## TONLINSON TIMES

WINTER 2021/22

#### INTERNAL NEWSLETTER OF TOMLINSON GROUP OF COMPANIES



## ONE TEAM An Emerging Vision on Montreal Road

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As summer has rolled around, the Red Army has continued to give 100% of their effort and strive to deliver the highest standards in every project. This is certainly the case for the Montreal Road Revitalization project.

This project is a large construction job that spans on Montreal Rd. from North River Rd. to St. Laurent Blvd. and includes North River Rd. from Montreal Rd. to the cul-de-sac. As part of Ottawa's Vision Vanier, this project's goal is to construct a vibrant and welcoming main street that allows for residents and businesses to thrive. With this in mind, the team has been extremely attentive to the needs of the various businesses and people in the community throughout this entire project. The Montreal Road Revitalization project includes a wellbalanced transportation network for transit, pedestrians, cyclists and vehicles. There is also a need to replace existing ageing watermain, sanitary sewers and storm sewers as well as perform road drainage modifications and bring overhead utilities underground.

A strong collaborative approach has taken place for this project. With extensive consultation with the City of Ottawa and support from Robinson Consultants, everyone agrees that this project is trending in the right direction. A strong communication strategy revolving around the idea of One Team has allowed for great resource-sharing opportunities across crews. This has



#### MESSAGE FROM THE CFO

#### **CORE VALUE:** Work Ethic

In late August and early September, we distributed our employee engagement survey to all employees. Overall, our results were very positive in all aspects of the survey. There are pockets within the organization that we need to build upon and several groups that are firing on all cylinders – we need to replicate what they're doing! We are sharing results from the survey in small group presentations. I have really enjoyed going to the various locations and bringing people together to discuss results for the team. This has been a great opportunity to meet face to face and hear what is working well and where we can make improvements.

2020 and 2021 have been tough to get out to visit employees, but with COVID restrictions easing up, I'm very happy to be able to talk with our employees in-person again.

Financially 2021 was a very strong year. We worked together building our One Team and were able to complete some large-scale projects and exceed our customers' requirements. This couldn't have been done without all of you pulling together.

As we go forward into 2022, I look forward to another great year. We need to continue to strengthen and build our team in both technical and leadership skills. In order to be successful long term, we need to continually invest in our employees.

Merry Christmas and Happy Holidays to you and your family!

**Ron Tomlinson, CEO** 

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simultaneously benefitted subcontractors and partners on this project as change requests came through.



Being a busy main street, accessibility has been a priority for the project team. Many aging sewers that required replacement cross underneath the road from one side to the other. For accessibility reasons, the team ensured that one lane was always open to vehicles even during sewer replacements. This hard work and additional level of complexity didn't go unnoticed.



Additionally, current and future developments were being accounted for at every step of the project. Temporary hoses were placed to minimally disrupt businesses. In this project, there were critical water users that couldn't have their water supply put on hold even temporarily. A lot of coordination with the city's Drinking Water Services ensured that installation and connection was done as seamlessly as possible.

A strong work ethic has allowed the project team to overcome challenges since the get-go. Issues arose and were managed quickly and competently as a team; the challenges of COVID and supply chain issues being big ones in the construction industry these days. Clear and continuous communication has allowed for issues to be brought forth and addressed quickly. Vanier, being a community with a unique and distinct identity that was built many years ago, has a lot of pre-existing underground infrastructure. Having to maneuver around some unexpected underground surprises has provided us the opportunity to support the city



further. Nowadays, with our technology being what it is (more accurate, more consistent, and encourages better tracking), we can update underground records to improve the City of Ottawa's details for better planning in the future.



Another item that is bringing a benefit to Montreal Rd. is the use of self-levelers (frame & cover). This is to ensure manholes on the streets rise and fall with the road over the years to prevent holes or bumps. While this is something Tomlinson has been doing for a long time, these specifications are now being standardized by the City of Ottawa.

The project team for the Montreal Road Revitalization project is comprised of eight crews, including subcontractors, and is spearheaded by Jeremy Lemieux (Project Manager), Luc Dechamplain and Gary McNulty (Superintendents), and Matt Fait and Mike Adamovits (Project Coordinators).



Work ethic as one of our core values is a guiding principle to successful project completion. Being sensitive to the needs of the City of Ottawa, businesses and passersby alike all while ensuring the highest product delivery is what makes us recognized across Eastern Ontario. We are thankful for the opportunity to support the City of Ottawa in their plan to realize the Montreal Road Revitalization vision. Let's keep up the great work!

## **WE WANT TO HEAR FROM YOU!**

In late summer, we had employees complete an employee engagement survey. Employees were asked questions on 15 different topics. Based on the survey feedback, we were able to determine what some of the key drivers are for employee engagement levels at Tomlinson. The top 5 include:

- · Diversity & Inclusion
- Teamwork
- Communication
- Organizational Vision
- Professional Growth

from across the organization to do a deeper dive into the feedback received in the survey to hear firsthand about what is working well, where we may have some challenges and to provide a firsthand business update. We'd like to thank everyone that participated

Ron Tomlinson will be meeting with employee groups

in the employee engagement survey and look forward to hearing your thoughts directly as we work our way through the various locations.



