

INFRAMARK

CUSTOMER FIRST NEWSLETTER

FEBRUARY 2019

SAFETY - OUR FIRST PRIORITY

OUR RESPONSIBILITY

Our job at Inframark is to deliver the highest quality water and wastewater services to our customers and clients, but our first priority is to do it safely. We work with electricity, excavate trenches, use cranes and rigging, cleanse water pathogens, use various chemicals like chlorine and sulfur dioxide, work in the Texas heat, lift heavy objects and drive thousands of miles a year. Without a rigorous safety program, our team members and the public could be put in harm's way. We have created clear and defined steps on how to do our job and most importantly, how to do it in a safe manner.

All of our 350 employees in the Texas MUD region receive monthly awareness and refresher training. All new hires go through a new hire orientation and receive the Employee Environmental Health & Safety (EH&S) orientation. Based on an employee's job responsibility, they receive in-depth and hands-on training in specific areas. There are topics as basic as safe lifting and back safety, confined space entry, fall protection, ladder safety and driver safety among others that form the foundation of our training.

HOW WE DO IT

We use a variety of resources to implement our safety program, but the heart of our effort is our managers and Health and Safety (H&S) Advisors. The Texas A&M Engineering Extension Service (TEEX), Texas Rural Water Association (TRWA) and other accredited training providers use approved training instructors as required by the Texas Commission on Environmental Quality (TCEQ) for licensing requirements and provide continuing education hours to maintain licensing.



Additionally, we use outside experts when more focused and specific topics are discussed.

At any time during the work week, there are multiple training programs discussing safety awareness, reduction of hazards and regulatory compliance. These include daily tailgate safety meetings, near miss and hazard condition reporting, monthly compliance refresher training along with task and process specific training.

Depending on their job description, our team members average about 8 to 10 hours per month in safety training. Training is not confined just to the classroom. Extensive field and on-site training is the key to ensuring both the safety and competency of our team members. The goal of these programs is to ensure that risks are identified, controlled or eliminated. Besides ensuring a safe workplace, it keeps us in compliance with all applicable governmental regulations.

Sometimes we have been asked: "Is your safety record a matter of sheer luck? It can be good to be lucky, but our management team has created, stressed and enforced a safety culture where the health and safety of ALL our team members is our highest priority and a core company value.

The safety programs have created a high level of employee engagement which has helped us identify potential hazards and mitigate them. We strongly emphasize internal

communication. If an incident does occur, we identify the cause of the issue and immediately implement corrective actions and procedures to make sure that it does not happen again. We then share the information with other team members.

We are pleased that our team members understand that we walk the walk when it comes to their safety. We know that our team members are our most important resource and it simply makes sense to make sure that their health and well-being is ensured through these programs.

In addition to those specific safety programs mentioned earlier, there are others that we would like to share with you. These programs include: electrical safety, respiratory protection, safe material handling, fire protection steps, excavation and shoring rules, the use of personal protective equipment, as well as heat and cold work related work issues. There are numerous other programs as well.

We are very proud of our safety record and we know that it takes hard work, training and situational awareness to keep our team members safe.

On behalf of the Texas MUD Leadership Team

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