



NewsLeak

May 2013

Volume 111

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.

Honoring Veterans and Active Military on Memorial Day

"A man's country is not a certain area of land, of mountains, rivers, and woods, but it is a principle; and patriotism is loyalty to that principle."

-George William Curtis



Becoming an officially observed holiday in 1971, Memorial Day is observed on the last Monday in May. It is a day we spend honoring those who served our country and those who have died in military service to the United States.

This weekend, we observe this day of remembrance for those who served so courageously and tirelessly for our freedoms. Thank you to all our servicemen and women in the past and present for their service to our country.

Happy Memorial Day!

Where In The World Is WMI?



Bill Harrison and **Douglas Martinez** are assisting a hired WMI approved subcontractor on the Columbia Housing Authority project in Columbia, SC. This project entails installing around 500 gravity toilets, rebuilding over 250 existing toilets, while installing showerheads and aerators in each unit.

The Cuyahoga Housing Authority project retrofitting Flushmate vessels in the Cleveland, OH area is progressing, with over 65% of the units entered thus far. **Dan Sirakis**, **Jeff Bell** and **Butch Deibler** continue to keep an amazing pace of 85+ units entered per day.

Chris Anderson is finishing out his last appointments this week for the Windsor PAYS program. Chris and Jacob Rios have done a great job here, but it is time for us to move on.

Bob Smith and **James Palmer** started working on the **Huntington Housing Authority** project in West Virginia on April 2 to replace 939 toilets, 856 showerheads and 1,720 flow controllers. The project is 67% complete.

Don Welsh, Cable Jones, Jacob Rios, and Pete Zarcone have been working at the **Marin County Housing**. This project consists of toilets, program thermostats and recirculation pumps. They are 90% complete with the interior work, and now must focus on the outside irrigation and landscaping work.

The Smithsonian is a local ICI project where we are installing urinal china and metered faucets. **Brian Vroom, James Benjamin, and Kay Karoma** are presently working on this project. We are 85% complete with the installations.

The **North Pointe** project in Hyattsville, Maryland began on May 20th and is 15% complete. 233 toilet installs are being done by **Pete Valentin, James Benjamin, and Max Horner**.

The **1814 Columbia Rd** project was completed on 5/22/2013. This Project was led by **Brian Vroom** along with **Reggie Williams, Kay Karoma, Eddie Gonzales, and Dennis Porter**. This project consisted of Toilet installs, Toilet conversions, Faucet installs, Tub deck replacements and Tile repair.

Langston Lane will be starting on May 28th with **Eddie Gonzalez, Kay Karoma, and Alex Cimini**. This is a 333 toilet Shared Savings project where we will be installing Niagara 1.0 pressure toilets.

Housing Authority City of Newport starts on May 28th with **Jeff Bell, Reggie Williams, Bruce Crespo and Jerry Walmsley**. This project consists of 566 toilet installs and should run for about 6 – 8 weeks.

Planning: a Necessity for Success

During World War II, Winston Churchill recited his famous words of wisdom “He who fails to plan is planning to fail”. His words could not be any truer, and they still resonate to this day, inspiring many training courses and self-help books based on his simple premise.

Planning increases the organization's ability to adapt to future eventualities. The future is generally uncertain and things are likely to change with the passage of time. The planning activity provides a systematic approach to the consideration of such future uncertainties and eventualities and the planning of activities in terms of what is likely to happen. Planning enables the identification of future problems and makes it possible to provide for such contingencies.

Planning helps crystallize objectives. The first step in planning is to fix objectives which will give direction to the activities to be performed. This step focuses attention

on the results desired.

Adequate planning reduces unnecessary pressures of immediacy. If activities are not properly planned in anticipation of what is likely to happen, pressures will be exerted to achieve certain results immediately or in a hurry. Thus adequate planning supplies orderliness and avoids unnecessary pressures. Planning also reduces mistakes and oversights. Although mistakes cannot be entirely obviated, they can certainly be reduced through proper planning. In short, planning increases the effectiveness of all personnel.

So with this, we wanted to share the following poster with everyone:

Remember...people don't plan on failing, they fail to plan.

- 1. Planning—Think ahead to select the best course of action to reach an objective**
 - A) Analyze the situation**
 - B) Evaluate the situation**
 - C) Consider the best possible course of action**
 - D) Select the best course of action**
 - E) Develop an alternative plan**
 - F) Test Plans for completeness**
- 2. Organizing—Analyzing and identifying the jobs, setting up structure and initially assigning of personnel**
- 3. Coordinating—this is the process—letting the left hand know what the right is doing. Based on friendly persuasion and mutual cooperation.**
- 4. Directing—Process of assigning work and guiding person to accomplish an objective. You might say directing is “giving instructions” and seeing to it that they are completed.**
 - A) Types of directions: volunteer, suggest, request, and demand.**
- 5. Controlling—process of determining if the actual operation is proceeding according to the job plan. Controls provide an established system of checks on certain key operation and procedures that identify immediately any mistakes, deviation, or potential problem areas. Without controls, you have no means of being sure that the objective is achieved.**



Look at these great team efforts!