## CUSTOMER SHOWCASE RESIDENTIAL CONSTRUCTION MAKING AN IMPACT

When you think of construction at Tomlinson, you may not think of our residential team right away. But that's going to change as the residential team, formerly known as the basement division, is making a statement through its rapid growth.

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A contract for the residential team might look something like this; digging basements and adding the utility and service lines from the mainline to each unit. From there, the team backfills and does grading and landscape work. From time to time, they may be asked to perform additional cleanup work to help the next group of contractors. A contract might range from a one-time 15-unit request to a multi-year contract of 400 units.



The residential team sees themselves like an all-star hockey team. Yvan Piché, the "head coach" of the team, understands that he needs to support "his players" in many ways for it to succeed. He prepares the strategy and decides which players will participate in the projects. The superintendents are the "assistant coaches" – they analyze past projects and prepare for future ones. They provide advice and help build a game plan. The foremen are the team "captains". They're the team leaders, the role models with the experience that are the face of the team, experienced players that guide and direct in real-time during the projects.

Each person is integral to the team – they're a tight-knit group that always aims to give 100% effort to get the job done! The teamwork that comes together and delivers is what makes this group an all-star team.



The other groups at Tomlinson are also incredibly important to their success and make a big impact. To get the job done, the residential team requires materials from the quarries, shovels and dozers from Operations and are often hired by our existing customers after sewer and watermain projects have been performed in the area.

While the residential team isn't playing against an opponent, they still give their all to meet clients' expectations.. It's important to understand what the clients need and adapt to the situation. If the weather isn't cooperating one day, they still have to find ways to be productive and stay ahead of schedule. Similar to the playoff series, in the residential industry, you are often given the first phase of the contract and are only awarded the next phase if you've performed well.

Time and time again, the residential team has delivered. They've expanded in size and keep getting follow up contracts. Their strong commitment to the projects is clear as soon as you step on to their job sites.

GO TEAM! LET'S KEEP THE WINNING STREAK GOING... I MEAN DIGGING STREAK!





The motto at Kiewit is "Nobody gets hurt." To them, nothing is more important than safety.

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May 18<sup>th</sup>, 2021 was a normal workday for the Sewer and Water (S&W) crew, run by Dan King, on the Kiewit Eurovia Vinci (KEV) Edgeworth jobsite. While working that day, the crew suddenly heard a buzzing noise coming from above. When they looked to find what the source of the noise was, they noticed a drone was hovering around the job side. To their surprise, the drone came down for a closer look at what they were doing. Not thinking anything of the strange drone, the crew carried on with their day. Unknowingly to them, the drone was an unannounced site inspection by KEV.

Later that same day, the entire sewer and water crew received a safety chip for outstanding safety on their job site. KEV does not hand out safety chips to just anybody. Duringthe drone inspection, KEV found that the site had extreme housekeeping, proper fencing, barricades in place, equipment and tools away from excavation; signage and flaggers were in their proper places and safely directing vehicles and pedestrians; and the personal protective equipment being worn properly by all workers on site. Tracy Parks, the Safety Advisor, spoke with the KEV group about the inspection, and was informed that this crew deserved these safety chips not only because of their great work but because of the continuous effort that is always put in by the crew. As this inspection was unannounced, Kev was very pleased to see a group working this safely without notice. Dan King and his crew



were proud of their safety achievement, as they should be.

This was a job well done for Dan King and his crew, and Tomlinson applauds them. Keep up the good work guys!

In addition, KEV recognized more Tomlinson paving crews for their safety efforts as June's Safety Crew of the Month. Namely the Stephen Barnett crew, the Brian Maxwell crew, and the Trevor Shaver crew with Yves Bisson as the superintendent on the project.

Way to go! It comes to show how the Red Army delivers safely and commits to a strong work ethic.



### SNC SAFETY CHAMPION: BOBBY BRYAN

Workplace safety champions are the beating heart of a strong health and safety culture. They are passionate about safety; they take an active role and lead by example among their peers.

No two workplace safety champions are identical, but almost every single one of them has at least one standout quality that helps them excel:

- They are natural motivators. They treat their personal safety with deep respect whether they're in the middle of a task at work or taking a break,
- They lead or actively participate in toolbox talks, helping foster an open safety culture that welcomes input from everyone,
- Safety champions are open to new ideas and discoveries. If there is a chance to improve the safety of their team, they will take it. Sure, sometimes implementing something new might take a lot of effort, but the possible improvement to everyone's safety is worth the work, and
- Champions not only bring issues to attention, but they will also celebrate the successes!

