

# Welcome to Handex

Q1 2019



## Word from the CFO

By Mark Coleman

When Brett Fadeley, our CEO, called me last Spring, and asked if I could give him a hand in providing leadership in the Finance/Accounting Department of Handex, little did I know how the direction of my professional life would change! I was a partner in Strombeck Consulting, a local CPA firm, with a nice “book of business” in business consulting and taxes. My role here transitioned over the summer from being a consultant to that of interim (part-time) CFO. I came onboard October 1, 2018 to the full-time position of Executive Vice President and CFO. You can look at my bio on our website, but just know that I’m a senior guy (meaning I am just older than most of you) who wants to help Handex grow and prosper in the years ahead.

One of my primary goals is to provide stable and consistent leadership to the Finance, HR and Accounting functions of Handex. Brett believed that my history of professional experiences in cleaning up the accounting in numerous companies would be a benefit to Handex. I believe this experience has already contributed to positive results. Handex completed a major analysis and made numerous changes to our accounting records, completed our financial statement review and timely filed our tax returns for 2017 during 2018.

Handex has already provided some interesting pro-

fessional challenges. The changing of our ownership, banks, attorney’s, CPA’s, insurance agencies and carriers, payroll and benefit providers highlight some of the positive changes we have made. Each of these changes were successful, but involved a lot of time and energy of many of your fellow employees, especially here in Winter Park.

I also oversee the IT operations of the company. As you know, this area has received a lot of attention recently. Hopefully, you are seeing and receiving the benefits of these improvements!

One of my primary philosophies is that both Accounting (including HR) and IT operations are service organizations to the rest of Handex. We are here to provide you the “back-room services” you need to support your efforts in your roles as Handex employees. We are here to help you! So please never hesitate to contact anyone here with your problems, issues and suggestions for improvements.

Thank you all for welcoming me to the Handex family. I’m very proud and happy to be here or you!



## QUARTERLY EMPLOYEE AWARD

### 4th Quarter

Congratulations to Matt Kilgore (Staff Scientist, NJ) for being selected for the Q4 Quarterly Employee Award. Matt was nominated by two different employees. He was selected based on his willingness to embrace change within the organization and because he is consistently taking on new tasks. One nominee states "Matt is always eager to mentor and teach employees the finer aspects of the projects he is working on." Regarding communication, "Matt always has clear communication. This has enabled us to address problems that would have caused setbacks in the field."

Way to go Matt!



Shown above: Andy presenting Matt with his award certificate and \$100 gift card.

## WHAT TO EXPECT IN 2019

### By Andy Shoulders

As stewards of Handex, there are many topics we find ourselves frequently revisiting. One of the most prominent is the certainty of change. In our business, positive change often manifests itself in growth, which is what we're actively pursuing here at Handex. First and foremost, the ways in which we pursue growth must always align with our Mission, Vision, and Values. Secondly, we must always strive to put our clients at the center of what we do. Lastly, a more data-driven emphasis on safety, project execution, and profitability will propel the enterprise forward. Each and every one of us can have a direct impact on the successful growth of our company. Ways to do so include: helping to recruit new talent to Handex; sharing your ideas for potential growth opportunities, as well as roadblocks we may encounter; taking ownership of your professional development; mentoring and developing your team members; exploiting technology wherever we can, and most importantly, focusing on doing our work as safely and efficiently as possible.

As Handex gets going in 2019, our focus needs to be sharp and fine tuned.

Let's work together to make 2019 a success!

## EMPLOYEE HIGHLIGHT

### Tina Fritz

Tina Fritz, Business Development Manager, is a board member of the Tampa Bay Association of Environmental Professionals (TBAEP). She leads the Service committee where every year she organizes a group meeting at the holiday tent for Metropolitan Ministries to volunteer for the effort. This year she met Jameis Winston, Quarter Back for the Tampa Bay Buccaneers, while they were there.

[www.metromin.org](http://www.metromin.org)

Each year more than 10,000 families are helped through the holiday tent, with food and toys over Thanksgiving and Christmas.



