

2010 RESIDUALS MANAGEMENT PROGRAM PERFORMANCE REPORT

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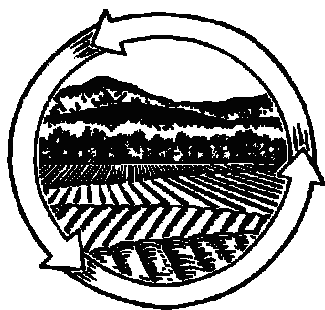
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Put your organic waste to work!

OUTREACH TO INTERESTED PARTIES



1171 NH Rte 175, Holderness, NH

RMI HOSTS EMS CERTIFICATION CELEBRATION AND OPEN HOUSE

On Friday, March 26, 2010, Resource Management, Inc. is pleased to welcome friends, customers, local and national officials, and regulators, to join in celebrating the receipt of RMI's EMS Certification and the relocation of our office to its new home.

In January RMI moved its office to its new location at 1171 NH Route 175 in Holderness. For those readers who have attended RMI's Annual Harvest Pig Roast in the past, you may recognize the new office as the former US Forest Service building 1/2 mile down the road from the old RMI office.

On November 5, 2009, RMI received notice that RMI's Environmental Management System (EMS) had been approved and had achieved full EMS Certification from the National Biosolids Partnership. This makes RMI the 26th organization in the country and the first in New Hampshire to receive certification for its EMS program through the National Biosolids Partnership. RMI will be joined at its EMS Celebration by representatives from the National Biosolids Partnership and the Water Environment Federation who will formally recognize RMI's success in attaining this certification.

EMS CERTIFICATION CELEBRATION!

The National Biosolids Partnership (NBP) recently recognized the Resource Management, Inc. Residuals Management Facility (RMI-RMF) in New Hampton, NH as the 26th organization in the nation and first in New Hampshire to be certified and admitted to the Partnership's environmental management system (EMS) for biosolids program.

As the 26th organization to be certified and admitted into the NBP EMS program, the RMI-RMF certification recognizes that the organization has been independently verified as

having an effective biosolids environmental management system. The RMI-RMF biosolids EMS was independently verified on October 22, 2009 by the audit firm, KEMA-Registered Quality, Inc., to conform to the NBP's EMS guidance.

"The National Biosolids Partnership is pleased with the RMI-RMF's successful completion and verification of the NBP EMS program," said NBP Chair Richard Lanyon. "An Environmental Management System is a modern management approach based on continuous

improvement and environmentally sustainable practices. The Partnership believes that instituting an EMS is vital to enhancing environmental excellence in local communities."

Representatives from NBP will be on hand March 26, 2010 to celebrate this achievement at RMI's Open House and EMS Certification Celebration.

For more information on the NBP EMS program, visit:

<http://www.biosolids.org>



“As the price of commercial fertilizer continues to climb, the viability of farming—either as a livelihood or supplemented by an outside job—becomes less certain.”

ENVIRONMENTAL PERFORMANCE

INCREASED DEMAND FOR CLASS B BIOSOLIDS

RMI currently manages 47 Class B land application sites in twenty communities throughout New Hampshire.

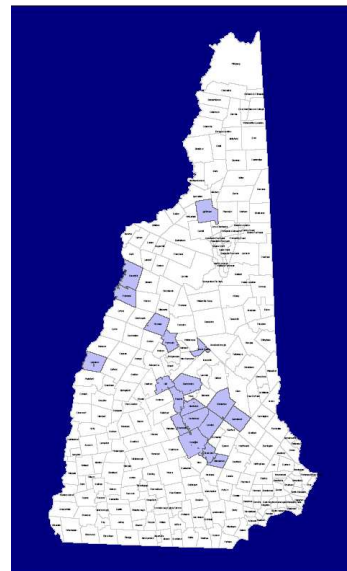
In 2010 RMI will be submitting three additional permit applications for Class B sites. This will increase the permitted acreage by approximately 6%.

The increased interest in using Biosolids as a nitrogen source is a reflection of several factors. The first factor is the increased awareness and understanding of what biosolids are and what the advantages may include. The second is the track record developed by RMI in part-

nership with other farmers who are using Biosolids.