Bobby takes great pride in his team and for being recognized as a Safety Champion. When asked how he thought he achieved this recognition, he simply said "I am open-minded and welcome all communication from SNC and Tomlinson's Safety Advisors. They are here to make sure we are doing everything safely. Everyone needs and wants to go home safe



to their families." The first step to creating a strong culture of safety is to notice those who are doing a good job; and through them, you can create improvements and build upon existing structures. It's also important to reward these champions accordingly, which will encourage them to continue promoting workplace safety. This is something to be proud of.

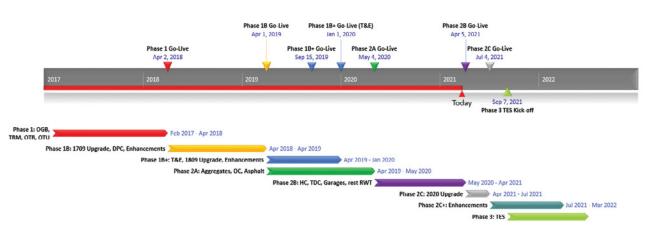
CONGRATULATIONS TO BOBBY BRYAN AND HIS CREW!

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# AFTER A 5 YEAR PLUS JOURNEY, WE ARE HAPPY TO ANNOUNCE THAT <u>PROJECT BEDROCK IS NOW IMPLEMENTED</u> AROSS R.W. TOMLINSON LT. AND ITS RELATED CONSTRUCTION DIVISIONS!

#### **Project Implementation Timeline**



#### WHAT HAVE THE PHASES LOOKED LIKE?

After our initial go-live in 2018 for Tomlinson Ready Mix, Ontario Trap Rock and our baseline SAP system, we have had four additional implementation phases to bring on Dufresne Piling, travel and expense management, Aggregates, Ottawa Construction and Asphalt divisions, Heavy Civil, the garages and Tomlinson Development Corp. During this time, we also performed two technical system upgrades.

We now have almost 800 SAP users using most of what SAP S/4 HANA has to offer. This includes a large number of users using our 17 Fiori Field Data Capture (FDC) apps, our 30 RWT Mini-Apps from Communi-T, and our Fiori Tomlinson Expense app. We have come a long way from where we started!

With a project like this, we are never finished. Now that we have the materials and construction groups on SAP, we performed an update in our SAP S/4 Version. As of July, we've kicked off an enhancement project so we can start to optimize our solution. The goal is to simplify the day-to-day for our end-users. We're looking to further reduce manual input for data entry.

We are pleased to announce that, in the Spring of 2022, we will be kicking off the implementation of Phase 3 of Project Bedrock. Phase 3 will involve bringing Tomlinson Environmental Services a new operational ERP that we will interface with SAP S/4 HANA. Stay tuned for more on this in future articles!

Last, but certainly not least, I would like to take this opportunity to thank everyone that has been directly and indirectly involved with this massive undertaking. This includes the support of our Senior Leadership Team, Project Steering Committee, Subject Matter Experts, Change Management team, SAP S/4 Consulting team from Illumiti and the amazing Tomlinson employees who have provided comments, insights and attended training sessions.

Should you have any questions or comments, please do not hesitate to reach out to SAPSupport@tomlinsongroup.com.

## TOMLINSON IS NOW SELLING MULCH! AN INNOVATIVE AND ENVIRONMENTALLY FRIENDLY OPTION

Tomlinson Environmental Services is proud to announce that we are now selling mulch. Our new product offering is being processed at our Carp Facility to help you step up your landscaping game!

#### WHY MULCH?

It's a great weed suppressant and helps retain soil moisture. Mulch also regulates the soil's temperature which can be vital to the growth and liveliness of a garden. As the mulch breaks down over time, it adds nutrients and organic matter into your soil, maximizing the soil's health.

This mulch is created from reclaimed wood. It's properly ground and screened, and the dye doesn't fade once it's on your lawn. We offer red or black mulch, perfect for either a natural blended look or a bold statement. We ensure that only the highest quality of mulch is available to you.

We knew we could create a new, recyclable product. We used an old Tomlinson cement mixer to test this product. It worked so well that we decided to move forward with production. Innovation at work!

This new mulch is available for Tomlinson customers, our employees, and the general public. We offer two different sizes of mulch – a yard or  $\frac{1}{2}$  yard. Pick some up today at 106 West Hunt, our Carp facility.

The next time you decide to enhance your landscape, think about the enrichment mulch can bring!



## **GOING GREEN!**

Tomlinson recently purchased new fully electric shared vehicles! With initiatives like these around the company, it moves the dial towards a greener future for everyone. Our shared vehicle fleet was introduced as a pilot project in February 2021. The purpose of the shared vehicle program is to further our commitment to the environment, reduce capital expenditures and offer an innovative benefit to our employees.

#### **FUN FACTS**

- Electric vehicles convert 60% of grid energy to electrical energy. Conventional gasoline vehicles only convert 17% to 21% of gasoline to electrical energy.
- Electric vehicles have immediate torque there is no lag between the time you step on the accelerator and the time the motor sends power to the wheels.
- One full plug-in can charge the Kia e-Niro to about 380km





## DEMYSTIFYING I.T. PART 1

Every company has an IT department these days. They're off in their little corner talking IT mumbo jumbo and somehow know all the answers about every technology-based software or hardware product question that we ask.

