

## WMI Quality Statement

WMI is committed to maintaining high customer satisfaction with its innovative water efficiency programs.

We will propose products and services that are "fit for use" and that will set the standard for quality and value in water efficiency.

We strive to be world class in every aspect of water efficiency by fostering a culture of honesty, openness, mutual respect and teamwork.

WMI understands the necessity of continual improvement (both as a company and as individuals) to keep us at the forefront of water conservation and to exceed customer expectations.



## Happy Halloween!

Halloween is not exactly a typical holiday. Other holidays, like Christmas and Easter, celebrate an event. Halloween, however, celebrates a lot of things including the lives of people who aren't with us anymore. The history of Halloween is not entirely a clear one, but here's how we think it started:

Many hundreds of years ago, a people called the Celts lived in Europe and on the British Isles. The Celts believed that the souls of the dead visited Earth on the last day of October. They had a festival in honor of these souls of the dead, and they called it Samhain.

In time, the Roman Empire conquered the Celts and took over some of their beliefs, including Samhain. The Romans combined it with their own festivals, and since the Roman Empire spread across a great part of the known world, the idea that the souls of the dead visited Earth on the last day of October spread far and wide. Many ideas from the Roman days still survive in the United States and in other Western countries, and Halloween is one of them.

But how did we get the name Halloween?

In the 8th Century, the Catholic Church declared November 1 to be All Saints' Day. Because the church calendar already had a number of days honoring saints, November

I was picked to be the day to honor all saints who didn't already have a day named in their honor. The mass that the Catholic Church celebrated on November 1 was called Allhallowmas. This meant "mass of all the hallowed [saintly people.]" It was commonly called "All Hallows' Day."

Somewhere along the line, the night before became known as Allhallowe'en, which was short for the "evening before All Hallows' Day." It was then shortened to what we now call Halloween.

So why do people dress up as ghosts, goblins, vampires, and other scary creatures? The people who started all this Halloween business many years ago believed that if they appeared scary, they would scare away the spirits of the dead who were roaming the earth on All Hallows' Eve. These people also carried food to the edge of town and left it there, hoping the spirits would eat that food and not come raid the village.

So in the "spirit" of this day, go dress up and enjoy the festivities with your family and friends, please be safe, and Happy Halloween!

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## Where In The World Is WMI?



For the last several months, Water Management has been providing water efficiency measures for many hotels throughout the United States. Here are some "by the numbers" fun facts regarding this project (figures are for work completed through 10/24/14):

- **125** - the current number of hotel proposals that that have been approved. **31** of these were just recently approved!
- **35** - the number of work days associated with this job through 10/24/14....work began on 9/8/14!
- **14** - out of the 125 sites, we have completed 14!
- **5** - the number of states we have been working in for hotel projects only - Alabama, Massachusetts, Hawaii, Georgia, and Pennsylvania.
- **59** - approximate number of Kohler handheld showerhead installations that have occurred.
- **969** - approximate number of kitchen sink aerators installed thus far.
- **1556** - approximate number of Kohler showerheads that have been installed in all hotel projects through 10/24/14.
- **2139** - approximate number of toilet rebuilds that have been done during this time frame.
- **2164** - approximate number of bath sink aerators that have been installed by our hotel crew members.

Now those are some impressive numbers when you consider we have been using three teams comprised of three men for most of this time! Kudos to the following team members who are working to make this project successful: **Bill Harrison, Dan Sirakis, Chris Anderson, Abdul Dodoo, Jeff Bell, Butch Deibler, Charlie Gildehaus, James Palmer, and Giovanni Gonzalez.** Also, a big thank you to these guys who are joining this team of installers for work to be done in November and

December: **Tony Cimini, Eddie Gonzalez, Douglas Martinez, Kay Koroma, and Mike Maurer.**

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## **Three Tips to Become a High Potential**

*From The Inside Coach Newsletter*

Most companies use some kind of formal or informal process to identify high potential employees. These employees often reap the benefit of more training, mentoring, and opportunities than their peer group. It may sound unfair, but the reality is we all have the ability to be seen as a high potential employee. It's simply a matter of showing the desired behavior. High potentials tend to:



- 1. Be prompt, trustworthy and deliver superior levels of performance**
- 2. Show behaviors that reflect the company's culture and values**
- 3. Have a passion for their own development and master new types of expertise**

The good news is you don't have to be born a high potential, you just have to decide to use the potential you were born with. Show us your potential!

