



There is no doubt that we as well as many of our valued client partners and suppliers have experienced and will continue to experience significant economic challenges for the immediate future. In the midst of these economic troubles, we at HEPACO see a silver lining. In our 26 years in business, we have been blessed to have many long-term client partners who have placed their trust in HEPACO. We do not take that trust lightly. Even though our customers' and HEPACO's volumes have decreased, most of our business segments have remained steady due to the nature of the HEPACO/Client relationship.

We want to say "thank you" to all of our clients for the trust, faith, and confidence that you have placed in HEPACO and want to assure you that we intend to stand with you to help you meet and exceed your goals. We value the opportunity to be a part of the solution to your challenges and we commit to you that we will continue to add value to your operations along the way.

We have heard about service voids from some key clients and we have heard about geographic voids as well. We have taken action to help our clients achieve their goals as part of this process. There are several articles within

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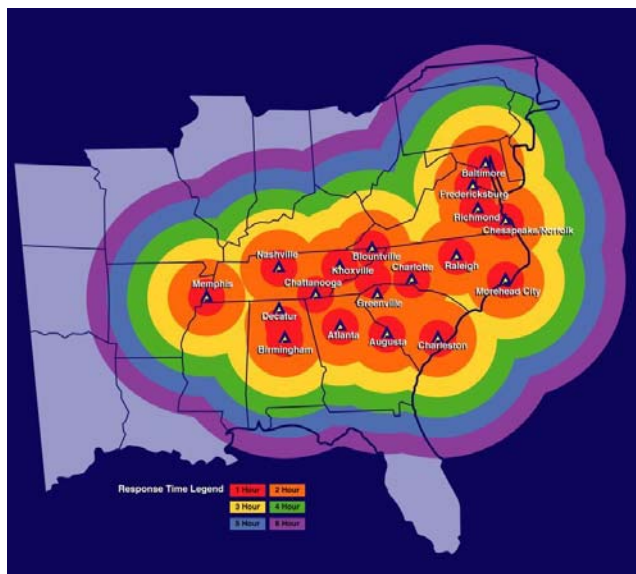
HEPACO begins work on the Hernando DeSoto Bridge over the Mississippi River.

## What's Inside

- [Employee Spotlight: Jon Francisco](#)
- [Project Spotlight: Hernando DeSoto Bridge](#)
- [Health & Safety Corner: Distracted Driving](#)

## HEPACO Expands Into Maryland

We are excited to announce an organic expansion with HEPACO's entry into the Baltimore, Maryland market. The new location, with office and warehouse located at 6801 Moravia Park Drive, is strategically located near Interstates 95 and 895 northeast of downtown Baltimore. This new location will assist HEPACO in



better serving its clients in the states of Maryland, Pennsylvania, Delaware, and New Jersey. It will also enhance our existing capabilities in the Washington, DC area. "Several of our key client partners have voiced their excitement with this new location, as it promises to fill a critical need for them," states **Ron L. Horton, Jr.**, Executive Vice President of HEPACO. With this expansion, we now have 18 locations in our system. ▲

## Wastewater Treatment Facility Opens

Allow us to pass on some exciting news. HEPACO has opened its state-of-the-art industrial wastewater treatment facility in Tucker (Atlanta), Georgia. Our facility utilizes tailored treatment methods for a wide variety of non-hazardous industrial and petroleum wastewater streams. HEPACO will employ biological and/or chemical and/or physical treatment methods to manage non-hazardous waste stream water in accordance with its permit (Permit No. DK00161).

The Georgia and greater Atlanta area is just recovering from a historic drought that persisted from Fall 2007 until mid 2009. Some environmentalists and financial experts have estimated the effects of the drought in Georgia to be in the range of hundreds of millions of dollars. Georgia waters have also been affected by a protracted water rights fight with the neighboring states of



Alabama and Florida over the waters of Lake Lanier. These problems were made worse with the fact that millions of gallons of Georgia industrial wastewater were being transported to other states where it was treated and ultimately discharged or introduced to the other states' waterways. HEPACO's wastewater facility offers a viable alternative to recycle millions of gallons of wastewater and ultimately, after public treatment, discharge the same to Georgia waterways.

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## Distracted Driving Causes Accidents

**D**istracted driving causes accidents, no news there. A recent study showed that 70% of crashes and 50% of near misses involved distracted driving. But we can't eliminate distractions.