If we asked you to list off what IT does, you might come up with software support, hardware handout like phones, laptops, and iPads, or email security (a hot topic these days). We can safely say that there's a lot more hard work happening behind-the-scenes.

As an example, how often have you seen an app, software, phone, or computer update request at home or at work? Pretty regularly, right? Every time there's an update on any technologyrelated item, IT is on the case. We have systems, networks, apps, software, and hardware that have been tweaked or built at Tomlinson to help us get our work done more efficiently. Every time Microsoft or another external company comes with an update, the team has to test everything to make sure it's still working. And if it isn't, we make more tweaks to patch things up, so it doesn't disrupt our day-today work. For every patch, the team has to re-check that fixing one thing won't break something different. While time-consuming and requires consistent effort, it allows us to focus on delivering quality service to our customers.

Stay tuned for Demystifying IT – Part 2 on the next Tomlinson Times issue!

## The IT team has been growing steadily. Here's a short blurb about the new team members – don't be shy, say hi!

#### SUKHPARTAP SINGH, UC ADMINISTRATOR

Hi, my name is Sukhpartap.

I am a UCM Admin by profession. This means I support all mobility needs for the company (phones, tablets, and other devices). I'm a gardener by passion and a tech enthusiast by obsession. I also like biking, barefoot running and BBQs in my spare time.





#### ARSHPINDER SIDHU, OFFICE 365 Administrator

I am Arsh, an Office 365 admin in the Red Army. I love learning about the latest cloud technologies. In my leisure time, I like to do some yoga, cook new recipes and enjoy my evening walks in nature.

#### KHALED HAJIBEK, OFFICE 365 Administrator

I'm originally from Syria, lived in Egypt for about five years then immigrated to Canada. I love playing video games. I've even streamed on Twitch and Facebook for a couple of years.



This is my first time living in Ottawa since moving from Montreal. I'm always ready to help, so feel free to reach out to me at any time!

#### CHRISTIAN ELLIS, SERVICE DESK TECHNICIAN

My name is Christian Ellis and I'm joining Tomlinson from an arcade job where I worked as the sole IT guy for about four years. In my free time, I'm usually building and painting scale models, working on my car, or going for drives around Ottawa.





#### ADAM RICHARDSON, SERVICE DESK TECHNICIAN

My name is Adam Richardson. I was born in Ottawa and have lived here my entire life. Before I started my career in IT, I worked as a woodworker for six years. I keep in touch with my woodworking background by making

custom, solid wood tables. I'm very friendly and always love meeting new people and making new friends. Some hobbies I enjoy are rock climbing with my brother and friends, capturing memories through photographs, slacklining, swimming, and just getting outdoors and exploring Canada's wonderful backyard.

## WHAT IS I.T. PLANNING?

To support the business, the IT team is always striving to improve our tools to better the employee and customer experience. There are numerous projects in IT's pipeline that have come or are coming your way! Here are a few that are top of mind:

- EMAIL MIGRATION TO OUTLOOK (OFFICE 365) COMPLETE
- ✓ DOCUMENT MIGRATION FROM Z-DRIVE TO ONEDRIVE (OFFICE 365) – COMPLETE
- ✓ SINGLE SIGN-ON COMPLETE

Now you won't need to remember multiple passwords for different apps and software!

#### **CONVERSION FROM SKYPE TO MS TEAMS (OFFICE 365)**

Why should we switch if Skype is working? Great question!

Microsoft will be discontinuing support to Skype for Business. Our IT team wants to be ahead of the curve by transitioning to MS Teams.

#### **CHANGE FROM AIRWATCH TO INTUNE**

As we transition to Office 365, we're also changing a back-end phone software that will work better with OneDrive, MS Teams and Outlook. We'll eventually need all users to bring their devices to The CORE for this transition. More details to come!



## **FOUND:** An Internet Connection at Ontario Trap Rock

We don't always work in city centers where people can get good WIFI and cell reception. Some of our sites are notorious for having difficulties linking to internet. With society becoming increasingly connected, this is an issue IT has been hard at work trying to resolve.



Over the years, IT has had numerous conversations with service providers to boost the signal at various locations and worked on projects to help get better reception.

Recently, IT and Ontario Trap Rock (OTR) at Bruce Mines worked on a pilot project to establish Starlink, a satellite-based internet service provider. It took some time to hash out the details, test out a few different things, and make sure that everything was up and running consistently. By the looks of it, this has been a resounding success!

By boosting internet connectivity, OTR's access to real-time data has allowed them to offer better quality service to customers. This has also improved OTR's communication and collaborative capabilities with the rest of the company.

Currently, the IT team is identifying the feasibility of offering this option as a viable solution to other sites – an important hurdle being that Starlink is only offering this service to individual households and doesn't offer business accounts yet. We are patiently waiting for Starlink to offer coverage for many of our remote locations.

