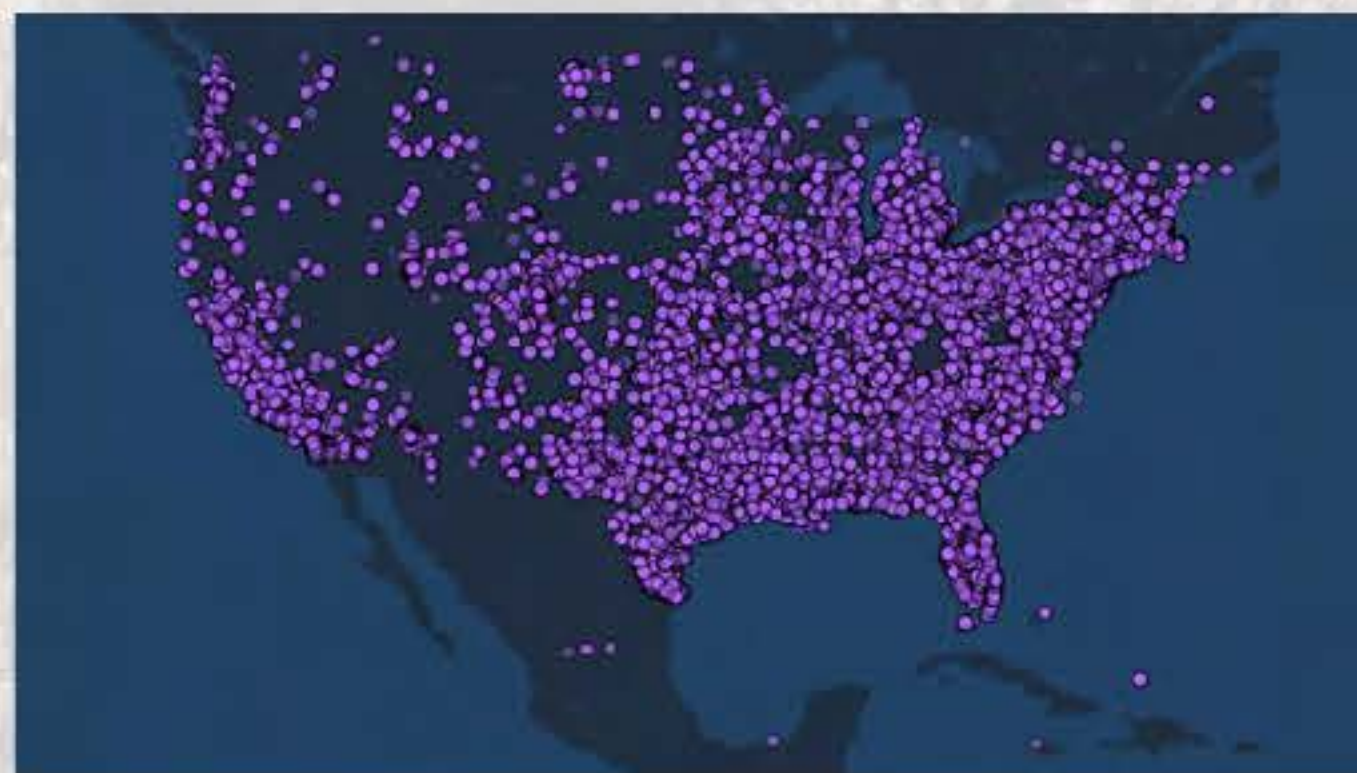




INSIDER

EDITION 14

EDITION **14**





2020 Rearview Mirror

There is no doubt that 2020 has been a year which will not soon be forgotten. From the highest of highs to the lowest of lows, we've experienced it all in 2020. As our calendars near closer to 2021, we wanted to share a short interview with you from Matt considering his reflections on 2020 and also what he sees coming both personally and professionally in 2021. Enjoy!

>> Matt Aston Interview



THE GPRS VISION: 100% Subsurface Damage Prevention

Looking to 2021, we want to be certain our organizational vision is firmly planted in our minds and hearts. The horizon we are driving toward is to create a world with 100% subsurface damage prevention. Every team member at GPRS has a key role to play in us seeking out that vision from the Project Manager to the Collections Specialist to the Project Coordinator to the Business Development Manager to the Equipment Coordinator to the Billing Specialist and on and on. This vision, this cause, is one we can continually rally around because a world with 100% subsurface damage prevention is a safer world for everyone.



Volition - One More Stop

On the Q3 2020 Town Hall Meeting we introduced the idea of One More Stop to our team. Since that time, more than 35% of our team members have emailed Matt to let him know of their commitment to following through on this volition to make one more stop. It's not too late to send your commitment - shoot matt.aston@gprsinc.com an email today! No matter your role, our unified commitment to making One More Stop WILL move the needle on our business and our efforts to reach our vision. We've developed a simple wallpaper for your phones and Surface Pros that can be downloaded and used as a reminder of your commitment to One More Stop. See below for the download!

