

## 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.



## Are You Engaged?

According to Gallup's new 142-country study on the *State of the Global Workplace*, only 13% of employees worldwide are engaged at work. In other words, about one in eight workers are psychologically committed to their jobs and likely to be making positive contributions to their organizations.

### The Global Workplace

The bulk of employees worldwide -- 63% -- are "not engaged," meaning they lack motivation and are less likely to invest discretionary effort in organizational goals or outcomes. And 24% are "actively disengaged," indicating they are unhappy and unproductive at work and liable to spread negativity to coworkers.

The 13% of engaged employees in the 2011-2012 study has ticked upward from the 11% in Gallup's previous global workplace assessment, conducted in 2009-2010. Furthermore, the proportion who are "actively disengaged" has dipped from 27% to 24%. However, low levels of engagement among global workers continue to hinder gains in economic productivity and life quality in much of the world. Engaged workers are most common in U.S. and Canada, with actively disengaged in the Middle East and North Africa.

### What Effect Does This Have?

Gallup's finding that the vast majority of employees worldwide report an overall negative experience at work -- and just one in eight are fully involved in and enthusiastic about their jobs -- *is important when considering why the global recovery remains sluggish, while social unrest abounds in many countries.*

## The U.S. Workplace

Of the approximate 100 million people in America who hold full time jobs, 30 million (30%) are engaged and inspired at work, while 70 million (70%) are not engaged – they are just kind of present but not inspired by their work or their managers.

## The Water Management Workplace

It is clear that the % of engaged employees has dropped over the past year - it is noticeable at Water Management because we are smaller and because most of us remember what it was like just a few years ago.

So what can we do to get things back?

1. **Use our Strengths:** We must strive to understand each of our unique strengths. Take time to assess your team, and try to utilize each team member according to their strength. Be sure to recognize each member for their strengths, and encourage them to coach others.
2. **Cross-Training and Teamwork:** We need to understand the importance of working in teams, of cross training, and the synergy that can be created as a result. As the market changes, and our corporate strategies change, team work and cross training are critical. Both will make our organization stronger, and set us all up for continued success.
3. **Self-Directed Education:** This year we are encouraging everyone to invest in their self-education. Every Water Management employee is eligible for \$500 annually towards training. Talk with your manager or HR about what training opportunities are available, and which ones would be a good fit for you so that you can add to your portfolio of knowledge.



## Super Bowl XLVIII: One Degree of Separation

By now you know that the Seattle Seahawks won the Super Bowl last night. With two teams from west of the Mississippi River, there probably weren't many of us that were affected by the game.



When Russ arrived at the office this morning there was a car parked out front. As he was opening the door the person asked if he could use our bathroom. Russ let him in and got talking with him about his trip...

He was coming back from the Super Bowl and was headed to Fredericksburg to visit friends before returning to Seattle. He is a diehard Seahawks fan – yes one of the crazy loud ones! Congrats to the Seahawks!



## Where In The World Is WMI?



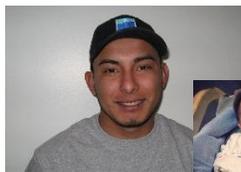
Water Management personnel returned to sunny San Francisco recently to complete a toilet installation project at the Embassy Suites – San Francisco South. **Mike Maurer** headed up this project and was assisted by **Eddie Gonzalez, Nery Martinez,** and **Giovanny Gonzalez**. This crew installed 315 toilets and 924 faucet ends in a 9 day period doing 1 floor and 35 rooms a day!! Hats off to this crew for performing extremely well and also to **Mickey Julien** for providing the inventory support needed to accomplish this goal in a short time frame!

The Augusta, GA public housing project continues to move forward...except for a snow delay that paralyzed the south at the end of January!!! **Dan Sirakis, James Palmer** and **Chris Anderson** were recently joined by **Douglas Martinez** to help with the toilet installations on this project. The goal is have this project finalized at the end of March, before the Masters Golf Tournament takes over the city of Augusta! With the below freezing temperatures all over the south this winter, the TN office has been on leak detection duty for a couple of its shared savings properties that have experienced an upsurge in their consumption. Leaks were recently repaired at Neely Meadows Apartments and Harding Place Condominiums. Another underground leak was discovered at Harding Glen Condos that should be repaired in the near future. Let's hope spring and warmer weather are not far off!

**Brian, James B, Bob, Dennis and Kay** continue to work on the **Cloisters** project. We are 65% complete and will be finished in 2 weeks

**Spencer, Jamie, George, and Pete** have worked hard on completing the **Yorkshire** rainwater project. The project met all of the criteria from the District Department of the Environment and because the project was completed by the end of January, it qualified for a rebate in excess of \$30,000!

