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Contact Us

If you have questions, comments, or suggestions, contact Human Resources at hr@ekohs.com or call 1.703.481.1001.

Editor: Lawrence S Ward

President's Corner



Deborah J. Lansdowne
eKohs President & CEO

Dear Team Member:

In our fall issue of *eKohs Connection* I discussed our Mentor-Protégé relationship with Verizon Business, and noted that your excellent performance at the project level was a key reason why Verizon Business selected eKohs for their protégé program.

Verizon understands the critical role of Suppliers to the success of their business and the customers

that they support. According to Verizon CEO, Ivan Seidenberg, "These relationships contribute to customer loyalty, stimulate economic development and tap into the innovation and entrepreneurship we need to win in a competitive marketplace." In recognition of the vital role that top-tier Suppliers provide to their business success, Verizon established the annual Supplier Excellence Awards (SEA) program to recognize their suppliers



From left to right, John Marshall, Verizon Business, Tanya Penny, Reginald V. McKoy, eKohs International Program Director, George McDowell, Verizon Business, Deborah J. Lansdowne eKohs President & CEO, Kevin D. Swarns, eKohs Executive Vice President, and Dan Mead, Verizon Business.

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Focus on eKohs Services

CIO Advisory Services Help the Recycling Industry



eKohs' CIO Advisory Services practice was initiated to help organizations optimize their business environment by mastering technology and business challenges faced throughout their business model. Our CIO Advisory Services helps to enhance an organization's success by stabilizing existing operations while creating a business and technology environment needed to meet competitive challenges and growth objectives.

In this Spring 2008 Issue, we include our normal "Project Focus" discussion in this article to illustrate the value of CIO Advisory Services.

eKohs is working with Atlantic Recycling Group, LLC (ARG) on several important initiatives including providing Advisory Services for their existing operations in preparation for their continued growth.

ARG engaged eKohs to provide a detailed analysis of technology issues related to long processing times for in-bound customers, 'Suppliers', of recycling materials. Maintaining acceptable processing timeframes for their Suppliers is critical to ARG's success, as a delay may cause Suppliers to sell their 'product' to a competitor. Realizing the urgency of improving processing times, ARG's senior management determined to improve their processing transaction time by engaging eKohs in an analysis of their IT systems and business processes, to provide both 'quick hit' recommendations and fundamental re-engineering recommendations of their IT systems environment and business processes.

eKohs completed an end-to-end analysis of ARG's technology environment and business processes, and organized their recommendations into Technology Findings and Process Findings. ARG has determined to implement eKohs' findings in an effort to better serve their Suppliers thus offering a stabilized business foundation for continued growth in their market.

ARG determined to implement eKohs' recommendations in a phased approach, and recently eKohs' Vice President, CIO Advisory Services, Kevin Donnelly and eKohs' Executive Vice President, Technology Solutions, Kevin Swarns met with ARG to deliver Phase II recommendations. "ARG is very pleased with the progress to date, and as a result have approved several new technology initiatives for eKohs, which will begin in the near future," notes Swarns. "eKohs remains committed to ARG's success by providing thought leadership to meet their overall business and technology challenges on a project task-level that demonstrates our commitment to their continued success," Swarns adds.

For more information on eKohs ARG engagement, please contact, Kevin Donnelly at kdonnelly@ekohs.com.

Benefits Update

Enhanced Benefits for 2008



eKohs just completed its 2008 open enrollment period. However, employees who experience a status change may still add or terminate coverage, provided Human Resources is notified within 30 days of the event.

Generally a status change is an event such as getting married, the birth of a child, adoption of a child or loss of medical coverage under another plan. For more information, please consult your health insurance certificate for specific details about these and other qualifying events.

This year, eKohs increased health coverage options by adding United Healthcare's (UHC) Open Access HMO plan, which is a less expensive plan that still offers excellent coverage. While the

HMO network is limited to District of Columbia, Maryland and Virginia areas, no referrals are required with this plan.

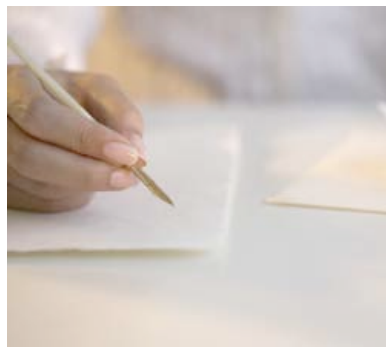
eKohs upgraded the existing POS plan, which provides employees with increased out-of-network coverage and decreased out-of-pocket costs for in-network service. The POS plan gives employees access to a national network of providers, does not require a referral, and provides coverage if you choose to see a provider out of the network. However, using out-of-network providers will result in more out-of-pocket costs for employees.

eKohs continues to offer dental coverage through United Healthcare, although the rates are revised. Additionally, eKohs will continue to offer the Voluntary Vision Plan through Spectera and Basic Life, Short-Term Disability and Long-Term Disability insurance through Hartford. The Vision Plan is 100 percent employee-paid, while standard Life Insurance and Accidental Death and Dismemberment insurance is 100 percent company paid.