What can we do? HEPACO's Safety Alerts have addressed two BIG distractions, cell phones and driving drowsy. Now we add texting. Let's focus on these:

**Driving while drowsy.** It's simple. Don't do it. Studies have shown that drivers are more impaired drowsy than driving drunk. If you are driving drowsy, what should you do? Take a break every hour. Get out (in a safe location) and walk around. If that doesn't work, take a nap. Take turns driving if possible. If nothing works, get a room and get some sleep. Maybe better planning would help.

**Using a cell phone while driving.** DO use a hands-free device. Some are cheap. DO use memory or voice dialing. DO pull off the road to a safe place. DO know how to use your phone. DO keep both hands on the wheel. DON'T use or answer the phone in heavy traffic. DON'T dial at red lights or stop lights. DON'T take notes or look up numbers.

**How about texting while driving?** We have a simple recommendation—DON'T DO IT. If you must send a text message, safely pull over.

According to a Harvard study, about 2,600 deaths, 333,000 injuries, and 1.5 million property damage cell phone related accidents occur annually in the United States. Twenty states have some level of ban on cell phone usage, with two totally banning usage while driving.

We are responsible for safe performance in all tasks, and this includes driving. Use good judgment and stay alive and well. ▲

### HEALTH & SAFETY CORNER

## Jon Francisco Receives Recognition

**Jon Francisco** is the Branch Manager of HEPACO's Richmond operations and currently oversees all services in the northern Virginia, Baltimore, and Washington, DC areas. He has been an integral part of the HEPACO Team for over 12 years, coming to us after being a Captain in the Johnson City, Tennessee Fire Department. His hard work and excellent customer service led to his promotion to Richmond Branch Manager in early 2006.



Jon Francisco

While Jon has always exhibited excellent customer service, he has garnered some special recognition recently. His attention to detail and advocacy on behalf of his clients has been exceptional. While working on a project site in Virginia, he noticed a suspicious vehicle on the client's property and further witnessed two men dumping paint thinner onto the property. He quickly made the appropriate telephone contacts with the client's representatives and engaged the suspects long enough for the authorities to arrive.

Shortly after the incident, the client, CSX Transportation, forwarded a Certificate of Special Recognition to Jon, commending him for his actions on behalf of CSX Transportation's Public Safety & Environment team. The certificate noted Jon's "individual effort in the prompt reporting of an environmental crime in progress after observing occupants in a commercial vehicle engage in illegal dumping of hazardous material on the property of CSX Transportation. As a result of your prompt response, the responsible parties were apprehended." The certificate was signed by Mr. **Howard R. Elliott**, Vice President of Public Safety & Environment, and Mr. **William G. Laubenheimer**, Chief of Police. This is only one example of the many ways that Jon looks out for his clients' interests and exemplifies HEPACO's goal of creating a partnership with its valued clients.

Mr. **Romano De Simone**, CHMM serves as CSX Transportation's Director of Hazardous Materials Management. Mr. De Simone recently noted that Mr. Francisco "exemplifies the relationship between contractor and customer. He always has CSX's interests at hand and reinforces our core values. We are pleased that HEPACO employs and promotes Jon's character" within the HEPACO staff. We are quite proud to have Jon as a member of the HEPACO Team. ▲

## PRESIDENT'S COLUMN

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this issue that speak to the nature of the relationship that we have with our clients:

- We are proud to announce our new location in the Baltimore area. We see that as a promising market and look forward to continuing our organic growth goals as we begin 2010.

- Additionally, we are proud to announce our expanded service offerings in the Atlanta area with our Tank Farm and water treatment processes.

- And we are exceptionally proud of the recognition from a highly valued partner of the personal achievements of one of the members of the HEPACO Team.

At HEPACO, we listen, we plan, and we perform. In 2010, like in years past, we plan to grow with you.

There may be more tough days ahead for all of us. We are confident, however, that we will not waiver in our commitment to help our clients achieve their goals. Resiliency and a "can-do" attitude have been hallmarks of our history and the future will be no different.

In keeping with our commitment to listen to our clients, we do have a question for you: What else can we do to improve our service, expand our service offerings, or help you meet a challenge that you are facing? We're all ears. Let me know how I can help. ▲

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Ronald L. Horton, Sr.  
President & CEO



# HEPACO works on Hernando DeSoto Bridge



Two team members are lifted to the lowest point of the bridge truss.

