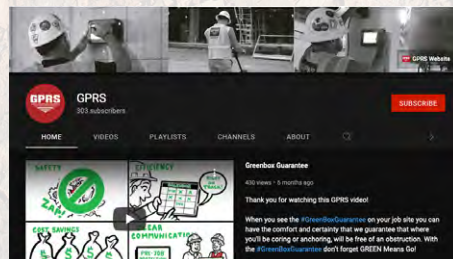
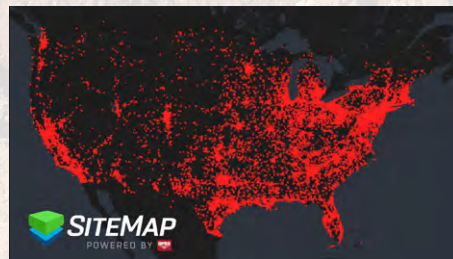
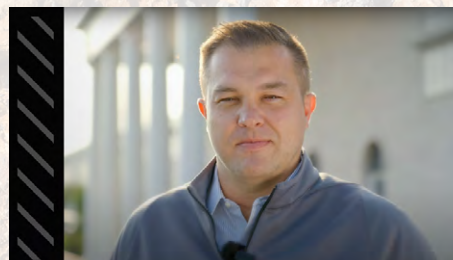
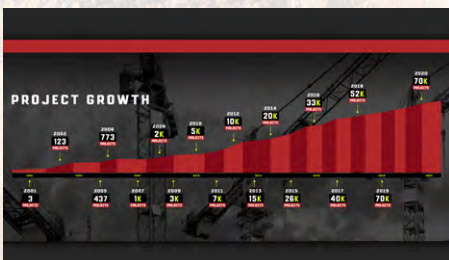




INSIDER

EDITION 19

EDITION 19





Looking Toward the Future

President of GPRS, Matt Aston, set a high standard for us for 2022. This year we are shooting for 20% growth and over 123M dollars in revenue. We can do this with teamwork, growth-mindedness, integrity, mutual respect, and safety at the forefront of our minds.

Matt shared a quote with us from his former pastor. He said, "There is a reason your windshield is 100 times the size of your rearview mirror - it is because what is in front of you is 100 times more important than what is behind you."

Let's keep our eyes forward as we move through 2022!



