



TERRA renewal talk

October 2009

Executive Column



Andy McNeill
President and CEO

I am pleased to be the first to contribute to this column in "Terra Renewal Talk" – our newsletter will now be published monthly. Along with the newsletter we hope you will begin to see a friendlier, "easier to operate" corporate office supporting you.

We are making changes, some small, some a little bigger, that we hope will simplify your ability to get the information and the services you need to do your jobs even better.

More importantly, I want to take a moment to thank all of you. It's been a challenging twelve months for us, the company, and our country. I know you have worked very hard, and for some of you there have been many obstacles. I appreciate your "staying power" and for continuing to do your jobs well. Some tough times might still lie ahead, but the climate is improving, markets are coming back and our customers seem to be weathering the storm.

Enjoy the newsletter! We welcome suggestions, ideas and even letters. Please contact Linda Newby, linda.newby@terrarenewal.com, PO Box 3036, Russellville, AR 72811 or 479/498-0543 with feedback!

Be safe!
Andy

Terra Renewal – Who We Are

Founded in 1995 by Bo Smith, Terra Renewal (or TRS as it was called then) began with two employees, a borrowed terra gator and a contract to land apply DAF skimmings for a Pilgrim's Pride plant in Mt. Pleasant, Texas. Through the past 14 years the company has grown into the largest recycler of food processing waste in the country, and at the same time has diversified into transporting and managing organic waste for a range of customers in 19 states from Florida to California. Here's a snapshot of Terra Renewal's three divisions:

Organic Residuals (OR) – This division handles food processing waste and municipal biosolids for more than 300 customers and accounts. This division comprises more than 60 percent of the company.

Fats, Oils and Grease (FOG) – The FOG division, with more than 7,000 customers, collects used cooking oil from restaurants, hotels and hospitals. FOG also offers grease trap pumping/cleaning service and the collection of meat scraps. The FOG division accounts for a little more than 25 percent of Terra Renewal.

Energy Fluids (EF) – Supporting natural gas and oil exploration/production companies, the EF division collects water and muds from rig and well locations and manages a fluid



disposal site. Formed in late 2007, EF is the newest and smallest division; it makes up 15 percent of the company.

All three divisions are supported by a team of environmental experts that investigate, sample and evaluate organic material; handle permitting and compliance of our processes; and act and liaison to regulators, communities and local governments across the U.S.

Terra Renewal At-A-Glance:

Employees	522
Number of employees who are drivers	310
Number of locations	52 in 19 states
Number of units on the road	319 trucks / 437 trailers
Number of customers	7,400

An important note to all employees:

The week of September 21, 2009 Terra Renewal switched the bank that handles direct deposits for payroll from Bank of America to Regions Bank. As many of you discovered, a problem at Regions resulted in payroll checks not being funded until Sept. 24 for posting Friday, Sept 25. It is our understanding that all payroll checks were funded at the latest by Friday, Sept. 25th, 4pm CST. Regions has assured us the problem that caused this situation is now handled.

We sincerely apologize for any inconvenience this may have caused you. If you have any other issues with the direct deposit of your payroll please contact me immediately. Many thanks for your understanding.

