

## An OTM Success Story being written ...

Although he is only 29 years old, Adam Banks is one of OTM’s most senior employees. Adam started with OTM back in March 2015 as a fire hydrant inspector. OTM had just been awarded the Monroe County Water Authority’s bid to do over 20,000 hydrants inspections per year for three years. Adam did hydrant inspections with a team of 5-12 other employees. In 2016, Adam moved into a quality assurance/field lead role on this program. Unfortunately, the program ended in December 2016, 1 year earlier than the contract term and we had to end Adam’s employment at that time.



In February of 2017, OTM was expanding the RG&E Damage Prevention Vehicle (DPV) program from 9 to 14 drivers and we reached out to Adam who was available to rejoin the company. Given the shortness of the OTM employment gap, we continued Adam’s employment term as if it had not been interrupted.



Adam not only started contributing as a DPV driver, but he started his training in earnest in underground private utility locating. He has been trained by both Master Locators, Wayne and Gary, but mostly Wayne. Last year when Heath Consultants needed assistance on locating RG&E’s One-Call 811 tickets, Adam along with Lorenzo Davis and Tom Farrell were tapped to support this work, in addition to their DPV duties. Adam located gas and electric 811 tickets in the Rochester area. In addition, he has worked with Wayne, Gary, Al, and Doug as well as independently, locating private utilities such as electric, telephone, fiber, etc. Adam has learned to use multiple piece of radio frequency (RF) equipment including the infamous and sometimes dreaded Pipe Horn.

Over the past 4 or 5 months, Adam has also supported locating Buffalo Sewer Authority (BSA) sewer in Buffalo NY, and Southern Tier Network (STN) and Empire Access (EA) fiber optic on an as needed, as required basis. He backs up Robert Milks for BSA and he along with Lorenzo (Davis) and Tom Farrell locate for STN and EA. So, over the past few years, he has become a multi-skilled employee contributing positively to OTM in several business areas and

programs.

When Adam started with OTM we had absolutely no benefits of any kind. Not that he really needed much at that time, as he was yet a single man. Now, as some of you may know, he has recently become a married man. Now, of course, OTM offers employee benefits such as personal time, vacation time, paid holidays, health care, dental, life insurance, and 401K. By the way, his wife bakes awesome cookies!

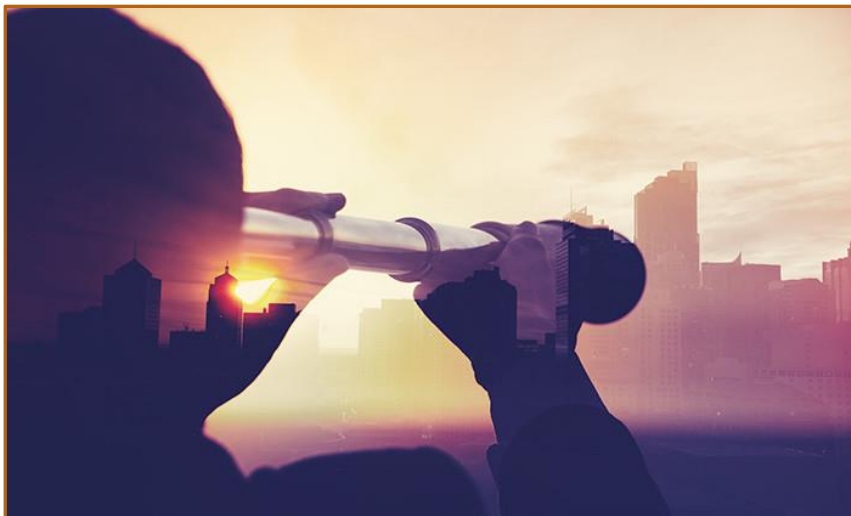
Adam is relatively speaking a young man but as it relates to OTM he is one of our most senior employees. He represents a success story in that he has grown in skill/capability as OTM has grown and needed more from him. He has always been a man of character and integrity and so not only is he doing a great job, but he is representing the OTM core values in the work he does.

