

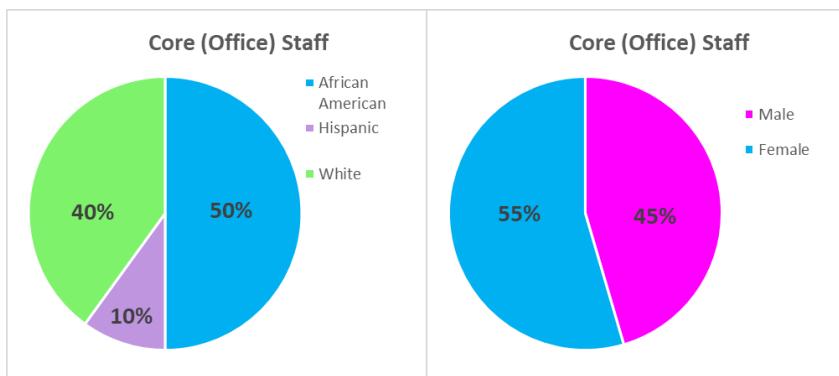
The Power of Diversity

Why does Diversity matter? Diversity can be a business competitive advantage. How you ask? Well, when a company is not only diverse, but leverages that diversity, that company is positioned to do business better in terms of the products and/or services it creates or provides and the challenges it faces and must overcome. Diversity is like a reverse prism. In optics, a triangular prism will take white light and disperse it in such a way as to show the colors in the rainbow - red, orange, yellow, green, blue, and violet. Diversity, in business, is like taking the many colors and focusing them through the prism to create white light. This light can then illuminate how the business operates. Illumination allows the business to see opportunities and challenges more clearly, differently, from many vantage points and as such to be more creative in products & services and solutions it provides.



Real diversity, in business, is not about race or ethnicity. It is not about gender, male or female. It is about different life experiences, thoughts, thinking, and perspectives. Sometimes these differences correlate with race, ethnicity, social economic standing, gender, etc. But it is the differences that matter not the visible external attributes. When (this diversity is) put through the focus of strategy, vision, and mission of a company, it can have a significant, positive business impact.

At OTM, we value real diversity. Yes, we are proud to be a Minority Business Enterprise (MBE) certified with both the National Minority Supplier Development Council (NMSDC) and Erie County, NY. We are even prouder to be a diverse company in terms of our demographics (see demographic charts below). Most of all we are proud to see diversity at a deeper level and to work hard to leverage it into how we do what we do!



Diversity at a Deeper Level



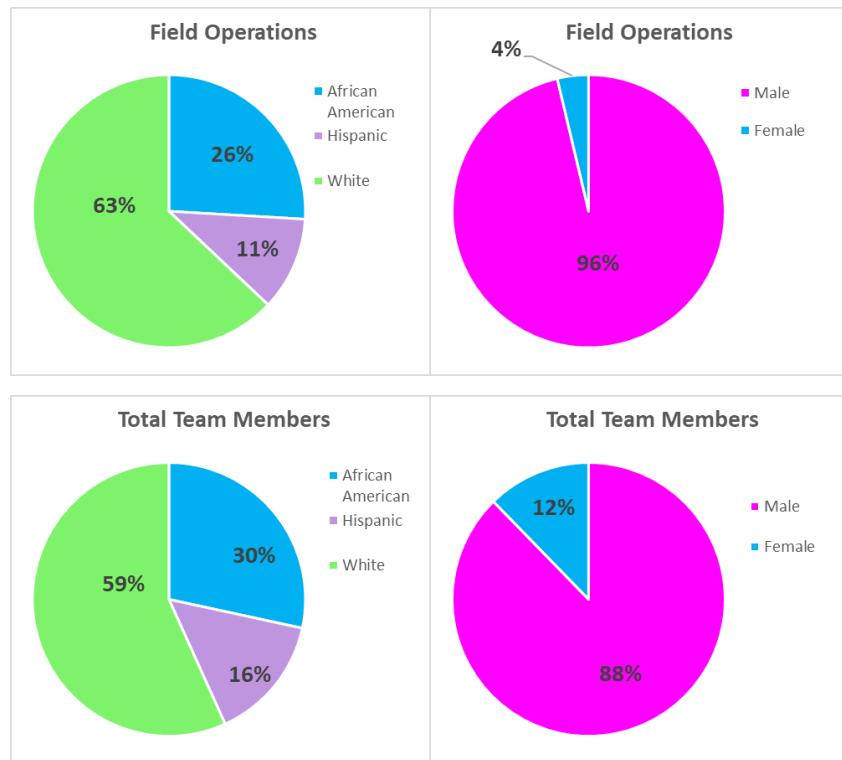
John Sandusky is a Damage Prevention Vehicle (DPV) Supervisor in the Avangrid NYSEG Program. John's