As the price of commercial fertilizer continues to climb, the viability of farming—either as a livelihood or supplemented by an outside job—becomes less certain.

Farmers who use Biosolids enjoy the benefit of the quality assurance program provided through regulation, nutrient management services provided by RMI, and the ultimate benefit—higher yields from their fields. It is anticipated that the interest will continue to grow into the future.



REGULATORY COMPLIANCE

VERMONT’S SHORT PAPER FIBER PROGRAM

RMI has successfully included short paper fiber in its beneficial use program for several years in New Hampshire and Massachusetts.

With the assistance of Putney Paper Company of Putney, Vermont and APC Paper Company of Claremont, New Hampshire, RMI has been instrumental in the

adoption of a *Short Paper Fiber Procedure* for the State of Vermont.

The *Vermont Procedure* recognizes the advances in the papermaking process over the last twenty years and has created a quality assurance program that allows short paper fiber to be recycled in Vermont more pro-

gressively and safely than ever before.

The Procedure recognizes the suitability of short paper fiber for a variety of uses—animal bedding, topsoil manufacturing and land application—and establishes a program to oversee the responsible use of high quality short paper fiber.

QUALITY MANAGEMENT PRACTICES

RMI’S 2ND ANNUAL COMPANY MEETING

Fundamental to the ongoing efforts to institutionalize the corporate commitment to continuous improvement, RMI held its second Annual Company Meeting on February 19, 2010.

The meeting is an opportunity for the Principals of RMI to provide an overview of the prior year’s successes and challenges, where the company is going in the future, and communicate their vision for its continued success.

In order to capture the full range of activities at RMI, the company is divided into teams. The teams reflect the organization of the company and include:

- ◆ Principals
- ◆ Administration & HR
- ◆ Delivery Team
- ◆ Operations
- ◆ Sales Team

Each RMI team reviews the highlights of the

prior year, including:

- ◆ Top Accomplishments
- ◆ Biggest Challenge
- ◆ Goals/Objectives for 2010
- ◆ Indicators for Success

This year’s presentations included music videos, computerized Jeopardy, and slideshows. The information presented is used to measure past success and to fuel continued improvements going forward.

PROGRESS TOWARD GOALS AND OBJECTIVES

During the fourth quarter of 2009 RMI made significant strides toward achieving many of its EMS Objectives.

RMI adopted goals to:

- ✓ Improve system efficiencies
- ✓ Enhance interested party relations
- ✓ Demonstrate the environmental benefit of RMI programs

Improving system efficiencies becomes much easier once you can see the impact of your efforts! RMI continues to expand its use of ACT!, a contact management software that increases accuracy and efficiency. With

all RMI staff members tracking customer contacts with ACT!, it's hard to remember how it was done "in the old days".

Jeff Geary, RMI's staff agronomist, has been working hard to improve **Interested party relations** and is receiving positive feedback. Jeff has been providing customers with updated *Agronomic Value Reports*. The Report quantifies the value of the products customers have received and helps them track both nutrient benefit and economic savings.

The research to quantify carbon sequestration in RMI's Manufactured Topsoil is **demonstrating environmental benefits**. This research was done in cooperation with Dr. Sally Brown at the Univ of Washington and Andrew Carpenter of Northern Tilth. The data indicates that RMI's reclamation sites contain approximately 50 more tons /acre of carbon than conventionally reclaimed sites, which is equivalent to sequestering 180 tons of CO₂ / acre in the soil.

Improving system efficiencies at the new office was a prerequisite to moving in. RMI worked with Bill Johnstone of the NH Electric Coop to identify a lighting efficiency opportunity that was not only an **environmental improvement**, but also a cost-savings for RMI.



REGULATORY COMPLIANCE TRANSPORTATION SAFETY

In its continuing effort to provide quality services to all its customers, RMI literally goes the extra mile.

Although RMI prides itself on its safety record overall, trucking safety is of the highest importance. In an effort to identify potentially unsafe situations and learn how to avoid them, RMI has implemented "Near Miss" tracking.

