



*Celebrating*  
**40**  
**YEARS** OF O&M  
SERVICE



# OMFS turns the big 4-0

## In the beginning...

Who would have thought that a venture to compete effectively in the relatively new field of water utility operations and maintenance would grow into an industry-leader with a global reach?

The visionaries of CH2M HILL who created Operations Management International Inc. (OMI), now Jacobs' Operations Management and Facilities Services (OMFS) group, must have done their homework. From humble beginnings—initial discussions about the O&M business in the late 1970s and incorporation in 1981—we've grown from four water and wastewater O&M contracts (including one in Maui, Hawaii...wouldn't it be nice to still have that job!), three employees and about \$6 million in revenue, to a position among the top five international O&M industry players.

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### FUN FACTS ABOUT OUR BEGINNINGS:

Like a parent sending a child into the world for the first time, CH2M HILL provided OMI with a small cash contribution to cover organizational expenses. Unlike some children, though, we never asked again for more cash! Our innovative approach to forming agreements and our billing practices helped keep us financially sound.

An aggressive publicity and marketing campaign to launch the O&M business included a press conference at the Club 21 in New York City. Because the CH2M HILL executives who founded OMI didn't want to play up the relationship between the two entities, some of them attended the press conference under the guise of trade journalists writing for the Tie Line, which was CH2M HILL's company newsletter at the time.

In just three years from its launch, OMI more than doubled its revenue. It was clear the O&M industry was growing and growing quickly.

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## Looking ahead

We're capitalizing on Jacobs' vast technical resources and global market reach to develop new services within our core business and in brand new areas.

For example, we're working with Jacobs' Smart Cities practice to pursue opportunities with cities to design, build and operate advanced lighting systems supported by cellular and fiber-optic data networks.

We're growing and diversifying our industrial water and wastewater portfolio; targeting new fields like renewable energy and microelectronics.

And we're investing in our people in new ways through training, mentor matching, growth and leadership opportunities and technology.

**We've shown how much we can do to make Jacobs great. Just watch what we do next as we keep challenging today and reinventing tomorrow!**

# In 2020, OMI turned 40 years old!

To celebrate this milestone, we're looking back at our accomplishments and seeing just how far we've come.

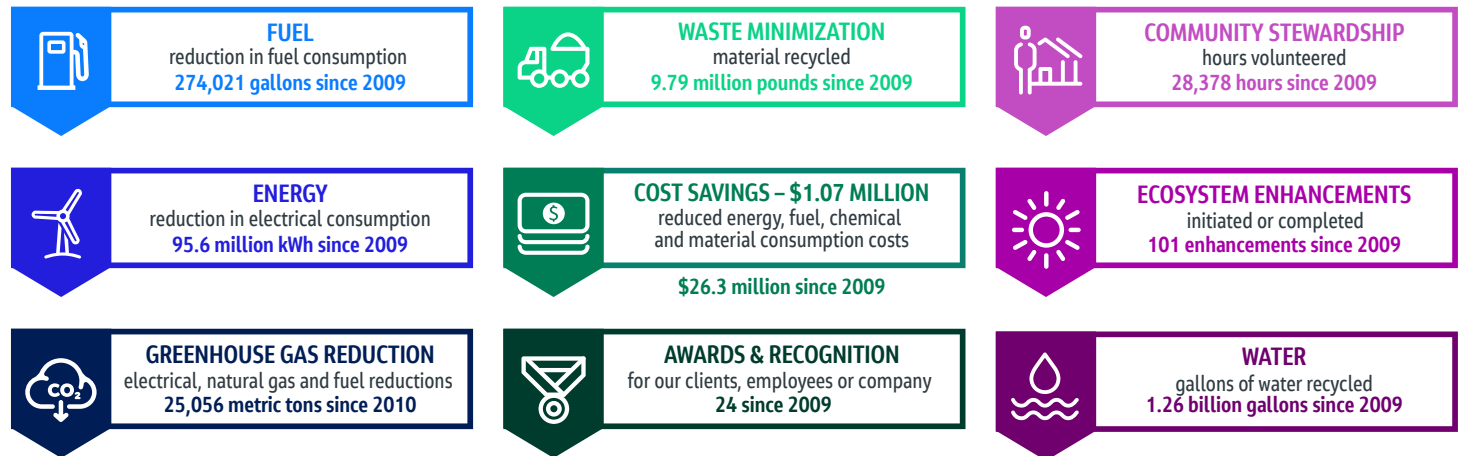
## BeyondZero

From one safety manager in 2006 to a full regional safety program. Our focus and emphasis on awareness and training has show positive results — from a low year in 2007, to 2019, our best safety year to date. We've experienced a reduction in incidents with an increase in involvement and project and individual buy-in. Tools and resources such as the ScoreCard and Accountability Framework have helped keep working safely a top priority.