love of history and watching World War movies interested him in wanting to create what he saw on the movie screen. His love for building models started when he was 8 years old. This hobby that he enjoyed so much turned out to be something that he has done professionally for over 40 years!

John states that building models has been a great stress reliever. He can sit down for hours, do something he has a passion for, and forget the world and its troubles for a while. It has also helped him in his organizing and artistic skills. His hobby has somewhat turned into a second job for him.

John has made models for clients and museums all over the U.S. and overseas for years now. Most of his work has been done for sons and daughters to give to their parents or grandparents that have served in the armed services. (Check out a view of his models below)

This dimension of John, his hobby/passion for building models, is a part of who he is and is a part of what he brings to OTM. It is an element of diversity that benefits us as he participates in the DPV program as a supervisor. Is John a minority (as defined by the US)? No. Is he a woman? No. But he brings a certain set of life experiences, thoughts, thinking, and perspective to our company and his program. We welcome it as we welcome yours!



NEW OTM Safety Team

OTM' New Occupational Safety & Health (OSH) Team" has added new team members. Jon Miller, Jackie Harrison, and Heather Granger have joined Lisa O'Neal, Rob Polimeni, Chris Lofton and Wayne Coleman. Throughout 2021 the team has a number of goals to accomplish, such as sending out monthly Safety Tips, creating an Office and Field Safety Inspection form with an expected number of completed inspections by Supervisors, and developing and implementing refresher Safety Training for all employees.



Below is a five (5) point statement of the OSH Team's mission:

1. Company's Commitment to Workplace Safety

The best way to start spreading awareness about the importance of workplace safety is to make it a company-wide value. OTM implemented Safety in the company's [Mission Statement](#), however Management must reflect these values in words and in action. This does not mean just verbally encouraging employees to follow proper safety procedures. It means the company must also conduct thorough investigations of each workplace accident.

2. Assess Workplace Risks and Hazards

Management needs to get a proper assessment of everyday hazards specific to our workplace, this includes in the Field & Office. It is important to get employees' opinions on the company's Safety Program. Since the employees work in these conditions every day, they can often give insight about risks that are not obvious to Management's eyes.

3. Create a Written Protocol for Employees

Once we have assessed all workplace hazards, we can start creating/updating the guidelines for our Safety Program. To create a Safety culture that exhibits accountability, "employee job descriptions" must be clear and in writing and must state specifically the issues and requirements regarding Safety and Health responsibilities.

4. Emphasize Employee Education

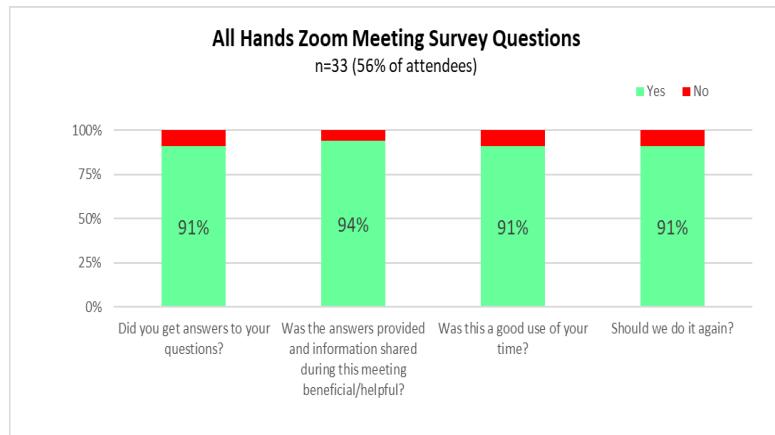
Employee training is always done when the employee is first hired, Management should train employees on any new changes in procedure or Safety awareness, e.g., review CAR's & PAR'S, Safety Refresher Training etc.