The OTM story of Adam Banks is still being written and only our Lord knows how it will progress but thus far it has been a good story and a model of how things can work out for an employee. We wanted to share this story with you and if you happen to see Adam in the field or in the office, remember although he is young, he is your elder when it comes to OTM. Lol.

## Vision

The year is 2026 and OTM has just moved into its new 15,000 sq. ft. headquarters in Rochester, New York. Everyone is so excited about the move and the future of the company. The company has just eclipsed the \$100MM in sales mark in 2025 and this is before securing their 1<sup>st</sup> multi-million-dollar, multi-year utility management contract in the mid-West.

The new CEO has now fully taken control of the company and its leadership. She did a small restructuring of her leadership team by adding a couple of new persons to the already impressive team put in place by John Bryant. John has now joined the other OTM owners and the 12-person board of directors chaired by Wayne Coleman. This combined team of the board and the executive management is well positioned to move this company successfully into the future.



Well, OTM has come a long way in the past years. They have office locations and operations in Buffalo, Syracuse, Albany, Pennsylvania, Virginia, Kentucky, Atlanta, Georgia, and Florida. The company now has over 650 employees and has a portfolio that covers one-call locating, private locating, gas leak survey, corrosion inspection, cathodic protection system design/implementation/management,

damage prevention vehicles, meter reading, and a host of other services. They innovated the use of sUAS or drone technology in the utilities & survey industry and lead in market share in this service area. They are also the largest private utility locating company and damage prevention vehicle service provider in the nation.

More impressive that OTM's geographical footprint growth and financial performance which is incredible in and of itself, it is fundamental values starting with putting people first. OTM employees are ambassadors of the company, its values, and culture. They simply love this company, their fellow employees, the work they do, and their clients. The people are treated very well. They lead the northeastern area in terms of best work environment and employee satisfaction. They have won Best Workplace for the past 3 years! This could be in part due to them leading the region in competitive pay and benefits. It hard to believe that they have the best pay and benefits and yet are still so very profitable as a company.

Last but not least, OTM is one of the most philanthropic company's in the nation. Although not the biggest in gross sales, their charitable contributions are significant. Last year alone, they donated \$1MM to local and national organizations across of the areas where they operate. More impressive than this, is the acts of generosity done by their employees in various organizations like the United Way.

God has truly blessed this company and this company is a blessing to its clients, its employees, and the communities that it operates in.

## Do You Ever Eat Out of Sheer Boredom?

Here's some healthy tips for eating on the run:

- 1) Start your day with a nutritious breakfast that will sustain you throughout the day. This will keep your blood sugar in balance to avoid a mid-morning energy crash. Fuel up on things like: oatmeal, whole grains, granola bars, Greek yogurt, flax or chia seeds, berries, proteins shakes. Make sure you have a full serving.
- 2) If you must snack, snack mindfully on things such as nuts (almonds/walnuts), dark chocolate (70% or higher), low sugar energy bars, grapes. Have a healthy snack supply in your car so when hunger strikes you don't make poor choices.
- 3) Water, water, water. Stay hydrated. Sometimes you think you're hungry, but you're actually dehydrated. (keep a case of water in your car)

### **HEALTHY TIPS ON THE RUN!**



**Jaqualine Harrison**  
**Accounts Receivables**



## Rotating Tires



**Al Sullivan**  
OTM Fleet Manager

As part of our vehicle preventive maintenance, we rotate tires for all OTM vehicles. This practice can also be applied to your personal vehicle. Rotating your tires as part of our regularly scheduled vehicle maintenance has many benefits. It helps to maintain an even amount of treadwear on all four (4) tires. That prolongs the life of your tires, leads to improved gas mileage and a smoother more comfortable ride. Regularly rotating your tires can also prolong the life of your vehicles suspension components by reducing vibrations. Since you need to remove the wheels to rotate your tires, you get the opportunity to look over the undercarriage components and catch any problems in the very early stages which can save you money down the road. Also, many tire manufacturers require regular tire rotation in order to keep the mileage warranty valid. A good rule of thumb is to rotate your tires at the same intervals you get your oil changed whether your tires show uneven wear signs or not.