## PlanBeyond

In 2009, our sustainability initiative kicked off at 12 projects. Fast forward 11 years, and we have a sustainable workplace plan at every project, accomplishing the following:

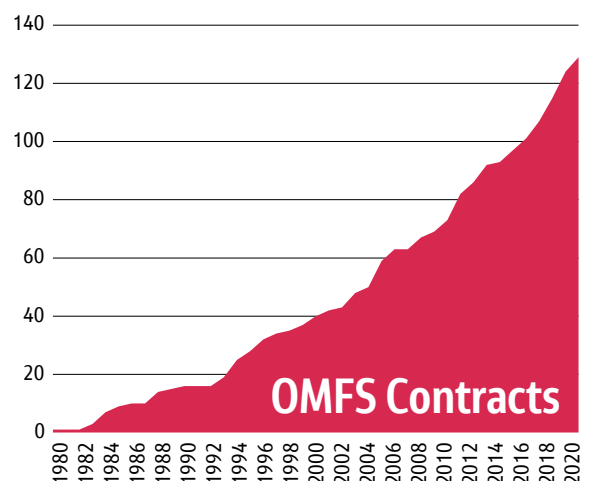


## Beyond If

Innovation is a word that has been a driving force since we began 40 years ago. We've identified and incorporated industry-leading approaches and technologies year after year. Our clients benefit from advanced control systems, data-management tools and a network of support resources that maximize efficiency and safety, and help assure successful operations.

## Client retention

Since our founding in 1980, an ever-increasing number of clients in both the public and private sector have partnered with Jacobs in large part due to the world-class operations management team only we can provide.







Quality isn't something we just talk about; it's the way we do business. This equates to lower costs, world-class quality, amazing service and long-term relationships. In 2000, we received the Malcom Baldrige National Quality Award, the nation's highest award for quality achievement. Since, our quality program has evolved, but still has a focus on empowering our leaders and teams to develop new approaches to enhance how we work.

Prior to COVID-19, each year we would:

- Conduct 12 to 15 trainings
- Train approximately 300 leaders
- Make 300 to 400 project visits

## Community engagement

Utilities are the backbone of a community, but people and organizations working together to make a difference in people's lives are at the heart of a community. Over the last 40 years, we've established a strong local presence at our projects and developed a comprehensive understanding of key community issues and concerns. In turn, we've identified organizations that help support vulnerable populations and other worthy causes in the community.

Whether we're saving animals and rescuing GoPros in storm drains, or donating hundreds of hours and thousands of dollars, we'll always be a partner our communities can rely on.





# Four decades of service and innovation



1980

OMI formed by CH2M HILL  
Initial available funds \$300K

Mike Stark elected as first President

First projects: Maui WWTP and Mississippi Gulf Coast Water Authority (four WWTPs)

1982

First press conference leads to new opportunities

Gross revenue reaches \$6M

1983

Fayetteville, Ark., longest active O&M project

Mike Stump selected as President

1986

Don Evans appointed as third President; remained in position for 16 years and grew to 1,300 associates and annual revenues of \$160M

1989

North Hudson Sewerage Authority O&M project begins

1990

Kuwait Rekka WWTP O&M project begins

1992

Expanded into public works sector

1993

The Villages, Fla., O&M project begins

1995

Gross revenue reaches \$14M

Union Pacific Railroad remediation program begins

Plympton-Wyoming, Ontario, Canada O&M project begins

1996

Quality management initiative begins

2000

Received Malcolm Baldrige National Quality Award

Hutt Valley, New Zealand O&M project begins

2001

Cedar River WTP O&M begins (ops portion of first large DBO)

2002

Rio Rancho, N.M., WTP and WWTP O&M project begins

Honeywell remediation program begins at Reigelwood, Brunswick, Moundville

Fort Campbell, Ky., WTP and WWTP O&M project begins

2003

Campus Research Corporation FM project in Ariz., begins

2004

Compliance and Reporting program initiated

2006

Expansion into municipal services and larger public works programs (Johns Creek, Ga.); name change to CH2M HILL OMI

Commercial Services team and function initiated

Official safety program created

2008

Centennial, Colo., public-works O&M project begins

Facilities Services joins O&M practice

2009

Sustainability pilot program initiated at 12 projects

2010

Sustainability program established across portfolio

OMI dropped from name: CH2M HILL Operations and Maintenance Business Group (OMBG)

Atlanta Airlines Terminal Corporation FS project begins

2011

Asset management program/team formed

2012

Bear Creek (Oconee, Ga., WTP O&M project begins (legacy Jacobs)

2013

Renewal sales team formed: 97% renewal rate

Puerto Rico Aqueduct and Sewer Authority (PRASA) O&M project begins

2014

BAPCO Bahrain WWTP O&M project begins

2015

Brand update and name/logo change to CH2M

Vancouver, Wash., O&M project begins

2016

Lockheed Martin, Orlando, Fla., FS project begins

2017

5-year technology development and deployment strategy initiated

Jacobs acquires CH2M

2019

Jacobs updates brand to reflect focus on solutions

Finished 2019 with best safety record to date

2020

Resource Planning and Development Director position created

Wilmington, Del., O&M project begins, our largest WWTP O&M project

