

Green Sheet

RUPPERT LANDSCAPE NEWSLETTER

3RD QUARTER 2021

The Greensheet is our quarterly newsletter, which allows us to share general company information, including safety practices, profiles of our key jobs and community service initiatives, as well as personal achievements, including employee marriages, new babies, promotions and training certifications, in the hopes that it will provide unique insight into our company, our practices and most importantly, our people.

A Reminder in Taking Ownership

By Phil Key, President



One of our core values—and one that, in my opinion, is too often overlooked—is taking ownership in our company; making the conscious decision

to think of it as “my company” vs. “the company.” This mindset plays a crucial role in shaping how you make decisions, offer suggestions, and resolve challenges. In all of our trainings, meetings, budgeting and goal-planning sessions, you’ll hear leadership say some version of “This is your company, and we want you to have the opportunity to shape it and to be proud of it.” These aren’t just words to us; it’s an invitation to take an active role in shaping the company you’re a part of. This is part of the reason we are an open book company. We want you to have all the information available to help you understand the direction in which we’re headed, the challenges we face along the way, why we do things in a certain way, and what role you play in that future. Everyone can and should influence the company’s direction—this is your company, so we encourage you to speak up if you have an idea or question and be a person that creates change.

As an individual, changing and shaping a company as large as ours can seem like a daunting task. But if done incrementally, while using one of our best resources—each other—positive change can take place at all levels.



Use your manager

The number one resource we each have to help increase effectiveness and personal value is our direct manager. Your manager should be your primary source for questions and information, such as: Why does the company do something a certain way? How is the company doing? How can I do my job

better? This type of information should come from the person you interact with every day – your manager. It’s not only okay to talk to your manager, but actually required if we’re going to be a healthy company.

Speak up

By the same token, it’s your job to inform and influence your manager by ensuring communication flows both ways. Tell them how you think you could do your job better. Talk about how management or the company could improve something. Suggest an idea you might have to streamline a field task or office policy. It is then your manager’s job to listen and act. But first, it has to start with you.

As with anything, the better prepared you are going into this conversation, the higher the likelihood that you’ll achieve the desired result. To communicate your ideas most effectively, keep these things in mind:

- **Be mindful of your manager’s time.** Schedule to speak with him/her if they’re not immediately available to ensure they are at their most receptive when you do have the chance to speak.
- **Be precise.** Present your thought or idea as a specific suggestion with a thought-out process. Writing it down may help you organize your thoughts. Remember, a complaint is not an idea. Bring up the policy or practice that

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A Reminder in Taking Ownership *Continued from page 1*

needs improvement, tell them exactly how you'd make that improvement, and then consider the long-term implications of that change (i.e. we'd be saving "X" dollars each year; we'd be presenting the client a higher-quality service at lower cost; etc.)

- **Listen.** Often the first step in changing an existing procedure is understanding the complexities of the issue. Once you've had an opportunity to share an idea with your supervisor, listen to what they have to say in response. A full understanding of the entire issue is necessary to create positive change.
- **Keep an open mind.** Sometimes a policy is in place for a specific reason that you may not have fully understood prior to bringing your question or idea to your manager. Many ideas have already been considered; factors such as budgets, time constraints, safety and customer needs may have made them impractical. By understanding the other perspectives in a situation, you increase the odds that you will come up with the best solution for the company. Keeping an open mind is vital to influencing decisions, and those who do it consistently, significantly increase their value within the company.
- **Be persistent.** Valuable change takes time and may take several attempts. If you strongly believe something could be changed for the better and it hasn't happened yet, keep working with your manager and tinkering until you've reached a happy medium at the very least.

Managers at all levels are responsible for considering these ideas seriously and resisting the impulse to immediately shut them down because "that's just the way we do things" or because we don't have time to think about or implement new strategies. If we are to succeed, we must adapt and continue to change as we grow. Sometimes change can be uncomfortable, but that doesn't mean we should avoid it. And often the best ideas come from those who are in the field doing the hands-on work that our business is built on. So make the time to hear them out, and make a commitment to bring those ideas to the next level for further consideration.