Tina has been volunteering for 10 years now, and for the last 5 years has served as a Red Apron, where she fulfilled at least 10 shifts over Thanksgiving and Christmas.

# WHO IS DYNASIS?

By Stephen Granger



DynaSis is a proven industry leader providing outsourced business technology solutions, managed services, application hosting and IT Infrastructure to mid-market enterprise businesses for more than 25 years. These services include management of servers, storage, backups, networks, databases, security and data centers for more than 200 business customers in a broad range of industries. Handex didn't just need an IT partner, we wanted a business partner who believes in treating each and every one of our individual employees as their client. With this support, we're able to focus on running our business, turning our legacy IT services into a competitive advantage that's unique in our industry.

DynaSis has a team of 60 IT professionals assembled over the company's 25-year history. They guarantee that we have teams of certified Tier I-III engineers available 24/7/365, capable of providing individualized support for every Handex employee. They find and fix small problems before they become large ones. With a help-desk online 24/7, they are ready to help with anything from onboarding new employees, reattaching that printer that somehow got dropped, helping with lost passwords, or installing new software. Additionally, the DynaSis Pro Services team can repair failing equipment or install new equipment, one piece at a time or in an entire new facility. The DynaSis Business Cloud Solution is housed at redundant Tier 3 Data Centers in Atlanta, GA and Phoenix, AZ with every protection imaginable and can co-locate to similar facilities in Minneapolis and/or Las Vegas.

We have identified 5 IT areas of Handex that require immediate attention. Since the 4th quarter of last year, there has been a significant amount of planning and resources that have been committed to completing a project list mapped to address each of the following areas:

- 1. IT Ticketing, Help-Desk & Support** - We started by ultimately selecting DynaSis as our primary business technology partner. They continue to be responsible for performing critical roles in just about every project.
- 2. Networking Infrastructure** - At the end of 2018, we completed a network upgrade to provide more bandwidth across the entire organization. Every office and every data center now has a 100MB dedicated fiber connectivity from Level 3/CenturyLink. This gives Handex the capability to incorporate intelligence into routing traffic across our network. The combination of increasing available bandwidth, prioritizing critical business applications and opening direct routes to our Cloud applications improves performance today and ensures we have available capacity we'll need in the future.
- 3. Business Applications** - At the end of 2018, we completed migration of our email to Microsoft Office365. This was primarily done to resolve the intermittent issues in performance and conflicting office applications we were experiencing. This also provides everyone with access to the full suite of Microsoft Office applications, Skype for Business for example, and the potential for integrating current and new applications moving forward.

We also completed a much needed upgrade to our financial software. It's now running on up-to-date equipment strategically located within our network and/or secure Tier III data centers. The result has set a new standard for technology stability, security and redundancy at Handex that we can continue to build upon.

- 4. Hardware Servers, Switches, Firewalls, Wifi, Laptops and Desktops** - These have been completely overhauled at all office and data center locations. This included a desperately needed refresh of most of our laptops and desktops for the first time in more than 7 years.
- 5. Communications & Collaboration** - Finally, we are in the process of completing the implementation of our Hosted VoIP Phone System at each office. Our Winter Park office has been on the system since moving to our new corporate office, but the new capabilities to seamlessly communicate and collaborate with each other, regardless of location, comes with the corporate-wide implementation. The solution provides individuals with a virtually endless set of features and functionality, in addition to integrating line of business applications. How we communicate internally, with customers and with prospects, is already one of our most valuable strengths; having additional tools designed to enhance it will give us a powerful competitive advantage.

Getting there undoubtedly requires change, while recognizing our experiences with change haven't always been positive ones. We believe these changes will result in the balance between long-term stability within the organization and near-term flexibility that will result in increased efficiency and productivity, almost zero downtime, and most importantly, a better return on our collective investment.