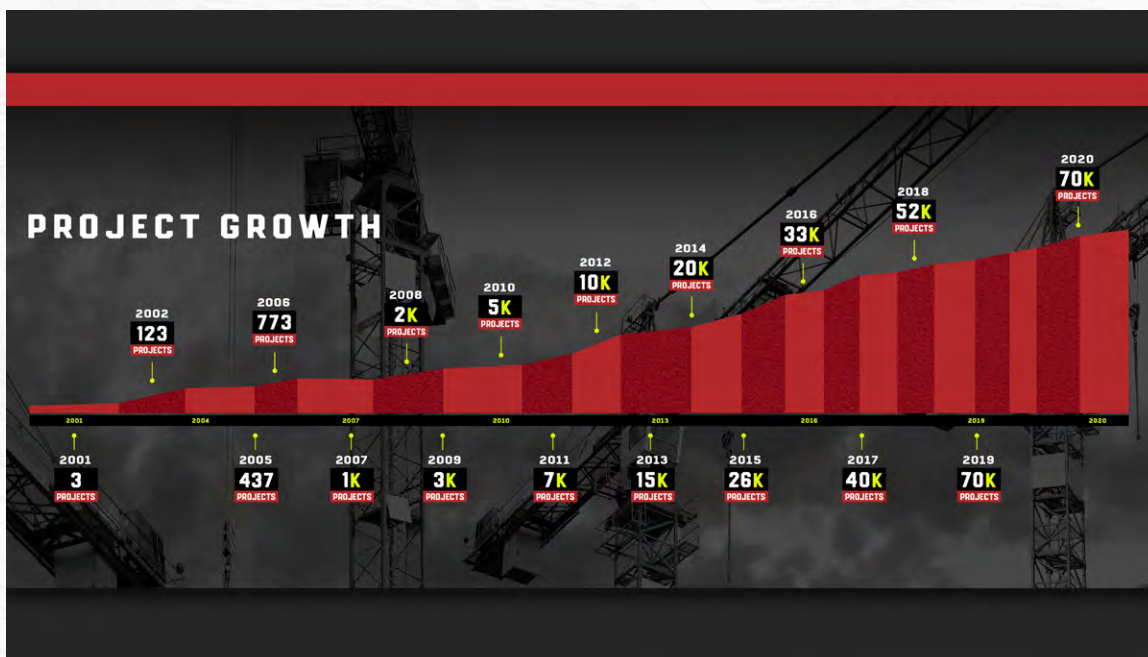
Quality Service Award

In 2021, we had over 127 Project Managers win our quality service award. This means that 127 Project Managers completed every job without a single incident on site. Perfection is hard to achieve, and these Project Managers deserve huge shoutouts for their excellent service!

We want to take a moment to celebrate all our incredible Project Managers. It's important to note that 24 of these project managers have won this award three years in a row. This means they have not made a single mistake resulting in an incident in over 1,000 days!

3-Year Award Winners

Devon Annunzi	Peter Eastlund	Michael Garcia	Jeremy Parrino	Kody Tolleson
Troy Bartlett	Trevor Eklund	Austin Hearn	James Petersen	Zachary Walter
Ryan Catlett	Alfredo Espinal	Alex Hershey	Daniel Slachta	
Cooper Cox	Sean Evans	Allyn Hirsch	Ryan Swartz	
Jacob Cunningham	Nate Fleming	Eddie Holden	Jay Tate	
James Ryan Dennis	Jaime Gamache	Steve Logue	David Terrill	



Marketing Content Calendar

As our Marketing team grows and develops, they've begun implementing a Content Calendar for 2022. While we will continuously promote all our services, these will be the tentative content focuses for the following months.

JANUARY	FEBRUARY	MARCH	APRIL
<ul style="list-style-type: none"> • Green Box Guarantee • Concrete Sawing & Drilling Safety Week 	<ul style="list-style-type: none"> • Utility Locating 	<ul style="list-style-type: none"> • SIM: VPI & Utility Locating 	<ul style="list-style-type: none"> • Construction Safety Week
MAY	JUNE	JULY	AUGUST
<ul style="list-style-type: none"> • Best Practices for All-Services 	<ul style="list-style-type: none"> • Deliverables 	<ul style="list-style-type: none"> • Sitemap 	<ul style="list-style-type: none"> • Video Pipe Inspection
SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
<ul style="list-style-type: none"> • Sitemap - Organize/Optimize Your Site 	<ul style="list-style-type: none"> • Recruiting 	<ul style="list-style-type: none"> • Leak Detection 	<ul style="list-style-type: none"> • Business Reviews



Customer Service Representative Update

We're currently in Phase 3 of the launch of the Customer Service Centers. Phase 1 was Research and Understanding, Phase 2 was Transition, and now we're in Phase 3, the Execution Phase. The team has transitioned smoothly, and we are finding that we have gained further efficiencies and consistency by consolidating the location of our PCs. Ultimately this allows us to deliver a better experience to our customers.

We have successfully transitioned from serving our customers on a regional basis to the new National Service Model. We are looking toward our step into Phase 4. Phase 4 is the Development Phase, where we continue to widen the gap between us and industry standards - improving our already industry-leading customer service. The Transition from the old model to the National Service Model is following the idea of a dimmer switch - we are getting brighter as we slide forward!

Additionally, we're in the construction process at the new building in Toledo. This facility will house the East Customer Service Center. We also just signed a new lease on a much larger space for the West Customer Service Team, giving them space to have meetings and grow their culture as a team in one space.