To foster open and effective communication, managers should:

- Build relationships by getting to know your employees personally
- Maintain an open-door policy
- Solicit ideas and comments often (e.g. at weekly staff meetings)
- Encourage your staff to feel comfortable sharing their thoughts
- Put yourself in the employee's shoes – understand the perspective that they're approaching from (you've most likely been there yourself)
- Be committed to following ideas of merit through to the next level
- Understand/learn why an idea will or will not be implemented
- Follow through by reporting back to the employee and letting them know the outcome of your conversation. Has it gone up the ladder? Why or why not?

Bottom line: you shape our future. Regardless of the final outcome of an idea – whether it's implemented, tabled for later discussion, or deemed not viable – the fact that it has been communicated gives us the opportunity to learn and expand our base of knowledge about our company and how it operates.



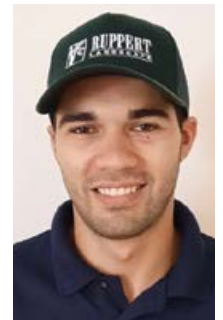
Movin' on Up



Ryan David (LAM)
promoted from Field Mgr. to Area Mgr.



Keisha Davillier (CORP-ACCT)
promoted from AP Lead to AP Mgr.



Wolf Denning (TNL)
promoted from Asst. Field Mgr. to Asst. Project Mgr.



Connor Givens (RAM)
promoted from Crew Member to Field Mgr.



Ron Kuczinski (WHM)
promoted from Area Mgr. to Assoc. Branch Mgr.



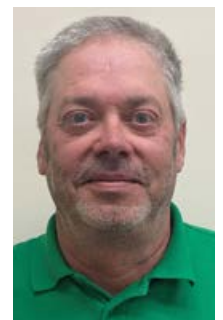
Michelle Miller (CORP-ACCT)
promoted from AP Specialist to AP Lead.



Veston Patterson (GAL)
promoted from Asst. Field Mgr. to Asst. Production Mgr.



Martin Sanchez (TOM)
promoted from Area Mgr. to Assoc. Branch Mgr.



Dave Zeidler (NCL)
promoted from Field Mgr. to Sr. Field Mgr.



Onboarding for Success

By Mike Monde, Director of Culture and Training



Onboarding is a critical process which helps new employees become motivated and educated about their role and our company. If carried out successfully, it increases employee retention and leads to employees who are committed to the company's success and feel like a member of the team. Too often,

people think that onboarding is just a one-hour orientation video that a new employee watches on their first day. And while the orientation video is an important component of this process, as you can see below, the Ruppert onboarding process involves many more steps that are equally as important for a new employee to feel connected with our company and comfortable with their team.



In a nutshell, our onboarding process aims to accomplish the following:

- Allows a new employee to get acquainted with their direct supervisor and co-workers
- Gives them the opportunity to meet and become comfortable with branch leadership
- Gives them the basic lay of the land, from where the bathrooms are to where to meet up with the team in the morning
- Helps them understand fundamental policy issues, from uniforms and vacation time to incentive programs and pay raises
- Enables the new employee to understand and fill out necessary paperwork, such as emergency contact forms, health/dental insurance forms, and tax forms
- Gives the new employee a good understanding of what job skills will make them successful in their role
- Explains how the evaluation process works
- Underscores the importance of our company values, including key topics like safety, empowerment and innovation and how they help propel our company forward
- Provides the basic training to complete their day-to-day job tasks

I would like to specifically highlight two of these steps which, if done effectively, could have a long-lasting impact on all new hires:

1 The Ruppert Welcome: To be completed no later than one to three days after the hire date. This step is key in starting an effective relationship with the company. This step also should help our new employees to feel welcomed and part of the team. It is completed in the field with the direct supervisor and the team. The suggested topics to address during the Ruppert Welcome are as follows:

- Share your history and experience with Ruppert
- Review list of "first day" priorities if needed
- Set safety expectations
- Facility tour and introductions
- Introduce a buddy and get them comfortable with the team
- Set performance expectations and guidance
- Begin skills training
- Ask and always be available to answer questions.
- Begin the Ruppert Orientation (Step 5) if time allows



2 The Ruppert Orientation: This step is completed no later than 1 to 10 days after the hire date. This training is completed at the branch and is conducted by the branch manager and/or the branch training representative. Our newly updated orientation videos do a great job of giving our new employees the basics, but more importantly, it is meant to be an interactive experience with leadership to help explain and answer questions during this step. Our branch managers, when available, will participate in the History, Mission, and Values portion to help all new employees become familiar with this critical portion of the orientation. This will help our new team members get comfortable with the journey that they are about to begin.