## 2018 TOP SAFETY PERFORMER AWARDS (TSPA) AND QUARTERLY SAFETY AWARDS

Congratulations to John Poling (HIS) and Marty Solomon (TAM) for exceeding the minimum goals for 4th Quarter 2018 and winning the **2018 Top Safety Performance Award**. We appreciate all the hard work and effort you put forth to ensure the safety of all Handex employees.

Thank you and keep up the great work!

Remember, each employee is required to submit two Good Catch reports per quarter. Once the minimum is met, for every five reports submitted, you will receive a Safety Award of \$25 to be paid out at the end of each quarter.

If you have any questions regarding the Safety Award Program, please speak with your H&S Manager.

Winner	4th Q	2018 TSPA	TOTAL
John Poling	\$175	\$250	\$425
Marty Solomon	\$ 25	\$150	\$175

## SUSTAINABILITY

By Patricia Jimenez



Sustainability has been a buzzword for several years now; but is so much more than just a word. Sustainability is a multi-pronged philosophy of protecting the health of the environment, living organisms (human, animal and plant), eco-systems, and socio-economic climate and development. At the personal level, sustainability is

driven by developing practices in everyday work and home life to keep families, pets and communities safe and healthy. On a business level, sustainability principles are applied to maximize opportunities and to minimize negative environmental impact.

Sustainability is not a new concept. Sustainability was originally introduced in the 70's and has continued to evolve ever since with its importance. Initially, sustainability recognized that the Earth has limited resources which are being depleted at an exponential rate. This concern grew into the need for sustainable development to prevent the negative impacts on the planet. Overtime, it was realized that there was a trickle down effect that overall longevity starts with both healthy humans and the natural environment and by extension, economic development.

Even though sustainability relies on the individual for awareness, it draws on community, government, businesses and the economy. It's everyone's job to protect the environment and each other. Working in the environmental industry, it is our responsibility to be educated and spread awareness about sustainability and its importance. At Handex, we want everyone to live a healthy and happy life in a healthy environment. Let's work together to foster sustainability and its growth.

## VOLUNTEERISM

By Maureen Davis

Volunteering not only makes a difference in the community and lives of others, it allows you to use your skill set in a productive way. It can help you find your purpose and help you contribute to a cause you care about. Volunteering also connects you with your community as well as builds self esteem and professional knowledge.

For example, Bryan Valladares (Project Manager in the Tampa office) recently volunteered at The Great American Teach In. He spoke to two classes at Williams Middle Magnet School for International Studies in Tampa and presented some basics about groundwater, aquifers in Florida and how Handex assesses and treats contamination. He said he had a great time.



Pictured above: Bryan Valladares (back center) with students from Williams Middle Magnet School for International Studies.