**Unrotated Tires**



**Julie Varela**  
HR Manager

## Questions Some Are Asking...

### **Q: 1. Why did we change our policy for unpaid time off?**

In the spirit of continuous improvement, every year we review and update our policies and procedures. We look at our business, business changes both internal and external, changes in state and federal laws, etc. and we make updates if and as needed. As it relates to unpaid time off, we realized that more and more persons were using this in lieu of vacation and/or personal time. Unpaid time while it doesn't cost the business anything in terms of wages, does negatively impact our operations in that we lose a resource doing a job, the ability to deliver our services, and the resulting revenue from these services. As we grow with more and more people taking lots of liberty with this benefit, it was having a negative impact on our business. Hence, we changed our policy to address this, to allow people to use it but in such as ways as to minimize the negative impact on the business.



### **2. Why are there so many policy changes?**

As a small company, OTM has a lot of growth ahead of us. This means we will continue to need to develop and mature our policies and procedures to address matters that change as we change and grow.



### **3. Why are we required to sign annual paperwork?**

While annual reviews/sign-offs of most of these documents are not law, it is industry best practice to do this. Our policies and procedures are very important as they establish what we do and how we do business. It is critically important that all employees understand these policies and procedures so we can operate as an effective business. Hence, the purpose of a signed acknowledgment is to demonstrate that the employee has not only received the information but is also responsible for knowing the information contained within the documents.

### **4. Why are we being GPS tracked?**

OTM spends over \$150,000 in vehicle leases annually. We pay another \$50,000 per year or more in auto insurance. So, vehicles are a critical and significant assets for the company. We need to manage these assets and the associated liabilities. GPS tracking of vehicles enables us to do this. We are able to ensure these valuable assets are being used for the purpose they are intended. We also ensure that they are not being used during off work hours. OTM has a tremendous liability if someone is in a vehicle accident. We have liability both with the employee but also with the general public. This liability and risks is mitigated by using GPS monitoring which only cost us approx. \$7,000 per year. So, \$7,000 per year to protect a \$200,000 a year annual investment. Not a bad investment.

### **5. What other changes do we have to look forward to?**

Lots. Again, in the spirit of continuous improvement, every year we will review and update our policies and procedures. We will continue to look at the business, business changes internally and externally, changes in state and federal laws, etc. We will make updates if and as needed.

# EMPLOYEE REFERRAL BONUS PROGRAM

OTM is always looking for great people, and you can help. If you know someone who you think would be a great addition to our organization and they meet the qualifications for an existing job opening, it will be worth \$500.00. If you refer them for employment, they are hired, and they stay with the company for more than 3 months. Please contact our HR Manager, Julie Varela, [jvarela@otmlocating.com](mailto:jvarela@otmlocating.com), to learn more about this program.

## CURRENT JOB OPENINGS:

- **Damage Prevention Vehicle (DPV) Driver** – Rochester (full & part time positions available)
- **Damage Prevention Vehicle (DPV) Driver** - Orange & Rockland (full & part time positions available)
- **Utility Locating Technician** – New York City Area (full time positions available)

If you know of someone needing a job and you think they would be a good fit refer them to the OTM website ([OTM online application](#)) under the careers page so that they can submit an application. You never know, you may get a referral bonus out of it!



Research has shown that hires who come into organizations through employee referrals are excellent contributors, stay longer, and are more cost effective to recruit.

The referral bonus program has very few rules. Please refer to our Employee Referral Bonus Program for more information.