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What Happens When I Submit an IT Support ticket?

By Rad Petkov, IT Help Desk Lead



The main day-to-day operations of our IT systems are automated. Servers tick away in our data center and the cloud, the firewall routes traffic to and fro, and reports are generated and sent out on a set schedule. What is not automated is how our IT team responds to our employees' problems, requests, and questions. A lot of time and energy is invested in solving the dozens of support tickets we receive each day, but

what does that process actually look like?

Almost all IT support tickets start as an email to support@ruppertcompanies.com. When an email is received, our issue management system, KACE, creates a ticket and sends a follow up email acknowledging the issue and prompting the submitter to include the best time to contact them. From there, tickets appear in a queue monitored by the IT team. Initial triage of the ticket is usually done by myself and Melanie, performing a quick assessment of the ticket and assigning it to the best IT member to respond. This might be myself for an account change or a phone issue, or it might be escalated to another member of the team. Server problem? Send it to Casey. Email? Tim is the expert. Obtuse M-Files problem? Assign it to Jamison with a note to make sure he sees the notes.

Once a ticket is assigned, it's up to that IT member to make sure the issue is resolved and the user is satisfied with the outcome. The first step is reaching out for more details if needed, then scheduling a call or remote session. Some issues can be solved with a quick Teams call, such as configuring a browser or helping find a lost email. Others require a little more hands-on intervention via our remote support tool, Bomgar. With Bomgar, an analyst can remote into your laptop and chat about the issue while you watch them fix the problem. They can also remote in unattended, so you need only leave your laptop plugged in and awake (and locked!) for the IT member to fix the issue.



When an issue is more complex than a single IT member can fix in a few minutes, they'll bring in some backup. This might be another IT member to ask for advice, a message in the Teams chat about an error, or an email to a product's support for guidance. Depending on the issue, we may also outsource the ticket to a specific vendor. For example, most printers are supported by our printing partner, Meridian, who frequently dispatch a tech same day for repairs, tweaks, and tuning. If you can't print, we can fix this. If no one can print, Meridian is our go to, with the special tools and expertise to fix almost any printer problem or replace a machine.

Once a solution is found, applied, and the submitter confirms everything is working, the ticket is closed. We add notes for the next person who might need to fix the same issue, log our hours, and move on to the next issue.

The helpdesk receives an average of 130 tickets a week. Most are addressed within an hour and closed the same day. Every member of our IT team has their specialty and is poised to respond promptly to resolve any issues so that our team can continue to operate at maximum efficiency and service our customers. We want to thank you for using KACE or emailing support@ruppertcompanies.com to request support for any and all issues so that we can best serve you and properly track our efforts. We are here to help, so if you have a question, don't hesitate to submit a ticket!

Onboarding for Success

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These expectations may vary by division, but we see this as a great opportunity for all of our new employees to meet the leadership and team within their branch and to help with the transition to their new career. When done right, we're helping that new person become acclimated and comfortable with the organization. If you're someone who is doing hiring and giving orientations, I encourage you not to shortchange this process, as it's a cornerstone for success. If you're a new employee, don't allow yourself to be shortchanged. You are now part of the Ruppert team, and if you have questions or would like to revisit anything that you don't quite understand, please feel free to ask your manager. Ultimately, our goal is to make information and expectations accessible and to make everyone feel comfortable and better prepared for a long career here at Ruppert!

