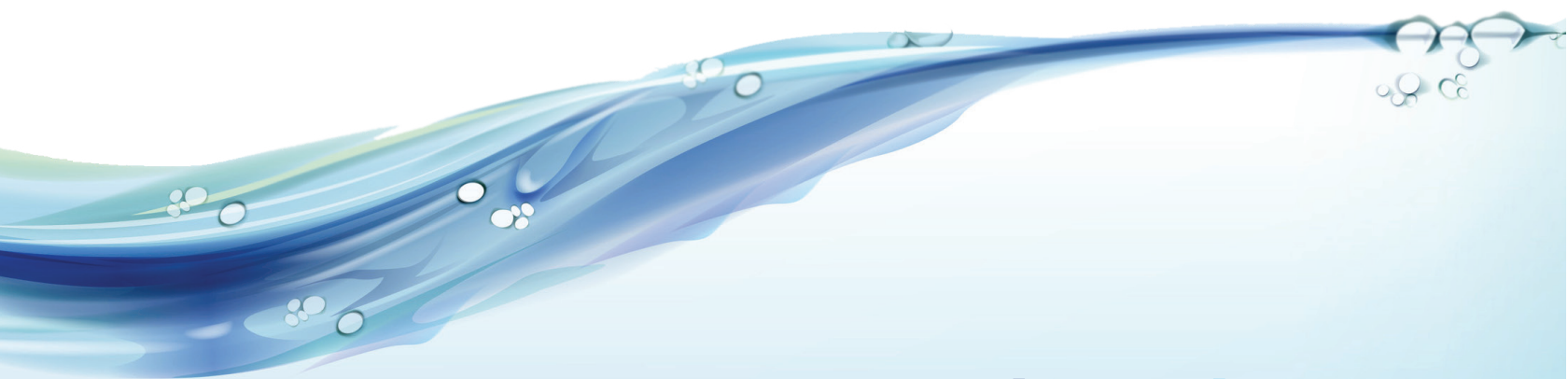
Name	Hire Date	Department	Function
Barbara Anderson	12/20/2013	Corporate Admin	Billing Clerk
Derrick Ashford	01/27/2014	Corporate Admin	Staff Accountant
AuJuna Banks Taylor	08/05/2013	Used Cooking Oil	Service Technician
Jeremy Beebe	03/04/2009	Ks Processing	Plant Operator
Demetrius Calhoun	09/16/2013	Chicago Industrial	Transportation Service Technician
Steven Cox	12/02/2013	Dallas Collections	Service Technician
Kerrie Crimmins	03/04/2013	NAM Sales	National Account Manager
Zachery Dorsey	01/08/2014	Dallas Collections	Service Technician
Bibee Espinoza	09/03/2013	Weslaco Plant	Plant Operator, TX
Christopher Fulmer	08/14/2013	Atlanta Transportation	Office Manager
Jeremiah Gipson	07/11/2013	Dallas Collections	Service Technician
Danny Herrera	08/19/2013	Corporate Admin	Billing Clerk
Jamarius Hewitt	09/16/2013	Shreveport	Service Technician
Terrance Johnson	07/09/2013	Houston Transportation	Service Technician
Dylan Kelemecz	12/12/2013	Houston Processing	Lab Technician - Texas
Makenzie Keller	10/14/2013	Corporate Admin	Credit and Collections Supv.
Daniel Kelly	01/20/2014	Jacksonville Processing	Lab Technician - Other
Alvin Logan	01/23/2014	Jacksonville Trans	Service Technician
Nicodemus Lopez	10/01/2013	Austin	Service Technician
Katarzyna Majewska	01/13/2014	Chicago Processing	Lab Technician - Other
Rafael Marquez	11/05/2013	San Antonio Collections	Service Technician
Dennis Mathews	10/31/2013	Houston Transportation	Service Technician
Jonethan McAdams	01/02/2014	Dallas Collections	Service Technician
Leon McCall	08/20/2013	Mobile Processing	Plant Operator
David McCleskey	01/14/2014	Colorado Trans	Transportation Supervisor
Cecil McSwain	10/18/2013	Dallas Collections	Service Technician
Jesus Morones	10/28/2013	AZ Trans Service	Technician
Mary Morse	02/18/2013	Corporate Admin	Sr. HR Generalist
Alvin Ocasio	01/20/2014	Tampa Transportation	Lead Service Technician
Barbara O'Connor	11/21/2013	Corporate Admin	Billing Clerk
Jastrion Oliver	11/11/2013	Dallas UCO	Service Technician
Kurt Oppermann	08/12/2013	IT Infrastructure	Manager
Tracy Phelps	12/23/2013	Jacksonville Processing	Maintenance
Elva Quiroga	10/08/2013	3rd Party Contractors	Administrative Assistant
David Rangel	02/03/2014	Customer Services	Customer Service Rep.
Julie Robbins	09/10/2013	Uco Houston	Service Technician
Brett Schmid	11/18/2013	Industrial Sales	Industrial Account Manager
Markquise Scott	12/15/2013	N. California Trans.	Service Technician
Jeremey Slack	08/19/2013	Corporate Admin	Billing Clerk
Rebecca Tompkins	02/03/2014	Southern Region Admin	S & C Admin / Receptionist
Joseph Vazquez	11/11/2013	S. California Trans.	Service Technician
Austin Warner	07/24/2013	Ks Processing	Plant Operator
Mark Wilson	10/14/2013	Oklahoma Transportation	Service Technician

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**liquid**

ENVIRONMENTAL  
SOLUTIONS

*Clean. Reliable. Innovative.*



**liquid paper**

An internal publication for the entire LES team.  
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