➤➤ **Mobile Wallpaper**

➤➤ **Desktop Wallpaper**



PTO Update

We've talked often about our company's desire to maintain and Widen the Gap as the employer of choice in our industry. One key concern that GPRS leaders committed to working on was the lost income ramifications impacting our field team members when they take vacation. We know the importance of PTO on the mental and physical health of our team members. Given our unique, incentivized compensation system for our field team members, any day that they aren't in the field because of PTO is a day during which they lose the chance to generate revenue and earn a bonus.

We have developed a way to minimize the lost bonus income realized when taking PTO. You will hear more about this in the coming weeks but, starting January 1st, 2021, all field team members (Project Managers and Senior Project Managers) will receive 1.5x their calculated hourly rate (derived from your stated salary) when they utilize standard PTO.

We want GPRS to continue as the employer of choice not just in our industry but also in the minds of our team members. Be looking out for more communication from Human Resources and your leaders related to this important PTO policy shift for our field team members.



Project Leverage

Project Leverage heads for new heights starting January 11th, 2021 when the Leverage Mapping Initiative, wherein we collected GPS data on every utility locate we perform, takes effect. Concurrent with the Leverage Mapping Initiative, all GPRS team members will have access to our map repository where every individual can search to see if we (GPRS) have performed utility locating work at your site. Further, and equally important, your customers will receive an automatic email sharing the map you've created and offering them the chance to purchase a formal CAD map of the findings.

We see this as a GIANT step forward in customer service, empowering our team with very helpful information, and positioning ourselves to become the key data resource for our largest customers as it relates to their utility location information needs. Be looking for more and more information on this initiative in the near future.



Video Pipe Inspection

The Video Pipe Inspection team is now 10 members strong with plans to add 3 new team members in Q1 2021. The VPI team recorded a little more than \$670,000 in revenue in 2019. If the revenue trends hold for the remainder of 2020, the team will come in at roughly \$2,700,000. In case you missed it, that's more than 400% growth in 12 months!

In 2020, this service officially joined our company offerings as a NEW business unit supporting our vision to create a world with 100% subsurface damage prevention. The VPI team will further entrench themselves as a core service in 2021 as they fight to achieve a goal of \$4,990,000.

Please join me in celebrating the incredible success of this team in 2020 and let's do all we can to support their work in 2021!



Project NEO

Project Neo, our initiative to replace Infor by finding a new Enterprise Resource Planning (ERP) solution, surpassed a major project milestone in December 2020. We have named 5 vendors/platforms to our short-list of future service providers and we have asked for each to respond to a formal Request for Proposal. We are one large step closer to naming our new platform and beginning our implementation and system build-out.

January-March is scheduled for vendor demonstrations, negotiations, and contracting. We hope to have the new platform selected by the end of Q1 2021. Once selected, we will begin building that new system and preparing for a company-wide launch +/- 12 months later. Thank you all for your ongoing feedback related to your hopes and desires for this new system. While we know that no system will ever be perfect, your feedback has empowered our system requirements validation and ensures it will be that much better than Infor.



Vehicle Safety Initiative

This year brought an enhanced effort to create awareness around our driving habits and our team members' safety while operating our vehicles. This effort, initiated in February 2020, has created a 35% reduction in vehicle accidents and a 37% decrease in at-fault accidents for our team. This is fantastic!

But we aren't satisfied. We can be better. We can Widen the Gap on vehicle safety statistics when compared with our industry. You will continue to hear of our "Put It Down" pledge to stop distracted driving and you will see more information from our Area Managers regarding your personal driving habits. This coaching will be empowered by a driver scorecard wherein you will receive ongoing information about your safety while operating a GPRS vehicle.

It's long been known that our greatest safety risk as a company is not associated with our work in the field nor a possible hit on a job site, it's our driving. Our team will have driven roughly 9,000,000 miles in 2020...and every one of those miles was safer this year than last. No doubt we will drive more miles collectively in 2021. Let's raise our commitment to driving safely together!



2021 Vehicles

We are excited to announce that while we will maintain use of our primary vehicle, the Chevy Colorado, we will also begin utilizing the Ford Transit Connect in our larger metropolitan markets. When considering safety, security, efficiency, and ease of use in the field, the Ford Transit Connect is hard to argue against. Be on the lookout for one of these new vehicles to land with your team in the near future.



Merry Christmas!

Many of us can't wait for 2020 to be over given the upheaval we have all experienced over the past 12 months. In looking forward to 2021, let's be sure to not rush through the holiday season. We encourage you to slow down and enjoy this time of year with those closest to you. We wish you and yours a Merry Christmas and a Happy New Year!