ELEVATE 2 is Here

By: Pam Berrios, Director of Multicultural Training and Development



ELEVATE 1 was created to help answer the question, “What can I do in order to grow at Ruppert?” In turn, ELEVATE 2 asks our Latinx workforce, “What can Ruppert do to help you grow?” We have successfully translated several resources regarding employee benefits and interpreted them into a more accessible format, including information on ADP, 401K, direct deposit payments, insurance, personal finances, and paid leave. Many Latinx employees are unaware of the benefits provided to salaried positions either due to miscommunications, misinterpretations, or a combination of the two. By bridging this language barrier and providing employees with ample time to ask questions, ELEVATE 2 further encourages our Latinx workforce to aspire towards higher positions within the company.

Despite the importance of the information provided in this training, we understand that it’s difficult for employees who are used to being outside most of the day to sit still for hours of lectures. So, ELEVATE 2 was designed to keep employees engaged by making ample time for fun activities related to the curriculum. Activities include outdoor exercises, group projects, and practicing daily affirmations. Ice breakers and exercises (such as an innovative running challenge

set outdoors) help reinforce training topics while giving employees from different branches the chance to get to know each other better.

This course is all about training our Latinx employees how to build each other up with some specific focus on how to improve communication skills, with an emphasis on technology. Vital tools such as Microsoft Office, Email and PowerPoint allow participants to use resources that they may not have known were available before. By practicing technology-based methods of communication, participants will be able to improve on the skills that they’ll need to move up to that next level within their branches and the company.

ELEVATE 1 and 2 are all about breaking barriers. We combine expertise and passion for empowerment, which leaves no room for failure inside the walls of our training rooms. There is a reason why ELEVATE 1 graduates are eager to learn more and always want to come back. This next chapter in diversity training will continue to ELEVATE our employees in the way that both they and Ruppert Landscape deserve. Every success story that comes out of this program starts with a goal or dream that may have seemed impossible. It stops employees from asking themselves “why?” and instead makes them wonder, “why not?”

To register yourself or your employees, email their names directly to pberrios@ruppertcompanies.com. I hope to see you all in class soon!



Major Milestones

A hearty congratulations and best wishes to:

RECENTLY MARRIED

Adrian Durham (LAM) and his wife, Erica, were married on August 20th.



PROUD PARENTS



Kyle Meissner (FOM) and his wife, Shannon, welcomed a boy, Dawson, on July 9th.

Tom Barry (CORP-Maint) and his wife, Kristin, welcomed a girl, Avery, on August 7th.



Raphael Garcia (WGM) and his fiancée, Leina, welcomed a girl, Eveyannalise Ryan Zailanie, on July 14th.

NEW HOMEOWNERS

Christina Ridings (NCL) and **Mariel Ridings (RAM)** bought their first home this summer.



The Discipline of Planning

By Bob Jones, President, Landscape Construction Division



We talk a lot about planning. That's because, while we all know how important it is, we often fall short in actually doing it. There are a lot of reasons why: we're busy, it takes too much time, "this job is a simple one," we don't know where to start, and so on. The fact is that we often lack discipline. Very often, we are successful in creating a plan, but as

soon as we get busy, distracted, or face an obstacle, it goes out the window. So while we know the benefits of planning, it is also very easy to not do it, or at least, not do it well. So, we know we should plan, but don't—what's next?

The answer lies in a much-used cliché: "inspect what you expect." We have processes, we have policies, and we have a number of best practices in place. None of these are effective if we are not following up on the execution of them. In landscape construction, there are many questions we should be asking ourselves: Is the job package complete? Have we put together a project schedule? What about a submittal log? The list goes on. There are many players in a branch that have to come together to successfully complete a project. All of these

people have responsibilities and will participate in a number of project meetings. But for a common goal to be achieved, every member of the project team has to "inspect what we expect." The discipline of planning, when done correctly, eliminates all of the excuses we use to "save time" by not planning. Yes, it will certainly take more time up front to put together a proper plan



and to manage that plan, but after almost 50 years of experience in the business, we know that we will save a tremendous amount of time on the overall project, have less surprises, and a happier customer in the end.

These are the moments when great projects are made or lost. Do we take a moment to pull the team together and change the plan and discuss a new strategy? Or do we put our heads down and push forward regardless of changes or circumstance? We all know the right answer. Let's use more discipline in managing our plans instead of just working hard and hoping for the best.