While IT may be supporting in the background, it never once lost sight of the important needs of the business and is always striving to work diligently to help us improve our customer service capabilities.

Way to go team!

## THE STORES: A HOUSE OF STRANGE REQUESTS

You're about to start a project and you need tools, supplies, and equipment. Good tools and a stocked garage make the job go faster, but the key is finding the best materials at the lowest price. That means you have to shop around and call different suppliers. The first supplier might not have everything you need, or another supplier offers a better price for half the stuff. At Tomlinson, you don't sweat it – you call the Stores. They handle it for you.

The Stores has been up and running since 2012. It was an idea that came up at a Strategic Planning session and grew from there. Starting off with a team of just five employees, with Mike Mohr at the helm, the Stores now has fifty employees that help with stocking, supplying and delivering. Mike Kollar, Morley Keats, Jeff Jennings and Mike Mohr were part of the initial five employees, and they are still working there to continuously improve the Stores. They manage all consumables, tools, and unmanned and small manned pieces of equipment at Tomlinson.

Over the years as Tomlinson has expanded, the Stores has had to keep up with a growing demand of requests and adapt to the different needs of the business.



**DID YOU KNOW?** The Stores is currently expanding their yard for the fifth time to keep up with Tomlinson's supply and demand! Going into the Stores, you see two groups that have to work in sync – the front desk/dispatch, and the warehouse/yard.

Equipment is requested by stopping by (pre-COVID), calling, emailing, or using the Tomlinson Stores app. The Stores takes the information, finds the items and dispatches trucks to the different sites to drop them off. For reusable items, once they're no longer needed for the project, the Stores needs to be notified by "calling off" the items so they can pick things up.

> **DID YOU KNOW?** The Stores receives an average of 1000 new orders/call offs every week – one order will often include multiple items (some requests can reach upwards of 5000 items).

Once back at the Stores, items get inspected, repaired, and refueled depending on the need. If the equipment is required elsewhere, it is polished up and gets dispatched right away. Otherwise, it gets shelved until it's needed in the field.

The Stores has been known to call itself the House of Strange Requests. Project teams are known to request specific items such as defibrillator, fridges, a freezer, bug spray, a tent, a car port, a 21' step ladder... "Sometimes a project requires a very specific tool and we have to go around and try to find it for them" says Mike Mohr, Central Stores Manager.

"If it's a strange request or if the Stores doesn't have the piece of equipment on hand, we go out there and take the time to find the right product to help the project."

That's not all the Stores does! While making sure the teams have all the tools, supplies and equipment they need, the Stores tries to always purchase everything at the best price. This means negotiating with distributors directly rather than working with a retailer and buying in bulk. It also might mean calling a number of different suppliers and finding the best price.

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**DID YOU KNOW?** In 2020, Tomlinson as a company used an entire truckload of orange marking spray paint. That's about 200,000 cans of construction spray paint in a year.

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As the Stores keeps growing, they're adding more shelves in their warehouse so they can make use of the space and store more items. It also allows them to buy more things in bulk to get better discounts, which is ultimately better for our projects.



Part of the job means forecasting what tools, supplies and equipment different groups will use throughout the year and making the purchases ahead of time. It's important to know what requests are going to come through in the year, but sometimes it just means having a hunch, following through, and it pans out.

When COVID hit, the Stores was already stocked up on PPE. This was extremely helpful to keep us going through the pandemic. The Stores also worked with local distilleries for hand sanitizers as the demand grew significantly.

Keeping a pulse on our business and the supply market is extremely important to remain successful.



The Stores understands that it needs to always be innovating and pushing the envelope to keep up with Tomlinson's demand. The specialized Stores SharePoint System was created back in 2013 to streamline project orders and to help with "call offs".

The IT team is currently in the process of developing a new Stores APP. Some of the highlights planned include requesting items just like a shopping app where you can add things to your cart, along with barcodes for better inventory. While we're working hard to roll this out sooner rather than later, we want to make sure that we sort out all the kinks and deliver a quality product that will be intuitive and useful. Stay tuned for more details once we get closer to a final product.

As Tomlinson continues to grow and takes on more integrated projects, there's no doubt that the Stores will receive more orders per week and more odd requests. With the team's strong work ethic, innovation, and customer service mindset, they're looking to deliver an even better service to the Red Army.



## STUDENT EVENT CONSTRUCTION GETS CREATIVE

At the beginning of May, our summer students went through onboarding. With topics including Health and Safety, Human Resources, and IT, the students had tons of training before starting their positions. The students who specifically worked for the Construction and Quality Control teams attended a virtual Zoom event. The event was a full morning with an estimation activity, Equipment Jeopardy, and a quiz about Tomlinson.

A big thank you goes out to Aliou Sow, Jeremy Lemieux, and Justin Ryan for guiding the students through the activities and being mentors for them. Another big thank you to Adam Hendriks for being a guest speaker and sharing his experience and knowledge with all of the students.