The "Near Miss" tracking will record all instances that were nearly an accident. These events will be reviewed as part of the safety meetings and training will reflect the findings.

With the variety of locations RMI trucks deliver to each day, it is hoped that this effort will further enhance RMI's trucking safety record.

"Near Miss" tracking will record all instances that were nearly an accident.

Equipment safety is an RMI priority and RMI is as pleased as our insurer to have moved away from dump trailers as our primary transport container. The additional safety provided by the belt trailers and live floor trailer, coupled with the enhanced delivery capabilities and resulting safety for RMI drivers, make the investment worthwhile.



By retrofitting 74 fixtures from older T-12 florescent tubes and magnetic ballasts to new high performance T-8 tubes and electronic ballasts, RMI is saving over 4.5 kW and over 13,500 kWh annually which approximately equates to 1-2 homes' annual electricity consumption.

Another way to look at it is in New England each kWh saved eliminates the release of 0.42079 Kg of CO₂ into the atmosphere - which translates into more than 5.7 metric tons of CO₂ reduction per year.

Project cost: \$7325
NHEC Rebate: \$3662
Dollar Savings/Yr: \$2236
Payback (ROI): 1.6 Yrs

RMI is pleased to partner with the NH Electric Coop on environmental improvements, and save \$\$ too!

RMI Residuals Management Policy Statement

"RMI will beneficially use residuals in a sustainable manner"

PUBLIC EDUCATION AND OUTREACH

Update on the Wilson Farm

On October 19, 2009 Gene and Bobbie Wilson of Alstead, NH hosted a tour of their farm to showcase the successful restoration of their fields damaged by floodwaters.

The tour was attended by several local residents, Executive Councilor Shea, local legislators and representatives from the Department of Environmental Services and the Department of Agriculture.

The tour was also the premiere showing of the video that chronicles the damage and the restoration project. The entire event was covered by WMUR, Channel 9 out of Manchester, and several regional newspapers.



Two NH Towns Revisit Biosolids Regulations

RMI was contacted by farmers in the NH communities of Belmont and Deering and requested to provide information about the use of biosolids. Because both towns have restrictive laws concerning biosolids use, the farmers petitioned the towns to reconsider the future use of biosolids at town meeting in March.

Both communities hosted public information meetings on the issue, and RMI, NEBRA, DES and biosolids opponents all participated. In each case, local farmers asked the Towns to adopt the DES regulations to ensure environmental protection and preserve their ability to appropriately use biosolids.

These farmers were very disappointed when the voters rejected their pleas for biosolids, and voted for bans on its use in both Belmont and Deering. Another impact will be higher septage disposal fees for these two towns at the Franklin and Concord WWTFs.

RESIDUALS MANAGEMENT FACILITY



RMI Continues to Provide a Sustainable Product Line

The Class A biosolids generated at RMI's Residuals Management Facility (RMF) in New Hampton, NH, have been in high demand this winter. Orders have been exceeding supply as farmers begin to plan for spring.

Farmers have recognized the benefits of using RMI's Class A biosolids. Since they are stabilized using wood ash, the biosolids provide potassium in addition to nitrogen. Five cubic yards provides 185# potassium, 0.65 tons of lime and 20# Nitrogen.

RMI has already started blending more Manufactured Topsoil in order to be ready to meet the anticipated demand for spring and summer projects. Orders already in-house will be used for reclamation work, and construction of natural wildlife feeding areas.



CONTACT US - WHAT'S NEW

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Check out our website for the latest news.
www.RMIrecycles.com

RMI has moved!

On March 26, 2010 RMI will host an Open House for our customers, associates, local officials and regulators. The new office was formerly occupied by the US Forest Service and is just a mile south on NH Rte 175 from RMI's former location.

The move has allowed RMI to consolidate several activities into one location. The RMI office, tractor trailer parking,

garages and storage facilities are all now co-located. There are also improved accommodations for RMI visitors and customers.

Directions:

Take Exit 25 off I-93, turn left at the off-ramp from either N or S. Travel approximately 1/2 mile up the hill and take the first left onto NH Rt. 175. RMI is 3/4 mile up on the left.

We're on the Web!
www.RMIrecycles.com