



**ETERNAL
PURPOSE
FUELS
EXCELLENCE**

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At Refined Technologies, we believe operating with eternal purpose fuels excellence. This is our unique why statement, the underlying theme of our mission statement, core behaviors, and all the unwritten and informal elements of our thriving culture. At the heart of our culture is a focus on **community. We care for one another, and our internal experience of biblical community in the workplace continues building momentum. The local community in each area where we deliver work truly matters to us - we want our work to be sustainable, responsible, and we seek opportunities to make a positive impact by partnering with like-minded non-profits. We also care about our global community, trusting that God is directing our steps with where and how to engage and give. This book is all about reaching you with a summary of how RTI is fueling excellence and investing in community, and communities, in 2021 & 2022.**

CRUZALTA



"I love our culture of prayer and care for one another. Our teams are passionate about helping one another in work and life. It has been a blessing to be part of this team."
Jennifer Roper



"The mission of RTI is uniquely different from any other company. It really impressed me. I appreciate the focus on helping others -- it shows true compassion."
Igor Marchuk



"The difference World Vision makes along with our support is amazing! These children and their caretakers are extremely thankful to have a sponsor. After having visited Honduras, I plan to make a difference in their lives by encouraging my friends and coworkers to sponsor a child and/or give donations through World Vision."
Angie Legg



COMMUNITY AT WORK

Culture isn't just a buzzword around RTI; it's our DNA. Our mission statement, core behaviors, and why statement form the foundation of our culture. We connect. We care. We pray. We join together to celebrate big wins and laugh until our cheeks hurt. We walk through difficult seasons of life together, too. Our ability to deliver unparalleled results to our clients, serve our local communities, and impact the global landscape stems from the culture we work hard to build and strengthen. At RTI, you won't find employees filling seats; you'll find Artisans activated in their unique strengths striving toward a shared goal to impact lives everywhere we go. We truly are **better together**.

Therefore encourage one another and build one another up, just as you are doing. 1 Thessalonians 5:11

TRUCK TIME SHOUT OUTS
2ND CHANCE HIRING EXCELERATE
WALL OF FAME IMPRINT
SUMMIT CHAPLAIN
PRAYER GATHERINGS GLS
STRENGTHSFINDER
RIGHT NOW MEDIA SITA
ONESOURCE PRAYER LIST
KIDS BIRTHDAY CARDS
WOMEN'S BIBLE STUDY
AOTM
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ONESOURCE PRAYER LIST
KIDS BIRTHDAY CARDS
CHAPLAIN
STOUT OUTS
TRUCK TIME

70+ Shout Outs
24 Artisans of the Month
Over 500 birthday cards sent to Artisan children

"I love the culture and positive energy at RTI. I look forward to experiencing this environment every day."
Bill Helfrich



CELEBRATION



ADOPTION ASSISTANCE

CHAPLAIN CARE Friendship

Prayer TEAMS

Marriage retreat Charitable Matching

FINANCIAL LITERACY

Missions care packages: 200+

Chaplain touchpoints: 250+

**Artisans who leveraged
Benevolence Giving: 140+**

"It's a blessing whenever you can be a blessing to someone else."
Chad McCardell

"The culture of RTI is one that embodies care and empathy for all. From supervisors, to peers and colleagues, to others outside the organization...everyone is involved in demonstrating care and concern for those in need. The "stop work" mentality not only applies to physical safety, but to emotional and spiritual care as well."
Jon Crantz

Every Artisan is encouraged to meet a need around them and be reimbursed \$500/year. Details on OneSource. Here are a few examples of benevolence gifts:

Given to a family friend who is struggling with a mental illness and is having financial problems.

Given to a new friend from church who is fleeing a domestic violence situation and starting over with her 2 kids.

Paid for a college readiness ACT test for a high school senior.

Helped our friend's brother who was in a motorcycle accident and ran out of insurance.



WE LOVE
LEARNING!

StrengthsFinder GLS SITA RTI CANON SUMMIT

REFINED technologies

THE WHOLE YOU

- YOUR **WHY** MUST COME BEFORE THE **WHAT** YOU DO
- EMBRACE THE **HUMAN** THAT YOU ARE
- YOUR **BODY** NEEDS YOU
- YOU ARE AN **EMOTIONAL** PERSON
- YOU ARE A **THOUGHTFUL** PERSON
- SOMEONE KNOWS YOUR **NAME**

Caring
Coaching
Developing
Relating
Changing

SUPERVISOR

Equipping you to supervise like a boss!