Thank you to the crew of Columbia Rd! **Brian Vroom, Reggie Williams, Kay Karoma, Eddie Gonzales, and Dennis Porter** worked very long hours to complete this job with its many challenges. Kudos to all of you!

According to **Bill Harrison**, he is very pleased with **Douglas Martinez's** performance at the Columbia Housing Authority in Columbia, SC. Great job Douglas!

A big kudos definitely goes out to the Cuyahoga Housing Authority crew! Not only has **Dan Sirakis, Jeff Bell, and Butch Deibler** continued to keep an amazing pace of 85+ units entered per day, but they have also been rooming together in a 1000 sq. house for over two months! (Did we mention it only has one bathroom?) Working hard and then being together 24/7 definitely has its challenges, so we appreciate all that you guys are doing in Ohio!

Assessing Our Risk

This month a Construction Risk Control Field Director from Traveler's Insurance visited our office. As Travelers provides our Auto Insurance, Property Insurance, Worker's Comp Insurance, General Liability and Umbrella coverage, they are naturally interested in our ability to minimize risk and claims. The Field Director met with **Richard, Yvonne and Marion** to discuss our current procedures on warehousing, installation work, subcontractor compliance, and fleet safety. During the two hour meeting, we reviewed recent claims, and discussed ways to minimize accidents and injuries.

Last year, an Ergonomics Consultant from Travelers went out in the field with us to assess the ergonomic tasks that are performed by our crews. Their goal was to assist us in reducing the number of injuries for our crewmembers by identifying risks and hazards, and recommending safe work practices. There were a number of recommendations that came from that assessment that we are implementing. The biggest areas of concern were toilet carrying and toilet disposal. In light of that, our policy is now to separate the tank and bowl prior to carrying and disposal. In the meeting this month, we discussed this policy, and it was noted that we have not had a back injury claim since instituting this change.

During our recent meeting, the Field Director also discussed our Auto Insurance risks. We are making some modifications to our company vehicle usage policy, and we will be implementing some new procedures as it relates to documentation from those who drive on company business. More information to follow on that!
We also discussed the hiring of Subcontractors. When we hire a Sub, it is important

that we review their safety policy and insurance coverage. Jeanna is now handling the compliance aspect of Subcontractor agreements and Insurance Coverage. At the end of each year, we are audited by Travelers to ensure that each of the Subcontractors we have used during the year have each met the minimum insurance requirements. More importantly, our Subcontractor Agreement and Insurance Coverage Requirements need to be in place prior to the start of any work by a Subcontractor. An accident or injury can happen on Day One, and if we don't have our Subcontractors fully in compliance when that accident happens, then we have no protection!

The Field Director also took a tour of our warehouse, and will be providing recommendations as it relates to protecting our property and inventory.

If you have any questions or recommendations about our Safety Program or risk control, please let us know!

The Quiet Fighter

from the Alexandria Times May 16, 2013 edition

Kids from the city's Parker-Gray neighborhood walk into the boxing gym at the Charles Houston Recreation Center for all sorts of reasons. Some come with parents, who want them trained to defend themselves at school. Others walk in alone, harboring dreams of a quick route to stardom, only to later realize the first lesson of boxing: Nothing comes easy.

But Iesha Kenney, 15, was different. Three years ago — knowing nothing about boxing or anybody inside the gym — she walked a few blocks from her house and found a chair near the ring. Day after day, she returned. She exercised sometimes, but mostly she sat alone reading books.

As neighborhood children came and went, coaches and trainers couldn't help but notice the tall girl with glasses always hanging around. "One day, there was a new group of kids, and so I went over and said, 'C'mon, I'm going to teach you how to box,'" recalled **Kay Koroma**, a coach at the gym who, along with coach **Dennis Porter**, trains local youth at the Alexandria Boxing Club. Kenney agreed.

Just a few years later, the bookish Kenney improbably finds herself as a member of the girls squad on the USA Boxing National Team and a few weeks removed from a gold medal win at an international competition in Finland, which has fueled talk of a shot at the Olympics.

Despite the lightweight's accomplishments, few of Kenney's classmates at the Minnie Howard campus know of her interest in boxing — let alone her fast rise in the sport. Kenney isn't about to tell them, either. She's more apt to talk about how she plays violin in the school orchestra.