Kind regards,
Scott Moyer, Interim CFO
479/498-0538



CORPORATE PHONE LIST

Russellville Office Main Number: 479/498-0500

Russellville Office Fax: 479/498-0501

President / CEO: Andy McNeill 479/498-0510

Exec. Asst: Denise Janssen 479/498-0597

CORPORATE SUPPORT

Human Resources

Manager: Karla Groff 479/498-0525

Recruiter: Amy Allen 479/498-0579

Benefits: Jennifer Molloy 479/498-0577

Wkms Comp: Angela Meisner 479/498-0511

Payroll: Sandy McCarley 479/498-0536

IT/Phones/Computers

Director: Randy Henson 479/498-0581

Sr. Analyst: Jessica Downum 479/498-0522

Analyst: Dustin Waters: 479/498-0523

helpdesk@terrarenewal.com

Assets: Jason Golden 479/498-0521

Risk Management: Michael Roys 479/498-0548

OSHA: Allan George 479/692-9993

Driver Safety, DOT: Danny Worsham 479/747-1756

Communications: Linda Newby 479/699-5633

Dardanelle Shop

Manager: Shane Chancellor 479/498-0572

Parts: 479/498-0567

DOT: Beverly Tillman 479/498-0514

Environmental

Manager: Billy Staton 479/498-0515

Coordinator: Vanya Colburn 479-498-0587

Accounting

A/R: Kay Akins 479/498-0541

A/P: Brandee Thomas 479/498-0545

P.O.s/Uniforms: Twila Moyer 479/498-0564

Business Units

OR Pres: Mike Brooks 479/498-0595

Bid Coordinator: Lindsey Hill 479/498-0528

OR A/R: Carolyn Mullins 479/498-0513

OR SERVICE: 800/711-6037

FOG Pres: Todd Mathes 479/498-0537

FOG Support : Nicole Harlan 479/498-0547

FOG A/R: Andrea Hodge 479/498-0591

FOG SERVICE: 888/433-9925

EF Interim Pres: Bo Smith 479/498-0516

EF A/R: Jennifer Mueller 479/498-0546

EF SERVICE: 800/FRC-TANK



We're on the web at

www.terrarenewal.com

Get to Know: IT Department

5 Quick questions with

RANDY HENSON

Terra Renewal IT Director since February 2008

helpdesk@terrarenewal.com

What do you do? We are responsible for all aspects of data and telecommunications, including computer and email access, telephones, cell phones, blackberry, etc. We have several other projects requiring custom programming and report writing.

How does your department support the field?

We support the field and the corporate office by ensuring that everyone has access to the information they need, when they need it.

Is there any one thing you'd like the rest of the company to know about IT?

We do our best to accommodate everyone in an acceptable amount of time. The best way to contact us with a computer support issue is to send an email to helpdesk@terrarenewal.com

What's the Most Frequently Asked Question from employees?

The most common question I get is "Why did we install a web filter that stops us from getting to certain websites?" The answer is that although a lot of us like to go to the internet for non-business related purposes, viruses and spyware from outside sights can infect our network and result in a loss of data. If you need a site for business purposes unblocked, please email helpdesk@terrarenewal.com and we will try to unblock it for you.

How can you be contacted? 479-498-0581 or randy.henson@terrarenewal.com

Or contact:

JESSICA DOWNUM

Senior Systems Analyst since January 2000

Contact info: 479-498-0522

jessica.downum@terrarenewal.com

DUSTIN WATERS

Systems Analyst since March 2007

Contact info: 479-498-0523

dustin.waters@terrarenewal.com



Jessica, Randy and Dustin hard at work on a software project.

RISK MANAGEMENT: Newly Formed to Support You

A new group, Risk Management, has been established to support the operating divisions in the following areas: employee, facility and driver safety; legal, governmental, and regulatory affairs; and insurance issues. Michael Roys (michael.roys@terrarenewal.com, 479/567-1269) has been named VP of Risk Management. Allan George (allan.george@terrarenewal.com, 479/692-9993) is responsible for health and safety including OSHA employee training and facilities inspections. Danny Worsham (danny.worsham@terrarenewal.com, 479/747-1756) is the fleet driver training manager across all three divisions and handles DOT-related vehicle and safety issues.

The Risk Management team believes the following about the way we all do our jobs:

Every decision you make all day long has consequences, either positive or negative. Your choices ALWAYS have an impact. This impact may be felt by a few or many:

- **The company** (Your level of service persuades a customer to do more work with Terra Renewal)
- **Fellow employees** (Your safety violation causes all other drivers in your area to be stopped)
- **Your personal goals for success** (Your group's high productivity earns you a promotion)
- **The public** (An innocent bystander is injured in an accident involving your unit)
- **Your family** (We want you to go home at the end of each day healthy and safe)

Please follow our written safety and health guidelines. Every employee should have a copy of the "Terra Renewal Environmental, Safety, Health & Safety Policy," our written safety and health manual. (cont. on pg 3)

Heads Up from HR:

■ H1N1 (Swine) Flu: Disinfect Your Home

Washing your hands and keeping surfaces in your home clean and disinfected can help prevent the spread of illness. There is still much to learn about the H1N1 flu virus (swine flu); but past experience with seasonal flu, plus common sense, probably still applies.

Germs are most often spread when a sick person coughs or sneezes. Droplets from an infected family member can move through the air and land on surfaces in the home. The virus is thought to be able to live on surfaces for up to 2 to 8 hours. If you touch the surface within that time frame, then touch your eyes, nose or mouth before washing your hands, you could get sick.