## Welcome Back Douglas and Pete!



**Douglas Martinez** is back! Douglas left Water Management towards the end of last year to go to Guatemala for the birth of his child, Liam Omar. Since he's been gone, he's had a baby, has gotten married, and is now hoping to soon move his new family back to the United States.

Congratulations Douglas! We are very happy for you!



**Pete Zarcone** has been out getting surgery on his shoulder. He is back now, on a light duty release, and hopes to fully recover soon! We are happy to have you back Pete, and cannot wait until you are 100% recovered!

## Noteworthy News



### Food for Thought

*An excerpt from Transform's eNewsletter*

Nelson Mandela was an iconic figure to many in his lifetime. We honor his contributions and his spirit for inspiring us to be more than we even imagine ourselves to be.

*"The greatest glory in living lies not in never falling, but in rising every time we fall."*

*~Nelson Mandela*

May you tap into your unimagined possibilities this year and inspire all those around you to do the same.

### Hard Work Pays Off

Burke, VA middleweight Antoine "Action" Douglas put on a dominant performance en route to an eight-round unanimous decisions over previously undefeated Marques "MD Goodnite" Davis of Tampa, FL Friday, January 17<sup>th</sup>, at the Cook Convention Center in Memphis, TN.

Douglas was precise in his attack all evening, hitting Davis with shots from all angles.

At one point in the bout, Douglas landed 60 percent of his punches. Two judges scored the bout a shutout at 80-72 while the other scored the bout 79-23. In addition, Douglas claims the interim WBC Fecarbox Middleweight title and remains undefeated at 12-0, seven KO's. Davis is now 8-1-2, five KO's.



Congratulations to **Kay Koroma, Dennis Porter**, and Antoine on the great fight in Memphis. For a little more background about Antoine and the impact Kay and Dennis are having on his life (and to see Kay and Dennis on *live* TV), check out the following link from NBC Washington:

<http://www.nbcwashington.com/blogs/capital-games/240180391.html>

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## HR Corner



### **Employee Assistance Program**

Starting January 1<sup>st</sup>, we are now covered by Lincoln Group's EAP service called "*EmployeeConnect*". This benefit is part of the service included in our Lincoln Group Long-term Disability Contract. We are phasing out our EAP service with INOVA. Services will be available through INOVA until March 31<sup>st</sup>.

As you know, EAPs (Employee Assistance Programs) offer many benefits that you and your family can take advantage of. Both the INOVA EAP service and the Lincoln Group's *EmployeeConnect* have similar features that include over-the-phone and face-to-face counseling, Financial Expert advice, Legal consultations, online educational materials on topics such as health, family, finances, etc.

Since we now have an overlap of services, you can still use the INOVA annual benefits that include up to 4 free counseling sessions, one free consultation with an attorney, and one free financial advisor session. If you have not taken advantage of these services this year, you have the opportunity to use these services with INOVA before March 31<sup>st</sup>, and then use these services through Lincoln *EmployeeConnect* at any time.

Both services offer referral services to help you with child care, elder care, health, moving, pet services, and a host of other resources. In addition, their robust websites have a wealth of information to help you with finances, your career, relationships, parenting, loss and other concerns. Please take advantage of these services!

### **INOVA EAP**

The phone number for INOVA is 800-346-0110, and their website is

<http://www.inova.org/?id=4368&sid=1>

User Name: WMI Password: WMI

### **EmployeeConnect**

The phone number for *EmployeeConnect* is 888-628-4824, and their website is

[www.lincoln4benefits.com](http://www.lincoln4benefits.com) - BEFORE logging in, click on "EmployeeConnect" link under "ADDITIONAL LINKS". Once you select "*EmployeeConnect*", then use this login: User name: LFGsupport Password: LFGsupport1

These services are available to you, your spouse, and your dependents. If you have any questions, please contact Yvonne or Crystal.

## Condolences

Our sympathy goes out to **Rick Ferguson**, whose mother passed away on Monday February 3<sup>rd</sup> at home, after suffering from a stroke last week. Joyce Ferguson was 91 years old, and as a wife, mother, grandmother and great-grandmother, she will be missed by many. We will send out information about the funeral service as soon as we have the information. May her soul rest in peace.

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### Milestones



*February Birthdays*

George Carroll – 2/03  
Mike Maurer – 2/11  
Matthew Ridout – 2/17



*February Anniversaries*

Charlie Gildehaus – 22 years  
Dennis Porter – 15 years  
Bill Harrison – 11 years  
Kay Koroma – 4 years