Intern Day

This year, Ruppert's summer internship program welcomed 25+ students assigned to various branches. With a strong desire to attract the industry's best and brightest into our ranks, we actively recruit select students from a variety of universities. We try to be selective in the process of choosing the best candidates for this internship program, as more than half of the interns who complete the program are offered full-time employment after graduation.

Throughout our eight to 12-week summer internship program, participants receive an orientation and exposure to a variety of operational and management

responsibilities. They have an opportunity to interact with senior leadership, participate in skills training, branch appreciation initiatives and trade association meetings, and work with other interns and branch personnel. At the end of the summer, they take part in an event called Intern Day which marks the culmination of our internship program. During this event, they are required to prepare a presentation about their summer work experience, detailing what he/she learned and how that knowledge will be applied at school or in future work experiences. We are extremely proud of our 2021 interns and excited to see what the future holds for them.





Appreciate and Celebrate



Our **HR/PR department** did some team bonding at Stumpy's Hatchet House on June 30th. The group also analyzed their Disc Assessment results to uncover better ways to communicate with each other and work together cooperatively so they can better support our branch operations.



On August 13th, our **IT department** convened today for a Q3-Q4 planning followed by a team-building outing to a Top Golf driving range.



On July 14th, our **Forestville maintenance** branch surprised their team with an omelet chef catered breakfast before they headed out for the day.



On August 6th, our **Alexandria maintenance** team took a fishing excursion on the Chesapeake Bay to celebrate their recent successes and thank the team for their hard work this year.



Our **Richmond maintenance** branches took a break from their busy summer schedules to go tubing on the James River and bond with their team members outside the office/field. This group knows how to have a good time!



Appreciate and Celebrate



We held our annual company picnic at Six Flags America on July 17th. We were glad to spend time with so many team members outside the office/job site, meet their families, and thank them for all their hard work this year.

Our **Raleigh maintenance** team held an employee appreciation cookout on August 27th with burgers and hot dogs on the grill and the added bonus of getting to dunk the management team.



On September 4th, our **Georgia landscape** team went to the NITRO ZONE trampoline park where they competed in bowling, go-kart racing and American Ninja Warrior activities. We had BBQ lunch and beverage.



Appreciate and Celebrate



We held our fourth annual Octathlon on August 18th with our maintenance division managers, with competitions including an obstacle race, trivia, corn hole, and axe throwing. Congratulations to the Far North region for besting their competition!



On August 27th, our **Frederick maintenance** team celebrated the end of summer and thanked their team members for their hard work with a crab feast and some lawn games.



Matt Davidson



Zach Chromiak



Robbie Wallace



John Smith

Congratulations to our recent Enhancement Sales Contest winners: **Matthew Davidson (FOM)** for January through March, **Zack Chromiak (LIM)** for April, **Robbie Wallace (ALM)** for May and June, and **John Smith (BAM)** for July. Enhancement sales are critical to our success because our customers routinely state that a significant way we can improve is by being more proactive in suggesting ways they can better maintain and improve their property. Our enhancement sales recognition contest awards each month's top performer with an engraved silver coin to be displayed in the branch (and one to keep) as well as a small bonus and company-wide recognition.

IN AMERICA

Remember.

In America: Remember is a public art installation created by artist Suzanne Brennan Firstenberg commemorating all Americans who have died due to COVID-19. 660,000+ white flags were installed on 20 acres of the National Mall for two weeks, creating a national opportunity to reflect upon the enormous toll of the pandemic of 2020 and 2021. The installation is open to the public from September 17th through October 3rd, 2021.

Ruppert Landscape was proud to support this project by hand-installing the commemorative flags. To help

bring the artist's vision to life, we used a combination of aerial mapping and design software to create a grid that encompasses the National Mall. We created a grid tool made out of PVC pipe to ensure symmetry and precision during installation. There are 143 sections (most of which are 60' x 60'), divided by 8' paths that span 22 acres. Within each section, our teams placed 5329 flags. In total, Ruppert donated 1200 labor hours to bring this project to fruition, with the help of 60 team members from 10 local branches working throughout the three-day install.