Lastly, I want to give a shout-out to our recently promoted team members. Liz Garcia was promoted from PC to PC Manager in the East (TOL), and Ryan Witte was also promoted from PC to PC Manager in the West (PHX)

Jason Schaff



Training Academy Update

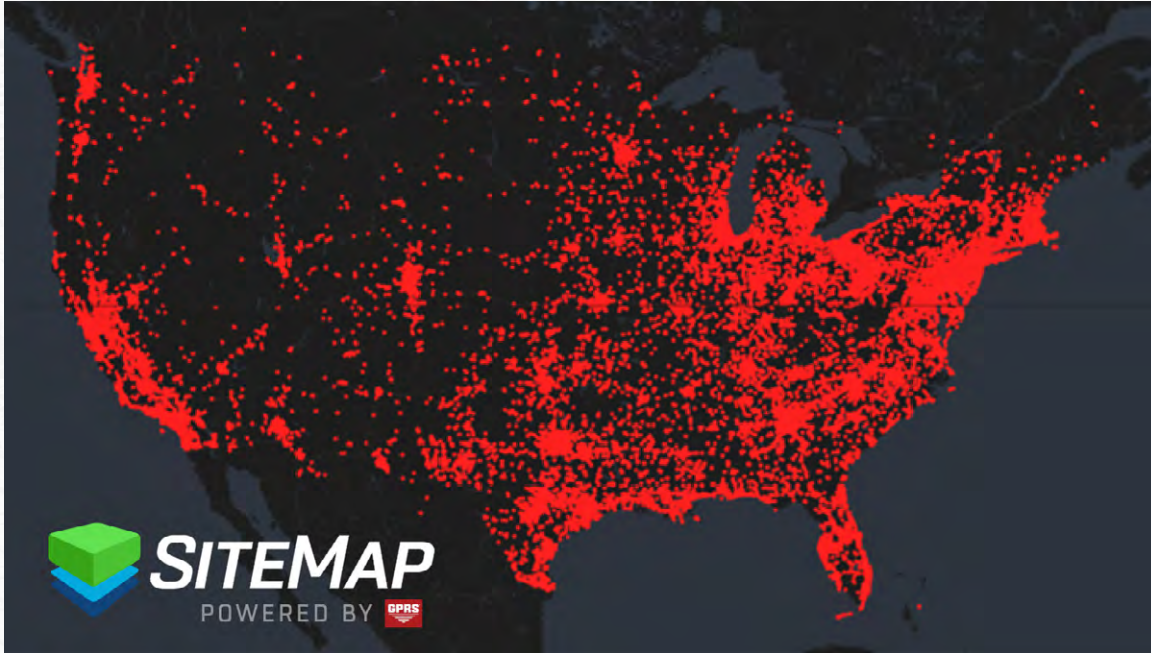
The new Silica training facility is scheduled to be finished and in use by the end of April. We now have a 3200 square foot post-tension training slab for training purposes. The training slab will be broken up into four classrooms, allowing us to accommodate more trainings at once. These classrooms will also have partition walls that can be removed, allowing trainees to scan the entire space.

The garage portion will provide an additional training space underground for a simulated gas station. This space will allow the trainees to practice utility locating in a complex environment while not worrying about factors like the weather or site access. On top of the gas station site, we will have conduits underneath the slab for slab-on-grade scanning.

We're excited about how this training facility will benefit the trainees and the future of GPRS. This is truly a one-of-a-kind, state-of-the-art facility.

Jamie Althausen

»» Want to catch a sneak peek of the new facilities?
[Click Here](#)



Sitemap is Around the Corner!

We are continuing to work on Sitemap, and every day we get closer to reaching our goals. As we know, Sitemap is an incredible feat, and we're excited to press forward toward the finish line. But while we're in the interim, we want to highlight the Project Manager's hard work in collecting the data.

We've collected over 175,000 outdoor utility maps! We could not achieve this monumental task if it weren't for the diligent work of our Project Managers and the surrounding teams. We thank you all for your diligent work!



Radar Guys update:

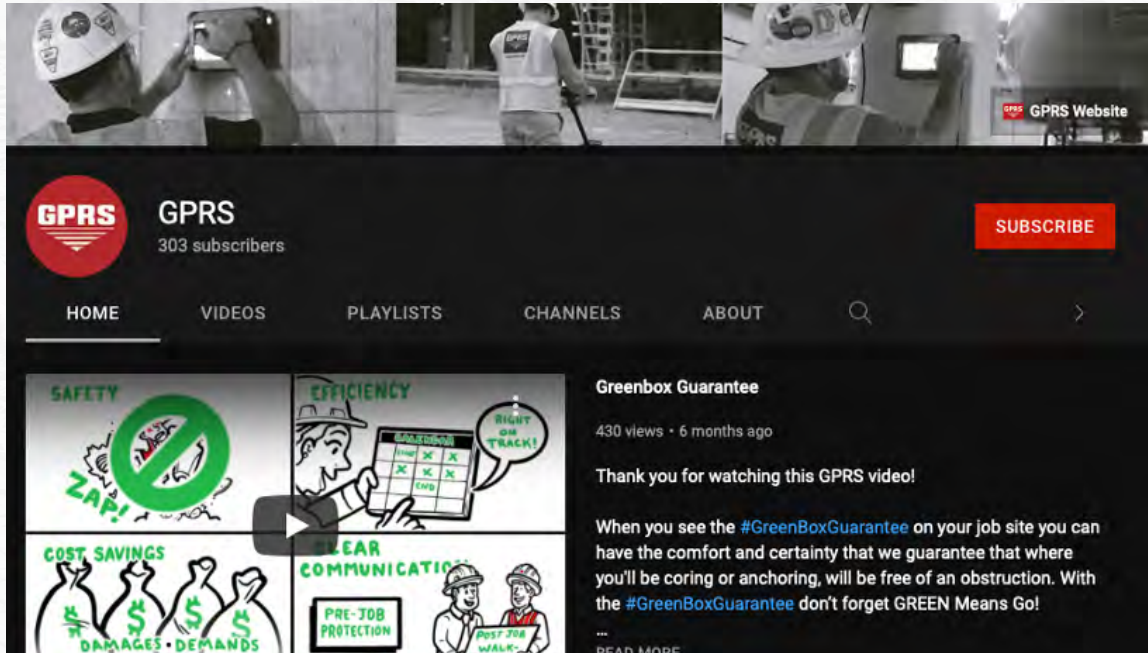
The launch of the Radar Guys Podcast has been a great success. They recently launched a new segment where they'll be quizzing us all with some fascinating trivia, don't miss out!

The Radar Guys also launched their Instagram page @TheRadarGuys so make sure you head over there to give them a follow.

Want to be on the podcast or have any ideas for segments?

➤➤ **Email the Radar Guys [Here](#)**

Subscribe to the podcast!



Growing Content

This year we're focusing on growing our YouTube channel. Our YouTube channel hosts various videos such as Safety Chats with industry experts, illustrative product explainer videos, and other inside looks into GPRS.

Please, take a moment to subscribe and check out our content. We're producing better and better videos every day! Each and every subscriber and like matters, as it all helps contribute to YouTube's algorithms. The more traction and activity we see on our YouTube channel, the more likely YouTube is to promote us to others interested in our work!

Vince Palko



Concrete Sawing & Drilling Safety Week

Our 2022 Concrete Sawing & Drilling Safety Week was a massive success! We want to thank all our incredible team for helping us put on the most successful Concrete Sawing & Drilling Safety Week to date!

GPRS is focusing on being a thought leader in construction and worker safety. We visited over 130 job sites this year and presented to more than 5500 people! That's more than twice the amount of people we reached in 2020. We're so grateful to promote safety and make a difference in people's lives.

Again, thank you to everyone who helped us put on this excellent campaign. We're excited to see what next year holds in store.



Featuring Taryn Boyett from Collections

We will feature a different GPRS team member for our newsletter each quarter. This quarter we're featuring Taryn Boyett, one of our accounts receivable managers. Taryn works in collections, and we asked her a few questions about her department.

What's new lately?

We said goodbye to Kim Graff, who retired in December, and hello to Mary Kish, who started with us last month. Mary is now covering Midwest's outstanding accounts. Additionally, we added another Collections Admin, Sherry Williamson, to help support our team! We are thrilled to have them both!

What is one of the most interesting recent events in your department?

Our VPI & Central region collections specialist, Andrew Simpson, recently had a baby on January 29th, and we're so happy for him!

What are you most excited about for the future of your department at GPRS?

Two of our biggest, most challenging accounts just went to 90-day payment terms, and considering we just received payment on a 1000 day old invoice, this is a HUGE win. Additionally, we are excited about the results of our collaboration with the PC Team. Their attention on delinquent accounts while scheduling new work has translated into payment! It has been an incredible example of excellent teamwork.