## HANDEX DREDGING PROJECT

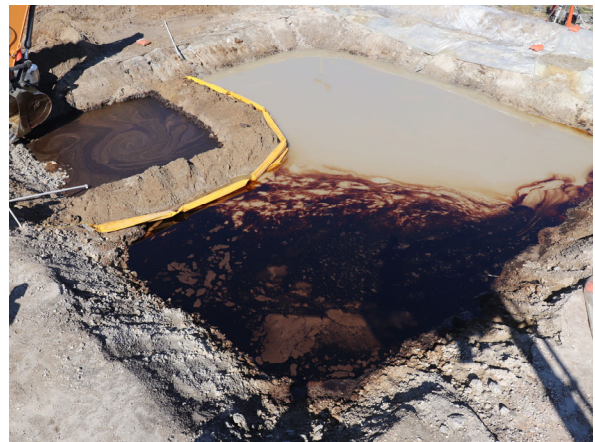
By Bruce Powell

Handex was awarded a \$230,000 maintenance dredging for Guard Basins 5 and 6 at the PBF Delaware City Refining Company in October. The scope of work for the project included the volume reduction dredging of the two guard basins. Handex utilized our Liquid Waste Technology Pit Hog 40 HP Hydraulic Remote Controlled Dredge. Dredging was performed along the entire length of the berms for Basins 5 and 6, measuring back 50 feet from the where the catwalks meet in the middle of the basins. From that point, a 3 to 1 slope was cut back to approximately 15 feet from in front of where the catwalk meets the land. Dredging started from the area furthest away from the weir and progressed toward the weir in each basin. Once each basin was dredged, the dredge was then positioned behind the catwalk to remove the material in that area. On the one side that is accessible from land, the dredge was lifted over the catwalk so as not to compromise the structural integrity of the catwalk. On the side that is located between basins 5 & 6, a section of the catwalk(s) was removed to allow access for the dredge to be floated in. All dredged material was pumped from basins to a designated location in the dredge spoils area via 6 inches HDPE with the aid of a 6 inches DV150I pump. Handex is expected to reduce the volume of sludge by approximately 8,300 cubic yards. This job was started in October of 2018 and is ending February 2019.



## JOBSITE PHOTOS

### Pilot Test Site



---

## RECENT CONTRACT WINS!

Late 4th Quarter, Early 1st Quarter

**Philadelphia Energy Solutions**

\$356,934.44

**USEPA with Pars Environmental**

Teaming with 6 other vendors for a  
\$320,000,000 contract over 10 years



Benefits Open Enrollment  
has begun.

Don't forget to complete  
your paperwork!



## EMPLOYEE NEW YEAR'S RESOLUTIONS

When a new year rolls around, we often look to it as a new beginning. Out with the old; in with the new. Many of us make new goals and resolutions as part of our new year ritual. Below are a few resolutions from some of our fellow team members.

### NEW YEAR'S RESOLUTIONS

***My primary goal for 2019 is to play a key role in Handex's growth and return to profitability by performing my role as CFO to the best of my ability!***

Mark Coleman, Winter Park

***My goal for 2019 is to be more consistent with running and training to be healthier. But I'm naturally competitive, so I also simply want to get faster. I'd like to finish a 10K in under 55 minutes. I figure that is a pretty respectable time for an old guy like me.***

Jeremy Turner, Fort Lauderdale

***Spend more time with my parents.***

Karen Lutz, New Jersey

***Stop eating the extra food off my kids plates; keep the weight down.***

Christian Holmstrom, Tampa

***To be a better person than last year.***

Sandy Garcia, Winter Park

***My goals for 2019 are to increase gross revenue for NE by 5%, while maintaining positive profit margin; maintain a goal of zero H&S incidents; and get back to running over 15 miles a week.***

Brian Bausback, New Jersey

***My resolution for 2019 is to walk 10,000 steps every day to promote my mental and physical health. I have made it a priority to get up and walk at least once during the work day. This helps me get more steps in, but also gives me a minute to catch my breath and refocus.***

Shelley Schmidt, Winter Park

## SAFETY FOCUS

### Engagement

According to the Workers' Compensation Board of Nova Scotia, "Research conducted over the past decade shows that engaged employees are safer, more productive, make better use of corporate assets, are more likely to stay (retention) and are more supportive of organizational change. They also have lower rates of absence and they work harder to deliver strategic objectives. An August 2009 Gallup study by Harter, Schmidt, Kilham and Agrawal established a relationship between employee engagement and organizational outcomes.

The study found that companies where employees were highly engaged were on average 12 percent more profitable and 18 percent more productive. The employees were 25 percent more likely to stay, and almost 50 percent less likely to suffer workplace incidents or injuries."

When employees improve engagement in the safety program, employee ownership of the program increases. Employees shift from talking about the company and instead, they begin to refer to it as OUR company. Employees prefer to have a voice in their own safety program. When people engage, ownership of the safety program increases. Buy-in to safety becomes solid and less likely to waiver.

Are you engaged? Ask your H&S Manager how you can improve your safety engagement.

## SAFETY TRAINING

### 2019 HAZWOPER Refresher

Health & Safety is excited to announce that we will be returning to a live HAZWOPER Refresher Training Course. Training is set for the 1st Quarter in 2019. Additionally, US Environmental and 3M will be partnering with us during some of the refreshers to review monitoring equipment, calibration methods, fall protection and respiratory protection.