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## **Safety Is a Priority**

### **Safety: Questions You May Ask!**

At Water Management, we are committed to safety, and endeavor to keep you healthy and safe by offering education that will help you avoid accidents and injuries. We've been holding weekly safety meetings for many years, whether in the office or in the field, and some of you may ask:



### **Why Do We Have Weekly Safety Meetings?**

Safety meetings are an opportunity to communicate to employees how they can do their jobs safer and better. Topics discussed in safety meetings may be topics that you are familiar with, or topics that you have limited knowledge about. If the topic is something that you are familiar with, it may be easy to tune-out and not listen to the safety information presented. Do yourself a big favor and listen to the information as if you have never heard it before. You may just learn something new, about the newest protective equipment, or a smarter way to do your job. Information passed on in a safety meeting has a purpose.....to stop you or your co-worker from being injured!

The top benefits of Safety meetings are:

1. Opportunity to communicate safety risks
2. Helps to standardize our safety practices among all crews
3. Opportunity for employees to relay safety concerns to supervisors
4. Repetition of safety topics keeps safe practices programmed into our daily work
5. Keeps us in compliance with OSHA standards
6. Satisfies the safety meeting requirements that are listed in some contracts
7. Sets a good example for our employees, customers, and subcontractors

8. Reduces the number of accidents and injuries

### **Why Are There Still Potential Accidents If We Have Been Trained?**

Accidents result from unsafe acts or unsafe conditions. For a variety of reasons, unsafe acts typically account for 90% of all accidents, according to some experts. Safety meetings serve as a preventative measure against unsafe acts by educating employees on how they can do their job safely.

### **How Can Accidents Directly Affect Me?**

Whether it's you that is involved in an accident, or your co-worker, let's look at the potential cost of accidents. More specifically, how can accidents directly affect you?!

**DEATH-** The ultimate unwanted result. Where does this leave your loved ones?

**FINANCIAL COST-** Time lost and medical bills – ugh!

**PAIN & SUFFERING-** An obvious detriment that no one wants!

**DISABILITY-** A life changing experience. You're not able to do what you use to do.

**COMPETITIVENESS ON BIDDING JOBS-** Clients often ask for our safety rating, to make sure we are competent. The more accidents we have, the worse we look on our safety rating.

**YOUR CO-WORKERS SAFETY-** You and your co-worker have been working together for some time now. Please watch out for their safety too!

Safety meetings are a perfect opportunity for you to communicate any safety ideas or concerns that you may have. We encourage you to get involved in the Safety Meetings and help make them a collaboration. Good communication is key when it comes to having a safe, efficient team. Remember that you are setting the standard for how others conduct their work. Your failure to work safely can influence others, and can contribute to their risk of injury.

Participate in your safety meetings. Who knows, the idea that you have may very well save your co-worker's life or even your own!

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## **Just Ask Bob**

**Bob Smith's** wife Linda has been in the hospital the last few weeks – please keep Bob and Linda in your thoughts and prayers. During one of our visits to Bob at the hospital we asked his advice on changing out a Flushmate cartridge.

Based on his years of experience, this is what he had to share with everyone (and take your time going through these steps):

1. Turn counter-clockwise until you hear it click (this makes it set level, and not get cross-threaded)
2. Turn in until you see only one thread
3. Turn on the water and listen for a change in pitch
4. Listen for one full minute
5. If no change in pitch, turn  $\frac{1}{4}$  turn, then listen for 15 seconds
6. If still no change, then turn  $\frac{1}{4}$  turn and listen for 15 seconds
7. Continue  $\frac{1}{4}$  turns until a change in pitch and/or water movement in bowl is no longer present

Remember, take your time and listen carefully. Quality is worth the time and effort!



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## More Support for Local Operations

In order to help support our local operations department, and to continue to provide excellent customer service for our local clients, we are modifying the structure of our Operations support. As you know, **Mark Harewood** currently manages the local Operations, with the teamwork from **Buster Vroom, Pete Valentin,** and **Charlie Gildehaus**. **Mark** is responsible for scheduling, logistics, setting up local jobs, and making sure the operational and administrative work is set up properly and running smoothly.



Starting this month, **Brian Vroom** will be transitioning to a Project Support Specialist role, and will be responsible for helping to set up local jobs, to be available onsite for project support, and to ensure consistent customer communication. **Brian** will be in contact with local customers before, during, and after our projects are constructed. He will be available to troubleshoot any unusual problems we may run into during the job, as well as to finish up any remaining NYE's and punch list items.

As for assisting with the administration side of things, **Brian** will be working on standardizing our note taking procedures, and to ensure our work is properly documented. He will also be conducting post-construction surveys. To bolster our field training, **Brian** will be coaching Project Superintendents and crew on technical and safety skills, and he will ensure that work is being done consistent with our Standard Operating Procedures.

We look forward to having him support our local crews and operations efforts, and in furthering the quality service that we provide to our local customers.