### EQUIPMENT CHECK!

Can you guess what these pieces of equipment are? Answers on page 15



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### THE TOMLINSON UNIVERSITY 2022 COURSE GUIDE IS HERE!

Company goal: to strengthen and build our team in both technical and leadership skills.

Growing our employees paves the way forward.

We have many training opportunities that are available to all employees: seasonal, hourly and salary.

Many **NEW** courses like: Introduction to Computer Basics, Project Finance, Note Taking, and Dare to Lead.

#### **HOW TO REGISTER**

Go to Halogen > Learning tab > Select a course > Register

Don't know which courses to take? Wondering about career growth opportunities? Book some time with HR to talk about career options and development programs. Text us 613-875-7496 or email hr@tomlinsongroup.com









TOMLINSON TIMES WINTER 2021/22

# EMPLOYEE SHOWCASE:

Dany Poulin works at Power Road as the Industrial Waste Operations Manager and has been with the company since 2013. We met with Dany to learn more about his experiences since joining the Red Army.

Dany first joined Tomlinson by pure coincidence. He was looking for a change in



career and saw an ad by the side of the road. He remembers calling on a Friday, getting a call on that same day and was working for a new company, Lacome Waste, the next day. Shortly thereafter, that company was acquired by Tomlinson and the rest is history.

Dany started off with the Red Army as a Comfort Station Supervisor. That role exposed him to the complex needs of the waste industry and the importance of carrying out operations safely, productively, and efficiently.

Dany was promoted to a Route Manager for the industrial waste side of the business. He was in this role for six years. He coordinated the day to day actions of his employees and responded to service issues from customers.

Now, as the Industrial Waste Operations Manager, he oversees everything related to industrial environmental services, including comfort stations, industrial cleaning services and 24-hour spill and emergency response services. Dany, a regimented and dedicated manager, understands what it takes to get the job done. He spends a lot of time communicating with his team to keep everyone in the loop and constantly reinforces the need to stay safe.

The team has grown significantly since he joined the Red Army. Not only has the Comfort Station demand boomed since 2013, but the employees themselves are showing more personal growth and dedication than ever. They have a better understanding on how they benefit the community and are devoted to knowing their business inside and out. That hard work ethic doesn't just translate to great customer service, it also brings about a growth mindset where innovative ideas brought forward are acted on to improve the quality of service. The staff think on their feet, so when they loop Dany into an issue, they are already recommending the best course of action. The team is extremely competent at handling a number of unexpected issues.

Dany has always thrived under pressure. This work demands focus and adaptability as business needs can arise 24/7/365. As a strong advocate for safety, he also reinforces the importance of staying safe on the job. There are a lot of things that can't be controlled in this industry. Planning, being aware of the risks, and staying sharp on the job are some of the best preventative measures to ensure a safe workplace.

It's clear that while Dany's high standards can be demanding, they are in place to ensure an efficient and safe workplace that simultaneously help to bring about the full potential of every employee. Through that friendly, open personality, it's clear that Dany is extremely proud of his team and hopes to keep the growth mindset to propel the team's standards even higher.

#### ANSWERS TO EQUIPMENT CHECK (p13)



This is a **Concrete Pump**. It is used to pump concrete in a precise area, no matter the obstacles. It saves time, money, and energy during a concrete job.



This is a **Vacuum Truck**. It is used to handle large scale liquid and sludge clean ups. It can also suction water from debris left from hydro-excavation or drilling jobs.



This is our **Dredge**. It is used to process materials that are excavated from sand pits. We dredge from 65 ft below the water surface. We then process the materials to become a consistent product concrete or asphalt.

## **NEW FACES AT TOMLINSON**

SPENCER ADAMS / DEBRA ADAMS / DARRY LADAMS / DAVID ALLO / CONNOR AGURE / DY AN ALLO / REV ANYO / TENE ANNIER HIT FORM URBART / SHAWNA BAIDDER / ARRONDAMY / INAMA / DEBUGES / MARE DALCHARP /

# TOMLINSON RECOGNIZES THE **2021 SUMMER STUDENTS!**

This year, Tomlinson hired 30 students to work full time over the summer. From Project Assistants, to Accounting, to Administration and Support, to Sales, we had students working in many of our departments in both field and office roles. We asked fifteen of them to give some insight on their position and what they enjoy about working at Tomlinson.





Samuel Davidson – 3<sup>rd</sup> year Civil Engineering, University of Ottawa



Anik Marier – 2<sup>nd</sup> year Paramedics, Algonquin College



Isabella Puccini – 2<sup>nd</sup> year Civil Engineering, University of Waterloo



 $Skyler \; Ruppell - 4^{th} year \\ Commerce, \; Carleton \; University$ 

**Samuel Davidson** was working as a Project Assistant shadowing Phil Youdell and Garrett Fox. Samuel said that the company stood out as being very welcoming. Samuel definitely wants to return for another summer and hopes to become a full-fledged employee after school as he has really enjoyed his time at Tomlinson. He enjoyed working with his team, he learned a lot, and he really respects how Tomlinson treats their staff. The biggest takeaway has been the opportunity to get exposure to a multitude of responsibilities with a variety of projects at different construction sites.