HEPACO was requested by the Tennessee Department of Transportation, Professional Service Industries, Inc., and Modjeski and Masters to help develop and implement a plan to conduct a National Bridge Inventory inspection of all parts of the two main truss sections of the Hernando DeSoto Bridge on I-40 over the Mississippi River. The HEPACO work team’s role includes the field engineering and operation of suspension scaffolding for access, the removal of pigeon guano and other debris, and the priming and painting of the truss joints.

The bridge truss spans are approximately 180 linear feet from the deck at the highest points and approximately 100 linear feet from the deck to the river. The access requires the mounting of aluminum brackets that HEPACO had engineered and fabricated to support the work cages. Two members of the work team are lifted to the lowest point of the bridge truss utilizing a 135-foot hydraulic man-lift. They walk to the top of the bridge trusses to set the mounting brackets and other safety tag lines.



A work cage is lifted to an access point.

The work cages are lifted to the access points with a team member and drum vacuum for the cleaning. HEPACO’s Corporate Health & Safety Department was instrumental in the development of safety guidelines.

The project was initially intended to begin in the fall, but paving contractor delays pushed the start date to mid December. The work team not only have to deal with constant interstate traffic but the hazards of the weather, which include very low wind chill factors, frost and ice on the trusses, and wind gusts. The work team is moving forward very smoothly and safely. ▲

## Wastewater Treatment Facility

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An added benefit is that millions of gallons of fuel will be saved—not to mention the reduction in the carbon footprint for shipping waste hundreds of miles outside the state. Assuming the average Georgia household uses 210 gallons of water per day, HEPACO’s

To produce...	Gallons of water needed
1 cup of coffee	37
1 kWh of electricity	52
1 gallon of milk	1,000
1 ton of steel	2,905
2 pounds of beef	4,226

SOURCE: Water Footprint Network

annual anticipated recycle water volume will provide this essential resource to 47,619 homes for a day. We are proud to be a leader in the commercial recycling of water, the most vital and essential



of our natural resources.

HEPACO’s commitment to the safety of our employees, customers, transporters, neighbors, and anyone who might have occasion to visit our facility is our greatest priority. Our safety begins with the operations at our facility and extends to our pickup of waste from our customers’ facilities and transportation of the same to our Atlanta facility. Our drivers are fully trained and have current DOT licenses with Hazmat endorsements. Our facility has safeguards that exceed various industrial standards such as spill containment. Even though not required for a wastewater treatment facility, our tanks have secondary containment around them and comply with the Spill Prevention and Countermeasure Containment Planning (SPCC) mandates.

Our Atlanta facility offers the following benefits:

- Ability of accept wastewater by rail, tanker, vacuum truck, or drums
- All transportation arrangements can be handled by HEPACO to suit customer needs
- Ability to isolate waste streams and to create tailored treatment methods
- Storage space for all non-hazardous waste
- Operational flexibility (can operate 24 hours x 7 days/week if necessary)
- Soon to come ability to solidify non-hazardous sludges
- High volume treatment per day—more than 100,000 gallons per day discharge
- Onsite Equipment: oil water separator; dissolved air flotation; carbon filtration; filter press; biological reactor tank; sludge tanks ▲ [\(Return to page 1\)](#)

The following is a sampling of the types of non-hazardous wastewater HEPACO treats at its Atlanta facility upon receipt and acceptance of a Waste Profile:

- ✓ Petroleum Contact Water (PCW)
- ✓ Leachate from landfills
- ✓ Textile wastewater
- ✓ Soapy wastewater
- ✓ Food processing waste
- ✓ Latex wastes
- ✓ Remediation derived waste
- ✓ Petroleum contaminated waste
- ✓ Industrial cleaning wastewater
- ✓ Industrial processed wastewater



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**HEPACO offers many environmental services**

HEPACO provides a wide range of environmental contracting and management services, encompassing the following areas:

**Environmental Remediation**

- ✓ Groundwater Remediation Systems
- ✓ Soil Remediation
- ✓ Lagoons/Landfills
- ✓ Storage Tanks
- ✓ Aggressive Fluid Vapor Recovery (AFVR)

**Facility Decontamination and Decommissioning**

**Emergency Response**

- ✓ Roadways
- ✓ Waterways
- ✓ Railways
- ✓ Plant Sites
- ✓ High-Pressure Transfer

**Hazardous Waste Management**

**Abatement Services**

- ✓ Asbestos
- ✓ Lead
- ✓ Indoor Air Quality/Mold Remediation

**Industrial Maintenance/  
 Environmental Quality**

- ✓ Vacuum Trucks
- ✓ Tank Cleaning
- ✓ Process Line Cleaning
- ✓ Facility Cleaning

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