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## Noteworthy News



### Skating Her Way to Success

On September 20, 2014, figure skater, **Jessica Horner**, daughter of **Tom and Liz Horner**, won the juvenile combined level event at US Figure Skating's 2014 National Solo Dance Series Final.

#### What It Felt Like to Win:

Jessica says: "Winning was amazing, shocking, and unbelievable! Also, being in the Broadmoor World Arena was such a wonderful experience and the celebration party afterward was so much fun!"

Congratulations Jessica! We are so proud of you!

To read more Jessica's accomplishment, click [here](#).



## HR Corner



### \$2,500 Offer

If you were offered a \$2,500 return on a \$5,000 investment, would you take it? That's getting back an additional 50% on what you put in! Well, that's what your 401(K) plan is currently offering! For those of you who contribute up to \$5000 in your 401k this year, Water Management will match that 50%.

### Act now!

We have two months left in the year, which means about **four** more bi-weekly paychecks, and about **eight** more weekly paychecks. If you have contributed less than \$5000 so far this year, *there is still time to increase your 401k contribution now so that you can take advantage of the 50% match for these last remaining payrolls of the year.* To make it easy, we are including a 401k change form at the end of this NewsLeak, which you can complete and send to **Yvonne** or **Crystal**.

### Something to think about: Should I get a flu vaccine?

Recently the CDC has come under fire regarding its handling of the Ebola crisis. There is also another area that is generating controversy and that is regarding the need for receiving a flu shot. Johns Hopkins scientist Peter Doshi, Ph.D., believes that the flu vaccine is less effective and can cause more side effects than admitted by the Centers for Disease Control and Prevention (CDC).

Neurosurgeon and author, Dr. Russell Blaylock also agrees, and believes the vaccine doesn't help seniors. "There are three reasons the elderly are given for why they should get flu shots: secondary pneumonia, hospitalization, and death." he says. "Yet a study by the Cochrane group studied hundreds of thousands of people and found it offered zero protection for those three things in the general community."



The flu vaccine can also cause side effects including severe allergic reactions, Guillain-Barré Syndrome (GBS), and has been linked with narcolepsy in children and an increased risk of Alzheimer's in seniors.

If you suspect you are coming down with the flu, the best advice is: "Keep hydrated, rest, and take increased amounts of vitamins A,C, and D until feeling better."

Recently, Peter Doshi, Ph.D, a Johns Hopkins scientist, issued a report on influenza vaccines. "The vaccine may be less beneficial and less safe than has been claimed, and the threat of influenza seems to be overstated," Doshi says. Mandatory vaccination policies have been enacted, often in healthcare facilities, forcing some people to take the vaccine under threat of losing their jobs.

The main assertion of the CDC that fuels the push for flu vaccines each year is that influenza comes with a risk of serious complications which can cause death, especially

in senior citizens and those suffering from chronic illnesses. That's not the case, said Doshi.

When read carefully, the CDC acknowledges that studies finding any perceived reduction in death rates may be due to the "healthy-user effect" — the tendency for healthier people to be vaccinated more than less-healthy people. The only randomized trial of influenza vaccine in older people found no decrease in deaths. "This means that influenza vaccines are approved for use in older people despite any clinical trials demonstrating a reduction in serious outcomes."

"For most people, officials need only claim that vaccines save lives, and it is assumed there must be solid research behind it." Unfortunately, that's not the case, says Doshi. The CDC implies that flu vaccines are safe and there's no need to weigh benefits against risk.

For most people, says Dr. Blaylock, flu vaccines don't prevent the flu but actually increase the odds of getting it. The mercury contained in vaccines is such a strong immune depressant that a flu shot suppresses immunity for several weeks. "This makes people highly susceptible to catching the flu," he says. "They may even think the vaccine gave them the flu, but that's not true — it depressed their immune system and then they caught the flu."

Mercury overstimulates the brain for several years, says Dr. Blaylock, and that activation is the cause of Alzheimer's and other degenerative diseases. One study found that those who get the flu vaccine for three to five years increase their risk of Alzheimer's disease 10-fold.

"Vaccines and flu shots are a pharmaceutical company's dream. They have a product that both the government and the media will help them sell, and since vaccines are protected, they can't be sued if anyone has a complication."

"Here's the bottom line," says Dr. Blaylock. "The vast number of people who get the flu vaccine do not receive any benefit."

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## Milestones



### *November Birthdays*

Mark Hemphill – 11/11  
Jessica Rauhala – 11/29  
Joel Matthews – 11/29



### *November Anniversaries*

Mickey Julien – 23 years  
Pete Valentin – 21 years  
Marion Sewell – 16 years  
Matthew Ridout – 5 years