The Centers for Disease Control and Prevention (CDC) recommends washing your hands with soap and water, or using hand sanitizer, after touching surfaces that may be infected with the virus. If someone in your house has the flu follow these guidelines:

Keep surfaces clean. Pay special attention to bedside tables, bathroom and kitchen surfaces, toys, phones, computer keyboards and doorknobs. Wipe them down with a household disinfectant. Follow the

directions on the product label. Chlorine bleach, hydrogen peroxide, detergents, soaps, antiseptics and alcohol are all effective against human influenza viruses if used properly. Again, follow all label instructions carefully. The CDC believes these products should also work against H1N1 or swine flu virus.

Keep trash cans handy. To prevent the spread of virus, throw away tissues and other disposable items (such as paper cups or plates) right away. Keep trash cans available throughout your home. Always wash your hands after you touch a used tissue or empty the garbage.

Keep linens clean. Don't share bed sheets or towels if anyone in your home is sick. Clean linens with your usual household laundry soap and tumble dry on a hot setting. Avoid "hugging" dirty laundry as you collect it and put it in the washer, and wash hands after handling dirty laundry.

Keep your home well ventilated. If weather permits, open windows in bathrooms, bedrooms and kitchen.

*Gerri K. Metzger, Staff Writer
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Got an item or comment for TerraRenewal Talk?

Email linda.newby@terrarenewal.com
or mail to: PO Box 3036
Russellville, AR 72811



2009 Burriss Memorial Plaza Clean-Up Crew

Terra Renewal Russellville and Dardanelle employees got dirty recently to support "The Great American Clean-Up" at Burriss Memorial Plaza in Downtown Russellville. They participated in the clean-up in partnership with the Main Street Russellville organization. Great job everyone!

(cont. from pg. 2) . . .

If not, please contact us and we will get you one. Also, our team is available to come to your location to conduct training on OSHA/ DOT policies and procedures. Finally and most importantly, please contact a member of our team with any health and safety questions, or if you have an accident or incident of any type.

Be safe!

EMPLOYEE SPOTLIGHT



Whitney Millwood

Whitney started with us less than a month ago, but many of you have already spoken to her. As our new receptionist at the corporate office she is committed to serving both customers and employees with fast, accurate information. We're so glad to have her with us!

Responsibilities

Answer phones, help customers, vendors and other visitors to the office, assist with projects where needed.

Email

whitney.millwood@terrarenewal.com

Phone

479/498-0500 or 800/711-0637

Joined the team

Sept. 8, 2009

Born in

Russellville

Favorite Job before Terra Renewal

Instructor at Tena's Gymnastics for 6 years!

Something my co-workers don't know about me yet

I have a 3-year-old son and I love spending all my time with him. Family is a big deal in my life!

TERRA renewal

P.O. Box 3036
201 S. Denver Ave. Suite B
Russellville, AR 72811

Phone: 479.498.0500
Fax: 479.498.0501
OR SVC: 800.711.0637
FOG SVC: 888.433.9925
EF SVC: 888.FRC.TANK



Greenology
at Work.

PRST STD
US POSTAGE PD
RUSSELLVILLE
AR
PERMIT #103

TERRA renewal talk

OCTOBER Anniversaries

Organic Residuals Division 3 YEARS

Rocko Campbell-AR8
Monty Claypool-TX3
Harold Faw-SC1
James Howell-MS1

5 YEARS

Wayne Belger-SC1

Fats, Oils and Grease Division 3 YEARS

Jarrod Moore-Houston

Corporate 3 YEARS

Jason Golden-Shop

News and Notes

From: **Mike Brooks, President OR Division**
To: **Terra Renewal**
Date: **9.25.2009**
Subject: **New Contract with City of Houston**

**SEEN ON THE
EMAIL**



Please join me in congratulating our ENTIRE team on the eve of commencing our \$16+ million contract with the City of Houston. Over the last three months, a lot of sweat and probably a few tears have gone into getting us to this point. I want to thank all of those that have been involved (many of whom will be working through the weekend) in getting us to this point. We have hired and trained approximately 15 people and have acquired, repaired, and delivered from all parts of the country over 75 pieces of equipment (trucks, trailers, yard mules, etc.). In the end, everything is and will be in place for us to serve this customer on Monday morning. I look forward to our Operations team rising to the challenge. As with any start-up there will be challenges, but I am confident that the teamwork that has been evidenced on this project already will continue as we enter the operations phase. *Have fun!*