For more information on the new HMO Plan offered through UHC, employees may access UHC's website at www.myuhc.com. If you have additional questions regarding benefits, contact Human Resources at hr@ekohs.com.

Contracts & Awards

eKohs Receives Award from the Virginia Jobs Investment Program



eKohs recently received a \$7,995 award from the Virginia Department of Business Assistance's Virginia Jobs Investment Program (VJIP).

VJIP is an economic development incentive program that supports the creation of new jobs throughout the Commonwealth. The program offers workforce development assistance to Virginia-based businesses that meet program guidelines.

To qualify, the business must meet the following requirements:

- Have 250 employees or less company wide,
- Create at least five net new full-time jobs, and
- Make a new capital investment of at least \$100,000.

Human Resource Manager Niharika Dobhal worked with Tina. N. Wade, VJIP's Project Manager for Workforces Services, over a



Niharika Dobhal, eKohs' Human Resource Manager

number of months to gather the necessary documentation to validate eKohs' eligibility.

eKohs' Senior Vice President for Finance and Administration, Frederick M. Price said: "This is the type of ingenuity and resourcefulness that characterizes eKohs associates. Niharika's excellent work in this area shows what all eKohs associates can accomplish when we seize on opportunities." Price concludes: "We are grateful for the excellent outreach efforts of VJIP's Tina Wade for introducing this program to eKohs. eKohs looks forward to continuing to contribute to the Commonwealth's economic growth."

VJIP program benefits include customized training and recruiting programs through consulting, delivered services, and funding to reduce the upfront costs of recruiting and training. This 41-year old program continues with strong support from the Governor and the Virginia General Assembly, which demonstrates Virginia's commitment to economic growth and enhancing job opportunities for its citizens.

eKohs recently received a Certificate of Business Appreciation from Virginia Governor Tim Kaine.

Contractor Referral Bonus Awarded

Philip Robinson increases his and eKohs' income!



Philip Robinson, an eKohs Switch Technician

worked together at AT&T wireless for four years.”

Great work, Philip, for being alert and following through to meet customer needs! Both Philip and Michael support eKohs' work in monitoring and maintaining a cellular network used by the United States and Iraqi governments.

Referral Bonus program guidelines do not limit to the number of bonuses that can be earned. To qualify for a referral bonus, the referral must meet the following three conditions:

- The requirement must be new and not previously known to eKohs,
- eKohs must be successful in placing the SME to fill the identified requirement, and
- The new SME must complete three full months of employment with eKohs.

If all three requirements are met, the referring contractor will receive a \$1,000 bonus included with their payroll check. The next issue of eKohs Connection will announce new winners.

The eKohs Referral Bonus Program was expanded to include contractors since all eKohs associates (employees and contractors) can make substantial contributions in this area.

Philip Robinson, an eKohs contractor based in Iraq since July 2007, recently received a referral bonus for referring Michael Cook to eKohs. Explains Robinson, “when I was hired it was mentioned to me that they needed qualified Switch Technicians here in Iraq. So, I called Michael to see if he was interested in a position. I knew Michael was a good fit because we



Michael Cook, joined eKohs as a Switch Technician through the referral program.

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In recognition of the vital role that top-tier Suppliers provide to their business success, Verizon established the annual Supplier Excellence Awards (SEA) program to recognize their suppliers who achieved overall performance excellence during the year. Verizon's SEA program is a corporate-wide program facilitated by Verizon Services Operations-Sourcing & Procurement Operations, Quality Management organization. Nominees are sought from all lines of business within Verizon.

SEA Program awardees must meet rigorous standards that are reviewed by Cross-Functional Teams directed by Verizon Sourcing and Procurement Operations Quality Management organization. Key evaluation criteria include having a valid contract in force for the program year with expectations for a future business relationship and no performance failures, default conditions or penalties in the program year.

I am very pleased to announce that eKohs, Inc. was honored to be one of ten Verizon suppliers to be recognized for excellent performance through Verizon's 2007 SEA Program out of a pool of 262,000 suppliers. eKohs received the 2007 SEA Program Award for its strong supplier diversity qualifications and its role as a key subcontractor on key Verizon Business contracts with the Department of State. This is truly a significant milestone in our business evolution as the award validates eKohs' client-centric approach to providing services and adding value to our clients.

We're delighted that we are meeting Verizon's expectations and look forward to continuing to add value to all aspects of our business with Verizon. Achieving industry recognition through awards such as Verizon's SEA Program is a significant accomplishment, as it reflects the quality and professionalism that we bring to our clients on a daily basis, and serve as stepping-stones for continued growth and success in our market space.



eKohs' President and CEO Deborah Lansdowne speaks at the 2007 Verizon Supplier Excellence Award Luncheon.