The 2019 Schedule is:

New Jersey:	February 18 – 21
Tampa:	Thursday, February 28
Tallahassee:	Thursday, March 14
Winter Park:	Thursday, March 21
New Jersey:	April 1 - 4
Ft Lauderdale:	Thursday, April 11

## Repping Handex

### By Shelley Schmidt

Happy 2019! The new year is the perfect time to reflect on how we represent Handex. Every interaction we have with a client leaves them with a perception of our organization. Making those interactions count is important. Being the best version of ourselves is impactful.

Consider the following when making your 2019 resolutions:

**Just do it!** If you make a commitment to do something – do it. (This is one of my resolutions.) Our clients and coworkers are counting on us.

**R-E-S-P-E-C-T.** We should be treating others the way we want to be treated. We're not always going to agree with our clients – or with each other – but we should always be respectful.

**Hold your head high!** We do work that matters! How many people can say that?! Be proud.

**Bring it!** Recognize the value you bring to Handex and bring it every day.

**Step up.** Let's step up when we see a coworker who needs help. That's teamwork!

**Let it go!** Recognize when someone's having a bad day (we all have 'em) and just let it go.

**Be the change.** Everything around us is changing – all the time. Embrace it! Pursue growth and development. Improving our talents leads to success and our success is Handex's success.

Here's to making 2019 Handex's best year yet!



## Team Pics



Above: New Jersey holiday party. From left to right: Matt Beren, Ryan Scherrer, Matt Kilgore, Phil Della Torre, Austin Falciani

Below: Lucy Nicastro's retirement lunch. From left to right: Phil Della Torre, Ted Keffer, Brian Bausback, Bill Kramer, Andy Shoulders, Andy Drake, Caitlin Tripler, Nick Cardella, Lucy Nicastro and Karen Lutz



## CONTENT STRATEGY FOR 2019

### Marketing Support

Handex is growing and the need for new proposal content, marketing materials and website updates are increasing as well. We have created a content strategy for blogs, project profiles and other marketing materials. In order to do this, we will need the help of the entire organization. We will be reaching out to team members to create blogs and articles for the website. In addition, we will be working with project managers to help with information when projects closeout. If we haven't reached out to you already, we may be reaching out to you in the future for assistance in this process.

Your participation in the efforts to increase Handex's visibility will help the company's growth and generate new opportunities. We thank you in advance for your help.





## WHAT ARE THE DRIVERS BEHIND YOUR SAFETY PRACTICES?

### Safety Quotes

***We must be mindful for hazards at all times throughout our daily life, not only for oneself but for others.***  
Jason Bullman, Ft. Lauderdale

***Safety! It doesn't happen by accident!***  
Karen Lutz, New Jersey

***Safety is a matter of respect. We owe it to our family, our employer and ultimately to ourselves. Operating in a safe manner in our workplace is not only a personal choice, but a promise that we will be there for the people who love us and need us, for the years to come. Implementing safety practices is also beneficial to our coworkers and the public. When in dangerous situations, we may endanger others as well. Operating on a roadway without proper MOT may put us at risk, but may lead to accidents and injuries to others trying to avoid the unmarked obstacle, us. As a member of a civil society, a useful service is provided by leading by example. Good behavior should be undertaken as an example to others to operate in the same manner. Positive (good) behaviors will reinforce themselves and produce a positive outcome, in this case a safer, more organized and respectful environment.***

Pietro Taballione, Ft. Lauderdale

***The drivers behind my safety practices are actually my 30 years of industrial wastewater treatment plant O&M experience. Throughout those years I have seen many tragic incidents and injuries that could have been easily prevented by just being careful and not becoming complacent. My drivers have now evolved into never missing an opportunity to mentor my younger coworkers and colleagues within the Handex O&M group. Our monthly safety meetings with Brian Bausback in Windsor are always very poignant and right on target. I look forward to them.***  
Robert Spalding, New Jersey



## SUCCESSFUL SELLING IN TODAY'S MARKETPLACE

### By Ted Holland

Today's world of instant gratification highlights the need for a team approach in sales. Companies can no longer hope that just their sales team will continue to help them grow. Today, customers have the capability to instantly replace a contractor, which means everyone in the organization must be able to respond to the customer's needs.