**Anik Marier** worked with the Tomlinson Environmental Services group at our Moodie location as an Administrator. Anik joined the Tomlinson team because it was a great opportunity to work in a new environment, learn new skills, and complete different tasks. She mentioned that Tomlinson has the healthiest work environment she has experienced; her coworkers were very patient and were great team players. The greatest takeaway has been the importance of communication between all staff and divisions. Anik wanted to recognize Pam, Rob, and Kyle for helping her along the way as they have now set high expectations for what her future coworkers should be like.

**Isabella Puccini** worked with the Quality Control team, shadowing Paul Charbonneau and Dana McLachlin. She joined the Tomlinson Team to gain more knowledge in the construction industry. Isabella mentioned that there is so much opportunity for learning and continuous growth at Tomlinson. The greatest takeaway for Isabella has been that there is always something to learn from every opportunity and experience. Isabella wanted to thank the Quality Control team and everyone in the lab for being so kind and eager to educate her in the role.

**Skyler Ruppell** worked in the accounting department reporting to Connor O'Leary. Skyler started in 2019 as the summer BBQ coordinator and has worked at the Stores, Albion, Power Road and the CORE. As a returning student, Skyler came back specifically for the sense of community at Tomlinson and because he has a lot of interest in the company's many areas of business. To Skyler, there are so many interesting facets within the organization, and he continues to learn something new every day. Skyler is proud to work for Tomlinson and would love a career here after completing his degree. When asked about the greatest takeaway, he highlighted the importance of doing every job to the best of your ability because you never know where it will take you.



Julia Aurora – 4<sup>th</sup> year Commerce, Mount Allison University



Blake Whiting – 3<sup>rd</sup> year Networking & IT Security, Ontario Technology University



Amanda Hawes – 3<sup>rd</sup> year Psychology, Carleton University



Luca Cianciaruso – 3<sup>rd</sup> year International Management, McGill University

**Julia Aurora** also worked in the accounting department with Skyler, reporting to Andrew Walsh. Julia started working at the Carp facility as a sorter/picker in the summer of 2019. Once provided an offer to work within her field of study, as a returning student, Julia jumped to the opportunity as she really appreciated how supportive the organization was towards the students. It's clear that the company wants to see the students grow. Julia's favourite part about working for Tomlinson has been the endless opportunity to continuously learn. Julia would definitely love to build a career at Tomlinson after school to re-invest what the company has placed in her as an employee. The greatest takeaway has been that a great team environment is key to being successful in your work and enjoying what you do.

**Blake Whiting** worked in the IT department at the service desk. He joined the team as he enjoyed the idea of learning the tech side of a construction business. Since he is studying networking and IT security in university, he was excited to learn about the different aspects that came with this position. Blake really enjoyed working with his team and had a lot of fun at work with his coworkers; they have all been so helpful, friendly, and approachable. Blake enjoyed the challenge of learning the IT infrastructure at such a large company. He also learned a lot about systems management and handling so many different types devices across the company.

**Amanda Hawes** worked with the Accounts Receivable team, reporting to Shannon Rempel. She joined the team because she knew that working with clients and assisting with a variety of issues would be valuable for her career goals. Amanda would definitely come back in a student role because, after just a few weeks, she has never felt more welcomed and respected in a place of work. The biggest takeaway for her is that, in all positions within the organization, every employee and client is treated with both respect and compassion. Amanda admires that the organization takes care of their employees and clients without compromising the quality of work and hopes to take that with her in her career.

**Luca Cianciaruso** worked with the Accounts Receivable team. He joined the Red Army as the role dealt with client interactions; with an outgoing personality, he wanted to maximize his strengths in communication. The biggest takeaway he has had so far is learning what a real life, full-time position is like. Luca appreciates this opportunity during a time of his life that is between adolescence and adulthood. He will take the knowledge from his time at Tomlinson and bring it with him to all future positions. Luca wanted to shout out Amanda, Shannon, and Tina for being so helpful and supportive and to Alan at the Missing Fork for the great food and kindness.

### RED ARMY SHOUT OUT

Send us photos of you and your team, projects, and job sites. We want to highlight your awesome work.

Email us at *social@tomlinsongroup.com* 



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Heidi McLachlin – 2<sup>nd</sup> year Business, St. Francis Xavier University



Kaylish Henry – 4<sup>th</sup> year Civil Engineering, University of Ottawa



Alex McAuley – 4<sup>th</sup> year Civil Engineering, Carleton University





Matthew Young-Davies – 5<sup>th</sup> year Civil Engineering, Carleton University



Joshua Way – Full-time Human Resources Administrator, R.W. Tomlinson

**Heidi McLachlin** worked with the Sales team as a Sales Administrator shadowing Jeff Ricci. She joined the Tomlinson Team because she wanted to gain more business experience and gain connections in the business world. She would definitely return for another summer as she loves the team and the summer opportunity. The biggest takeaway that she has had is learning how to efficiently work in a team and how to quickly become educated about various divisions. Heidi is thankful and wanted to recognize her dad, Dana McLachlin, who has shown her unconditional support and has helped her achieve her goals in business; he is one of her greatest influences.