The artist, Suzanne, said, "When people say, 'We couldn't have done



Craig Ruppert with the artist, Suzanne Brennan Firstenberg

it without you,' they are usually speaking figuratively. Without Ruppert Landscape, I literally could not have created *In America: Remember*. From the start, Craig and his team have been all in. Chuck Whealton created two unique systems for planting this massive array, Mike Felts has proven the master organizer, and Laurie Shoemaker has worked tirelessly to create a layout that meets the needs of the National Park Service, while also allowing for the ever-expanding number of flags. Ruppert Landscape models corporate goodness, setting the bar high for other companies."





Charitable Giving



Our **Alexandria maintenance** branch has partnered with an environmental conservation organization called “Friends of the Rappahannock” and the Tides Inn Resort on a shoreline restoration project in Irvington, Virginia. One of the leading causes of pollution to the Rappahannock River and Chesapeake Bay is sediment from eroding stream banks and shorelines. Living shorelines are the preferred shoreline stabilization method in the Commonwealth of Virginia. On June 18th, our team helped with a community day of planting where local residents/resort owners were able to help us install over 3,000 marsh plantings. The total project scope includes 18,000 square feet of living shoreline, 1,300 linear feet of new waterfront wharf, and 21,500 shoreline and upland plants. This living shoreline project, which began in March and will likely wrap up this fall, will have a significant impact on improving the water quality and habitat in Carter’s Creek and the Rappahannock River



We were honored today to take part in the National Association of Landscape Professionals Renewal and Remembrance Day in partnership with the National Park Service. While a large group of volunteers focused their efforts on the Arlington National Cemetery, our team was dispatched to the National Mall to edge a 8,000 SF bed around a grove of cherry trees and fill it with 320 cubic yards of wood chip mulch, and also aerate the FDR ball fields. It is always great to see so many industry professionals come together to do good in our community and honor those who have served.



On Friday, July 23rd, our **Baltimore maintenance** branch visited Nick’s Place to plant flowers and shrubs and add mulch around the facility. Nick’s Place is an in-patient, young adult rehabilitation center that provides programs specifically designed to meet the needs of patients who are working to overcome addiction.



Employee Development



We held our annual **Area Manager Training** on August 19th for our landscape management division's mid-level managers, where they discussed best practices and how to better serve our customers. We always strive for continual improvement and learning from each other is one of the best ways to accomplish that goal!



In early August, our **Safety Committee** convened for a two-day training and team building event, where they heard from guest speakers and company leaders on topics including injury prevention, claim management, reporting, driving and equipment safety, and more. The group wrapped up with some axe-throwing (with all safety measures in place, of course). Thank you to our Safety Committee members for all that you do above and beyond your regular job description to keep our people safe!



Congratulations to the recent graduates of our **KASH** management training course! During this training, employees from across the company gathered at our corporate campus to learn what Knowledge, Attitude, Skills, and Habits it takes to be successful at Ruppert and to be more effective leaders. We look forward to seeing them take their newfound knowledge and confidence back to their branches to help us all strive to be better.



Getting Social

On July 21st, our **Georgia landscape** branch participated in the Associated Builders & Contractors of GA YoPro Network kicked-off. It was a great opportunity to network, meet old friends, and make new connections.



Ronnie Few, Calvin Kom and Clint Carnell participated in this event.

Our **Georgia landscape** branch participated in the Balfour and Beatty Charity Golf Tournament on August 16th.



L to R: Ronnie Few, Adam Bennett, Clint Carnell, Chris Gibson



On July 30th, our **Georgia landscape** team showed their appreciation for our customers at Reeves Young by bringing a food truck and refreshments trailer to their office for a pop-up meet & greet happy hour.

