

## IN THIS ISSUE

### PMO + CM GROWTH FEBRUARY AT UMS

Important Dates

Monthly Spotlight

### ON THE SAFE SIDE

9 Topics to Include in  
Your Safety Huddles

### STAFF SHOUT-OUT

Sales & Marketing  
Field Services

### A SPLASH OF FUN!

Q & A

Employee Milestones



Last month, our Project Management Office (PMO), Construction Management (CM) team & several Executive leaders attended a meeting at our Raleigh, NC office. The main focus of this meeting was on goal-setting for the PMO & Construction area; in an effort, to modify the bridge between field construction & project management.

We know that a large component of the customer journey is related to our own internal processes. We also know that our internal stakeholders play a huge part of our company's balanced approach to project management & quality control.

Whether a project is in the pre-construction, construction, or post-construction phase, our project management & construction management teams have always provided outstanding guidance & structure to the execution of projects.

With that being said, the rest of the team is very appreciative of our blended project & construction management department, and we are super excited to see what this new management branch has in store for UMS!

“Operations keeps the lights on, strategy provides a light at the end of the tunnel, but project management is the train engine that moves the organization forward.”

- Joy Gumz



## CALENDAR



**2/1/20 & 2/2/20**

1st Quarter Field  
Manager Meeting  
(Nashville, TN)

**2/2/20**

Superbowl Sunday

**2/14/20**

Valentine's Day

**2/17/20**

President's Day

**2/25/20**

Fat Tuesday

## SPOTLIGHT ON:

## BLACK HISTORY MONTH

This month we celebrate the numerous contributions that the **African American community** has made & continues to make in building, developing & moving this country forward!

An extremely fun & amazing black inventor by the name of **Jerome Bonaparte (J.B.) Rhodes** holds over 200 patents. He never received much fame for any of his inventions; however, one, in particular, caught our attention.

In December 1899, J.B. Rhodes applied for a patent for his invention, the water closet.

The patent (NO. 639,290) reads, "To all whom it may concern: Be it known that I, **JEROME BONAPARTE RHODES**, a citizen of the United States, residing at Shreveport, in the parish of Caddo & State of Louisiana, have invented certain new & useful Improvements in Water-Closets, of which the following is a specification. . . ."

## AMERICAN HEART MONTH

During a time when many people are focused on Valentine's hearts, it's also a time to take stock of the muscle that keeps us alive & kicking.

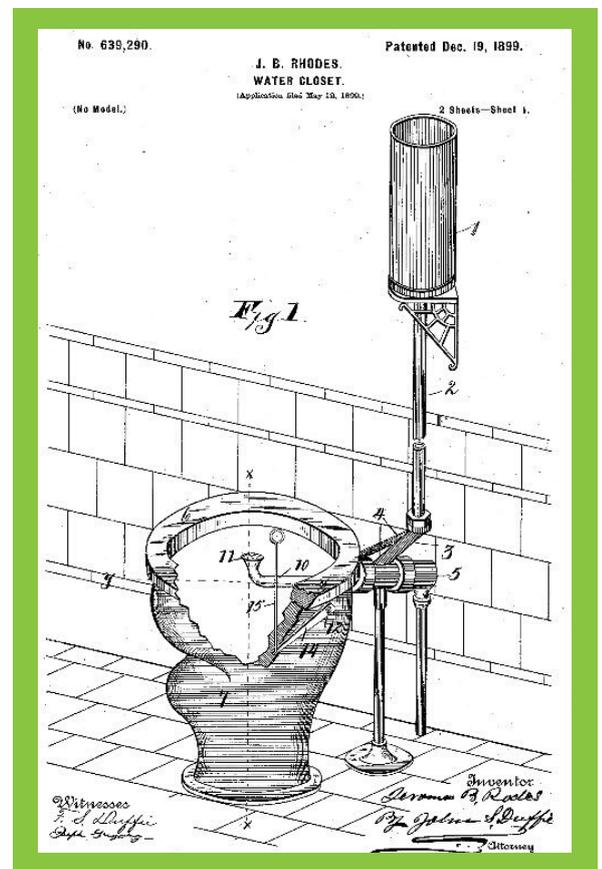
This month's wellness article is inspired by **American Heart Month**, which is one of the most pressing health concerns in the country.