**Kaylish Henry** worked alongside Andrew Karam as a Structural Engineering Intern. Kaylish joined the team to gain experience and as much knowledge from this new opportunity. As a soon to be graduate, Kaylish would definitely join the team full time. She has enjoyed the work given to her and she thinks that everyone is so friendly. The biggest takeaway Kaylish has had is that even once you are done a task or project, it is never completely done; there will always be changes or work orders that need to be made.

**Alex McAuley** is a Project Assistant for Ottawa Construction, working with Noel Finn. Alex is primarily assisting with roads projects. He loves that the people at Tomlinson, and specifically the people he works with, are such a tight-knit group; almost like a family. Alex said that the environment was welcoming from day one. The greatest takeaway Alex has had is the experience of working on a big project and seeing the collaboration between the different divisions within Tomlinson, and companies within the City of Ottawa. Taking full advantage of the opportunity already, Alex would also welcome an opportunity to return in the future.

**Maya Hutmann** worked with the Project Controls team shadowing Kevin Standelmann. She joined the team to gain experience working with legal documents since she is an aspiring lawyer. To her this has been a great summer opportunity and a great company to work for. Maya really enjoys the environment and team she works with. Because of her interest in construction law, she hopes to be a lawyer for Tomlinson one day. The biggest takeaway Maya has had is always ensuring to read the fine print in all legal contracts.

**Matthew Young-Davies** is working with Silvana Ruiz-Klinar in the GPS department for his third year with Tomlinson. He continues to come back because of the enjoyable work environment and the work and responsibility given. Matthew's favourite part about working for Tomlinson is learning the technical aspect of construction. Something interesting he has learned is the vast extent of collaboration between departments that is required in any successful construction project. A full-time career with Tomlinson after school would be an incredible opportunity as it would allow him to go right into the industry and get experience with people who have many years of experience. The greatest takeaway Matthew has had during his three years at Tomlinson is developing a stronger understanding of the limitations of the construction processes and how this affects the design process. He aspires to one day become a professional engineer.

**Joshua Way** was recently offered a full time HR Administration position after interning for three months in our Health and Safety department. Josh studied HR in school. Learning about a different department was useful to his growth and development in the company. Josh was attracted to stay at Tomlinson as he thoroughly enjoyed the culture, workplace, and people here. There were opportunities for both personal, and career growth. His favourite part about working for Tomlinson is the people he works with, including the management team, who have been nothing but supportive throughout the onboarding process. The biggest takeaway for Josh would be that there are always new opportunities if you seek them out, and the shift from being a student to a full-time employee could only be one conversation away.



Luke DeRose – 2<sup>nd</sup> year Civil Engineering, Queens University Annabelle Davies – 3<sup>rd</sup> year Concurrent Education, Nipissing University



Megan Leahy – 4<sup>th</sup> year Concurrent Education, Laurentian University

**Luke DeRose and Annabelle Davies** were this year's summer BBQ coordinators. Both of them joined the Tomlinson team because they thought the job would be a fun and different compared to many other student opportunities. Their favourite part about working for Tomlinson was getting to see all of the different quarries, offices, and job sites while getting to meet excited workers as they arrived with the BBQ. They both said that the company held such a positive work environment and all of the people were so kind, helpful, and dedicated. Luke specifically enjoyed that he was getting a glimpse of his future through this position as he one day wants to be a Project Coordinator for Tomlinson. The biggest takeaway Annabelle and Luke have had is that hard work pays off.

And lastly, there's me. My name is **Megan Leahy**, and this is my third summer working at Tomlinson in the HR department. Over the years, I have learned there are many different types of career paths open to me. I wouldn't have had that exposure if it weren't for Tomlinson. I am grateful for the opportunities of both personal and professional growth I have gained from working here. I owe a big thank you to the Human Resources team; they have not only been great mentors; they make it exciting to come into work every day!

Thank you to all of the students for your dedication and hard work during your time outside of school. Your energy, desire for learning, and hard work made the Tomlinson Red Army even Stronger!



#### **RED ARMY** DISCOUNT PROGRAM

#### Did you know?

We offer an Employee Discount Program to all Tomlinson employees. The Employee Discount card provides you with discounts on a variety of products and services throughout Ottawa and the surrounding areas.

Employees must present their card to receive the discount. If you didn't receive your card or have any questions, please email **hr@tomlinsongroup.com** 

## GOOD PEOPLE KNOW

**Did you know** that if you refer an employee to Tomlinson, you are eligible for **up to \$1,000** for a referral bonus? **We want your help to build our team!** 

Check out the job postings on our website.

Questions? Email hr@tomlinsongroup.com