She took a rare step into the limelight Tuesday evening when she accepted Mayor Bill



Euille's invitation to City Hall for formal recognition of her overseas feat.

But earlier in the week, just a few days after her trip home from Finland, where she beat English fighter Elizabeth Dillon for the gold, Kenney sat down in a familiar chair in the gym where it all began and reflected on her short but remarkable career. "For the first year and a half, I was just in here kind of working out once in a while," she said. "I just kind of came in to lose weight and exercise."

Dara Shen, a boxer who trains at the gym and has competed in the Olympic trials, said many young people come to the fitness center, but not all of them stick around once they realize how tough training is each day. "We get plenty of people who come through the door and try a couple of times, and then we never see them again," Shen said. "We're a family here. When someone is missing for a few days, or if she's not coming to the gym, you call and find out. I think that's what keeps people coming back. When you're part of a group that works hard and trains together, when you go through that, there's a shared bond." Shen didn't know what to make of Kenney at first. "She was just so quiet, she would never talk," Shen said.

As Kenney, who has a 10-1 record, grew more accomplished in the ring, she became more at ease at the gym. And Kenney's studious ways have paid off in the ring. "You have to remember everything," she said. "Hands up. Remember your footwork. Watch the other person. You're watching their movement: what they're doing, how they're keeping the hands up, their head movement, their defenses."

Kenney, who fights in the 132-pound class, said there's no doubt her height helps, too, giving her more reach to land punches — especially her left jab. "She has good straight punches, and she has a tremendous jab," **Koroma** said. "Her jab is like her right hand."

Asked about Kenney's skills, Shen puts it simply: "She's tall. She hits hard. She's got good, nice straight punches. She knows how to stay busy and move forward. Good instincts."

Koroma said Kenney has an eye on the 2016 Olympics in Brazil. Women's boxing made its debut in last year's London Olympics. "I think her being on that national and international team has made her realize, 'Wow, I realize what my coach is talking about. I can be an Olympian,'" **Koroma** said.

Dillon — Kenney's opponent in Finland — is highly regarded. Last year, she won the Amateur Boxing Association championships in her division in England. While Kenney's accomplishments remain relatively unknown in her hometown, the BBC has profiled Dillon.

Entering the tournament, Kenney recalled a key piece of advice from coaches: Europeans often fight with their hands held high, leaving them open for body punches. The strategy paid off, and Kenney won.

In an email, Dillon's coach Nigel Travis noted, "Iesha was a real classy boxer with a great future in the sport."



Noteworthy News

Who's That Out in the Field?

Brenda Pack finally did it....went out in the field that is! After 5 years of manning our front desk, Brenda was able to break away and go out in the field to put some faces to the names of the clients she talks to every day. **Wayne Shepherd** was her crew leader, and as you can see, he put her to work!



Water Efficiency Watch

Water Efficiency Watch is the online newsletter of the Alliance for Water Efficiency, edited by Peter Mayer. It has a lot of good news on the water conservation front. To check it out, click [here](#).



An Interesting Scope of Work

A group of our guys are going to be “roughing it” at Isle Royale National Park starting on June 3rd. **Chris DeChantal, Chis Boldon, Keith Carlsen, and James Palmer** will be working on the remote island, retrofitting toilets, replacing faucets and showerheads, with only a 6 hour ferry ride to “bring them back to civilization”. All of their food

provisions for two weeks will have to be taken with them on their initial trip over, and they will have no access to cell or internet reception! Hopefully they remember to brush up on their survival skills before they go!

HR Corner

Paylocity is here!

It is official! We have switched our payroll service from Paychex to Paylocity effective May 28th. Our first payroll processing with Paylocity is scheduled to happen with our next weekly payroll cycle.



Because Paylocity is 100% internet based, all paystubs will be housed in the Employee Self-Service portal, and will no longer be mailed out. Once we are completely set up, we will roll out the Employee Self-Service portal to allow employees to log on to see their paystubs, personal information, and company news, so stay tuned!

Updated Cell Phone Agreements & Proof of Auto Insurance

Updated company cell phone agreements were sent out via email earlier this month to each WMI employee. Please be sure to review it, sign it, and return it to Crystal Whitney. Printed forms are also available in HR.

As part of our “to do” checklist from our recent risk assessment, we are required to ask for all WMI drivers to provide proof of their current auto insurance policy. This includes anyone that drives a WMI company vehicle or rental (car and truck) while

conducting WMI business. Proof must include your coverage limits and the effective dates of your policy. Please send proof of your insurance to Crystal Whitney as soon as possible.

MILESTONES



June Birthdays



June Anniversaries

Mickey Julien – 6/2
Spencer Horner – 6/4
Cable Jones – 6/5
Joyce Howe – 6/10
Brian Vroom – 6/13

Joy Saul – 12 years