A commitment to heart health may mean shifts in daily life, but your heart – & your loved ones – will thank you. We encourage you to show your heart some love by incorporating these 7 Steps to Better Heart Health into your busy life!

1. **Get educated.**
2. **Manage your diet.**
3. **Get moving.**
4. **Manage your stress.**
5. **Cut back on drinking & smoking.**
6. **Be mindful of your mind.**
7. **Stay connected to care.**

**DEAR HEART, PLEASE STOP  
GETTING INVOLVED IN EVERYTHING.**

**YOUR JOB IS TO PUMP BLOOD  
AND THAT'S IT.**





## ON THE SAFE SIDE

### 9 TOPICS TO INCLUDE IN YOUR SAFETY HUDDLES

At UMS, you -our employees- are our most valuable asset. That's why it is our top priority to keep each of you safe & healthy!

As a company, we work hard to prevent injuries & illnesses from occurring & we understand that emergency situations can happen at any time. That is why it is crucial that our employees are aware & prepared for the unexpected long before it happens. It is our intent to strengthen our commitment to employee safety awareness, by adding value to your daily/weekly safety huddle.

Regular safety huddles are anything but routine. The value comes directly from topics discussed, advice provided, & employee engagement. 9 of the most important safety topics (across all industries) are featured below, for you to ponder before engaging in your next safety huddle!

#### #1 – Choosing the Right Work Gloves

Not all gloves are created equally. At UMS, we offer different types of work gloves, but it's essential that our employees know what types are best suited for certain jobs & where they can locate them.



#### #2 – Spotting Slip, Trip, & Fall Hazards

Identifying hazards before they turn into incidents benefits every single member in our company. Slips, trips, & falls remain one of the top causes of injuries across organizations, so it's important to make a habit to look for potential hazards daily.

#### #3 – What Are Workplace Ergonomics?

Most people know to sit up straight at a desk & lift items with their knees, not their backs. But workplace ergonomics encompasses so much more than most people's basic knowledge of posture & movement.

#### #4 – Accident Prediction Techniques

Not all accidents can be prevented, but many of them can be. It is important to know the weight of your actions & what could happen through carelessness & lack of planning.

#### #5 – How to Record Workplace Observations

It is important to make sure all UMS team members know how to record workplace observations, as well as when & how to use it. Observations are very important to the company & individual safety.



#### #6 – The Correct Way to Use a Fire Extinguisher

Fire extinguishers aren't as intuitive as you might think. Not only are there different designs, but they are also different contents within extinguishers & should be used for the right purposes. Sharing basic fire safety tips, including the proper way to use a fire extinguisher could save a life!

#### #7 – Injury Prevention Tips

Injury prevention in the workplace is very important to UMS. Many injuries can be avoided with a little foresight, so we suggest taking some time to share & discuss tips. For example, easy stretches to avoid pulled muscles or back pain.

#### #8 – Emergency Planning & Execution

Safety huddles are a great time to talk about what to do in the event of an emergency, such as a fire, tornado, or chemical spill. Particularly, the importance of staying calm during the situation, how to get to safety, how to call for help, & what to do when the danger is over.

#### #9 – Why Near Misses Shouldn't Be Ignored

Many workers think that narrowly avoiding accidents doesn't matter in the grand scheme of things. Talking about near misses is a learning opportunity for every UMS employee, because it is advantageous for each & every worker to know what to do in the event of a near miss.



## STAFF SHOUT OUT!

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### KRISTINA WOODRUFF

**DEPARTMENT:** SALES & MARKETING  
**LOCATION/PROJECT:** RALEIGH, NC

Congratulations to Kristina Woodruff on her promotion to Sales Operations Manager!