5. Implement and Evaluate.

It is critical that the company investigate all workplace accidents (and fill out the proper paperwork), no matter how minor they may be. In most cases, these incidents are entirely preventable. It is important to determine the root cause to come to a safer solution in the future. This will be done by creating a PAR (Preventive Action Report) and/or a CAR (Corrective Action Report) and communicating appropriate information to all company employees.

Successful OTM All Hands Meeting

OTM held an All Hands Zoom Meeting on Wednesday, February 10. Nearly 60 team members or 75% of our company attended which was awesome! Based on the post meeting survey results, the information shared at the meeting was beneficial and helpful and just about all in attendance believes we should do it again. We will likely plan something for the 3rd quarter of this year.



For those of you that attended and participated, thank you. To everyone we look forward to the next All Hands Meeting. To see the complete listing of Q&As, just click on the following link:
[All Hands Zoom Meeting Q&A](#)

OTM's Growing Fleet by Chris Lofton, Fleet Program Manager



Our fleet grew from 38 vehicles in 2020 up to an amazing 75 vehicles as of February 2021! We started 2021 with a diverse mix of vehicles – Chevys, Nissans, Subarus, and a few Hyundias. 2021 is here and this is the first year for vehicle leases ending and needing to be replaced. Throughout 2020, we took a hard look at what vehicles were the best choice for each program (e.g., cargo space, trunk space, etc.), collecting feedback from our team members, and considering other factors total cost-of-ownership which includes lease price, fuel efficiency, and repair & maintenance costs.

Safety First

In 2021, we will be focusing on all aspects of vehicle safety from choosing the ‘right’ vehicles to using our vehicles safely and responsibly. Specifically, we will be focusing on

- **Daily 360° Vehicle Walk Arounds.**
- **Ongoing Vehicle telemetries** (e.g., speed/speed vs. local limits, braking, etc.) or Safe Driving.
- **Monthly Vehicle Safety Inspections** (using Wufoo electronic forms).
- **Preventative Maintenance & Repairs**

Vehicle Selection Process

We have developed a process to choose the right “tool” (vehicle) for each program. Each program and associated geographical area are different. As we have added new programs/areas, we work hard to select the vehicle that is the best fit for that program and the company. In order of priority, we focus first on safety, and then on reliability, warranty, and total cost-of-ownership which includes monthly lease price, expected fuel costs, repair and maintenance costs over the lease term, and residual value at end of lease.

Although it has taken us a little time, we believe we are on the right track. Below shows our selections and plans over the coming year:

OLD VEHICLES	NEW REPLACEMENT VEHICLES	DATE
SUBARU IMPREZA	HYUNDAI KONA	1Q21
NISSAN ROGUE	HYUNDAI TUCSON	1Q21
HYUNDAI ELANTRA	HYUNDAI KONA	2Q21



Kona



Tucson

Adieu Sparky



2021 also brings us to an end of an era. This is a sad note for many (of us) with several fond and tearful memories for OTM.

We pause and say a silent prayer for our beloved friend better known as "Sparky", "Hot Wheel" and many other nicknames. The Chevy Spark has served us well as the first vehicles to enter our fleet for the Damage Prevention Vehicle (DPV) program. These vehicles have been all over New York State and have now been phased out of the fleet forever. So long dear friend!



A few Sparky Jokes from Rick Rambo

We needed to find some parking space to store 9 of our OTM Chevy Sparks. One of our DPV drivers said he knew a place with 3 parking spots available!

Driving past Seabreeze, I was pulled over by an unmarked car and arrested. Why? They thought I had stolen a bumper car out of storage.

An OTM DPV driver went to his birthday party. When he got there a big cake was in the middle of the floor. To his surprise, a model did not jump out of the cake. A Chevy Spark popped up instead!

A DPV driver was leaving a work site when he saw in his rearview window, a bunch of construction workers laughing. He stopped, went back, and asked what was so funny. He then noticed that one of the workers was laughing so hard he had wet his pants. Another worker said 'did you know that you made a u turn in one lane of the two-lane street!'

My last stop of the day I ran into a corner store for some chips and a coke. I came back to find my Spark missing. (What in the world?) then I heard all this noise on the other side of a stockade fence. There was my Spark hanging from a tree with a bunch of kids beating it with this stick. I said 'hey' 'hey' what do you think you kids are doing? They finally said to me, "Mr., this is the toughest pin yada we have ever come across."