Branch Abbreviations

ALM	Alexandria Maintenance (VA)	FOM	Forestville Maintenance (MD)	NCL	North Carolina Landscape (NC)
BAM	Baltimore Maintenance (MD)	FRM	Frederick Maintenance (MD)	RAM	Raleigh Maintenance (NC)
CAM	Camp Hill Maintenance (PA)	GAL	Georgia Landscape (GA)	REM	Richmond East Maintenance (VA)
CHM	Charlotte Maintenance (NC)	GVM	Gainesville Maintenance (VA)	RIM	Richmond Maintenance (VA)
CORP	Corporate Office (MD)	KIM	King of Prussia Maintenance (PA)	RSM	Richmond South Maintenance (VA)
DCM	D.C. Maintenance (DC)	LAM	Laytonsville Maintenance (MD)	TOM	Toughkenamon Maintenance (PA)
DEM	Delmarva Maintenance (DE)	LIM	Lilburn Maintenance (GA)	TXL	Texas Landscape (TX)
DHM	Durham Maintenance (NC)	MAM	Mableton Maintenance (GA)	VAL	Virginia Landscape (VA)
DLM	Dulles Maintenance (VA)	MDL	Maryland Landscape (MD)	WGM	Wilmington Maintenance (DE)
FBM	Fredericksburg Maintenance (VA)	NBL	National Landscape (MD)	WHM	White Marsh Maintenance (MD)



Getting Social

We were glad to host the **Associated Builders and Contractors (ABC)** of Metro Washington's annual Summer Networking Event on August 31st. We've hosted this event for the past 20+ years and are always glad to reunite with old friends, make new ones, and enjoy an evening with great people. Thank you to all who attended, and we look forward to seeing you next year!





Getting Social

On August 2nd, we welcomed 250+ landscape industry professionals for a behind-the-scenes look at our business and tour of our corporate campus. This “Field Trip,” organized by the National Association of Landscape Professionals (NALP) and The Grow Group, gave us an opportunity to connect with industry leaders from across the country as we shared what we’ve learned from our 50 years in business, gained some useful feedback, and learned from one another.





New Faces

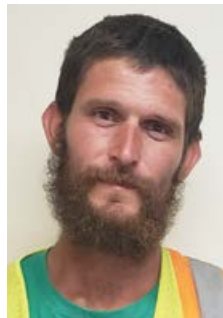
We welcome the following new employees to Ruppert's growing ranks:



**Tomoya Armstrong
(LIM)**
Business Developer



**Ryan Bauer
(NCL)**
Asst. Project Mgr.



**Chris Bradley
(DEM)**
Asst. Field Mgr.



**Kaitlyn Castleman
(NCL)**
Asst. Project Mgr.



**Collin Cronin
(CORP-LAND)**
Natl Bus. Developer



**Jordan Elliott
(BAM)**
Branch Admin. Asst.



**Dillon Gasparek
(NCL)**
Field Mgr.



**Zander Hill
(CORP-ACCT)**
AR Specialist



**Matthew Holleman
(NCL)**
Estimator



**Joe Innis
(GAL)**
Asst. Project Mgr.



**Lauro Lopez
(ALM)**
Enhancement Mgr.



**Daniel Martens
(GAL)**
Project Manager



**Christine Mastrangelo
(VAL)**
Branch Admin



**Grant McCarthy
(CORP)**
Dir. of Tax & Compl.



**Jackie Meissner
(KIM)**
Business Dev. Mgr.

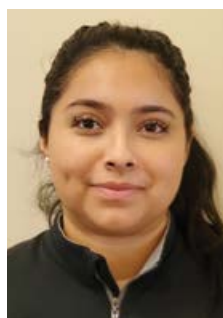


**Dillon Norton
(NCL)**
Asst. Project Mgr.



**Jose Ortiz
(NCL)**
Asst. Field Mgr.

**And
welcome
to our
new and
returning
crew
members!**



**Jesleen Revelo
(CORP-PAY)**
Payroll Specialist



**Logan Stoldt
(NCL)**
Asst. Field Mgr.



**Joseph Williams
(BAM)**
Enhance. Area Mgr.



**Matthew Zuccari
(ALM)**
Business Developer

Not Pictured

Lucas Brody (NCL)
Asst. Field Manager

Tin Johnson (GAL)
Asst. Field Manager

Jacques Ray (NCL)
Field Manager