Kristina joined the UMS team 2 years ago (happy work anniversary!) & has been devoted to defining & improving the UMS customer experience. Not only is Kristina dedicated to our customers but she has also modified our CRM & maintains a deep understanding of our complex industry pricing strategies.

Kristina has played a key role in the initiative to not only fill gaps but to collaborate with others to fill gaps within our ever growing organization. In Kristina's new position, she will work closely with operations to navigate, & align, the transition from the UMS sales experience to the UMS customer experience.

Way to go Kristina!



### BRIAN MILLER

**DEPARTMENT:** FIELD SERVICES  
**LOCATION/PROJECT:** LAFAYETTE, CO

*PICTURED: JUSTIN KELLEY, SR. CM (LEFT)  
WITH BRIAN MILLER (RIGHT)*

Brian joined the UMS team in October 2019 & is currently managing the City of Lafayette's Smart Water Meter Installation Project. Brian has been a great resource to the team & it is very clear that he ensures our customers & clients are receiving excellent services! Read what the City of Lafayette said about Brian below:

*Brian has been great. When I tell him something is an issue he immediately gets right on it to investigate and resolve if possible. He also double and triple checks everything with me just to be sure mistakes are not being made with install scheduling. He really appears to care about his work and it shows.*

*I am very impressed with his accountability and willingness to jump in as soon as needed. He's also very pleasant to deal with. He's a great addition to your team!*

*-- Trinity Chambers  
Utility Billing Coordinator  
City of Lafayette*

Where's your favorite place in the world & why?

A SPLASH OF FUN!



## LINDSAY ANZALONE

Without having experienced too much world traveling, I will have to say the beach. White sands & clear water make the perfect place to chill in my world.



## TOM LANDRY

The Grand Canyon. I went on a rafting trip when I was a teenager & really enjoyed the departure from the everyday grind. It was truly peaceful in a manner that can't be experienced in a place people actually live.



## JOE BADERA

My favorite place in the world is relaxing, peaceful, and awe-inspiring, & lucky for me, it's not one geographic location. Rather, it's nature: like the sound of the ocean hitting the shoreline, or a thunderclap, or the roar of a waterfall; the sight of a supermoon, or the vast ocean, or lightning; the colors of leaves in the fall, of flowers & grass in spring, the Caribbean Sea; walking on the beach; trail bike riding; sitting by a stream; stargazing; hiking in the woods; observing the structure of a leaf or granite! Have you ever really looked at that stuff? Amazing! And lucky for me, the list goes on & on!

## EMPLOYEE MILESTONES

Happy work anniversary to each of the following individuals!

We are grateful to have you on our team & want to thank you for your strong work ethic!

**8 YEARS**

- Paul Olah

**4 YEARS**

- Rick Soper  
- Stephanie Carroll

**2 YEARS**

- Kristina Woodruff

**1 YEAR**

- Nicolo Deramo  
- Tre Hill  
- Kyle Perkins  
- Carlos Vicari

Sending special wished to all of you. We hope you each have a very **Happy Birthday**, full of love & happiness!

2/1

- Carlos Vicari

2/15

- Kristina Woodruff

2/3

- Albert Lee

2/16

- Logan Wiland

2/4

- John Lee

2/18

- Bryce Stoute

2/5

- Edwin McKnight

2/19

- Brian Rogers

2/7

- Michael Hancock

2/20

- Shawn Kietzman

- Travis Hutchinson

- Marteus Porterfield

2/8

- Jeffrey Stallings

2/24

- Michael Boerner

- Theresa Bardwell

- Richard Mosier

2/10

- Tameka Garrett

2/26

- Tony Howell

- Dequesha Martin

2/28

- Eric Allen

2/13

- Glen Ingram

- Shakiara Pearson



**Tina (Christina) Clifton** [Systems Integration Manager] is getting married to her partner of 5 years this April, in Harmony, NC.

Congratulations on your wedding engagement Tina & Brandon!



**Grace Amar** [Field Talent Coordinator] & Cruise Dunn were married at St. Helena Church in Amite, LA on Friday, January 31st.

Congratulations on your marriage, Mr. & Mrs. Dunn!