As a sales manager, it is my responsibility to not only manage and train the sales team, but to train all staff to be a salesforce multiplier. This can be accomplished by anyone in the company that speaks with a customer by asking if the customer has any additional opportunities coming up. These types of leads (warm leads) are much easier to close.

As salesforces shrink in size, it is important to remember that it is still relationships that help businesses grow. As a part of this, it is very important for everyone on the sales team to also communicate with their operations counterparts to make sure they are following up on all opportunities generated by the rest of the company. The sales team itself must also adjust to the new customer expectations.

Taking advantage of available resources such as Onvia and Salesforce will help us to identify opportunities, work more efficiently, and improve relationship building. It is critical for all team members to be paying attention to the market and identifying emerging trends and opportunities so we can position ourselves to capture new work. If the first time we hear about work is when a Request for Qualification (RFQ) or proposal hits the street, we are already behind our competitors on the opportunity.

A few things that will never change are the need to keep the sales pipeline full and to never make excuses to the customer. Today's customer has more resources available to them, so we must always be ready to serve them. To meet these needs, we must be mindful of the need for the company, as a whole, to remain sales driven. This is not only the ideal scenario, but necessary for continued growth and success.



## HANDEX NEW HIRES

### 1st Quarter

Tina Fritz - Business Development Manager (FL)

Jim Travis - Senior Staff Scientist (FL)

*Welcome to Handex!*

## HANDEX ANNIVERSARIES

### 1st Quarter

2019 Service Awards

#### 1 Year

Curtis Odom – Feb 19

#### 10 Years

Joe Lundquist – March 16

## NEW COMMITTEE

### Special Projects Committee

We have recently established a **Special Projects Committee** to tackle some projects which require attention and will improve Handex's overall efficiency and productivity.



**A BIG THANK  
YOU** to all of the  
Team Members!!

Ronna Arnold

Brian Bausback

Scott Yelverton

Matthew Beren

Karen Lutz

JR D'Orsi

This Committee is working diligently to uncover and develop a host of procedures, policies and documents that will become beneficial to everyone within the organization. They may be reaching out to you for relevant information in an effort to complete each project. So, please give them any assistance if you are asked for some knowledge or advice.

Scott Fadeley will act as a Facilitator and Committee Chair of this committee.

## HANDEX BIRTHDAYS

### 1st Quarter

Kenneth Hulick, Jr. – Jan 6

Matthew Kilgore – Jan 6

Pietro Taballione – Jan 6

JR D'Orsi – Jan 15

Ted Holland – Jan 17

Chris Murray – Jan 23

Patricia Jimenez – Feb 2

Eric Anderson – Feb 4

Bryan Valladares – Feb 4

Robin Meeley – Feb 7

Jose Colon – Feb 7

Brian Bausback – Feb 9

John Crumrine – Feb 11

Nordhen Awal – Feb 13

Nelson Feliciano – Feb 15

Enrique Bosques – Feb 17

Holly Fuller – Feb 18

Shelia Douglas – Feb 20

Austin Falciani – Feb 24

Andy Shoulders – Feb 24

Maureen Davis – Feb 26

Karen Lutz – Feb 26

Matthew Beren – Mar 2

Linford Linton – Mar 9

Andrew Williams – Mar 15

Robert Beginski – Mar 20

Ryan Scherrer – Mar 28



**THIS ISSUE OF WELCOME TO HANDEX**

**is dedicated to the memory of**

**JOE NEWTON**

**&**

**LINFORD LINTON**

*Welcome To Handex Editors:*

*Patricia Jimenez and Maureen Davis*