*"Leaders are learners and **all of us are leaders.** Everyone around us benefits when we become better leaders."*

Armand Abay





IMPACTING OUR LOCAL COMMUNITIES

We love serving together - it's an awesome way to spend time with teams and families. From holiday support for the non-profits in our neighborhoods to celebrating MLK Day with a service project, we desire to invest in the communities where we live and serve clients. We also recognize the importance of excellent stewardship and **citizenship**, so when we're planning and executing projects, we seek opportunities to help our clients reach their sustainability goals. We have over a dozen offices and have enjoyed partnering with local non-profits in every area, seeking to come alongside the fantastic work they're doing to multiply their impact. Second chance hiring is a major way we seek to do good for our community, reducing recidivism by creating opportunities for ex-offenders. And, this special population of RTI jumped in with both feet to give back, asking for ways to connect with students to encourage kids to avoid choices that lead to the pain of imprisonment.

Wow - the flywheel is going!

*You shall love the Lord your God with all your heart and with all your soul and with all your mind. This is the great and first commandment. And a second is like it: **You shall love your neighbor as yourself.** Matthew 22:37-39*



Nearly everywhere there's a collection of refineries, we have a presence and are eager to serve our local communities. In some cases, teams return to the same organizations year after year and sometimes we step up for special missions!

Either way, we always feel we are on the receiving end, grateful for non-profits meeting real needs in the communities where we work.





FOLDS *of* HONOR

RTI's giving is currently providing 8 scholarships to recipients in these areas: Tulsa, Spring, Corpus Christi, Chicago, Concord, Houston, Bellingham and Baton Rouge.

"I'm so thankful to be part of an organization that supports and partners with Folds of Honor. Folds of Honor is near and dear to my heart because of a good friend of mine who was injured in Afghanistan and lost his arm. He has a daughter who is the recipient of a Folds of Honor scholarship, and it means so much to know we are continuing to support heroes."

Dwight Martin



Ashley Robinett's daughter, Abbey, received a Folds of Honor scholarship for her college education. Ben Robinett, Ashley's husband, served in the U.S. military for 16 years. He served four years of Active Duty in the Air Force, and then an additional 12 years as a medic in the Navy Guard, deploying on two tours during that time. Ashley and her two daughters, Emily and Abbey, lost their husband and father in 2014.



Ashley Robinett standing with Lt. Col. Dan Rooney, founder of Folds of Honor

"For our family it's not just help with financial needs for Abbey to attend college, but also a wonderful way to honor her dad and my late-husband Ben."

Ashley Robinett



UNIQUE HIRING

Aspiring to be a redemptive organization, we challenge ourselves to think differently about hiring. As we think about our mission statement's second line, Help People Develop, we want to create opportunities for those with barriers to entering the workforce. We've hired through CareerSpring, offering internships to students who are first generation college students, and often minorities. We've also hired through Open Door Mission, WorkFaith Connection, and Redeemed Ministries.

Partnering with Crosswalk Center since 2018, RTI's Houston Distribution Center staff is 80% ex-offenders. There are so many wins with our commitment to give 2nd chances to Crosswalk Center clients: reduced recidivism for Houston, flourishing careers, and an exceptional culture of safety and excellence for a critical part of our business.

"I was determined to take full advantage of this opportunity because I wanted to pave the way for other CrossWalk Center graduates - I felt it was my duty to set a good example and show RTI, and the world, that people like me are capable of turning our lives around."
Joseph "Smitty" Smith

"We're blessed to work with new Artisans (part-time, full-time, in transition, in partnership) that we connect with through our community partners. This is a big way we live into being a redemptive organization, making unconventional hires and creating opportunities for new beginnings!"

Heather Broeder

"I've been to 7 or 8 different rehabs around Texas. You're not going to find a place like Open Door Mission. First off, the staff really love us. I've been afforded great opportunities since the Mission - I got a great job with Refined Technologies. I don't just have a job now, I have a career, and honestly attribute that to the Mission."

JR Medrano



George Floyd's tragic death triggered an intentional trip to HDC to check in with our team. Asking what RTI could do to advance racial reconciliation, our Crosswalk Center graduates asked for a chance to "give back". Several men shared a desire to intercept kids from making tragic decisions leading to incarceration. Through prayer and networking, RTI found an outlet for our Crosswalk Center Artisans to give back, sharing their personal stories with students in Alternative Learning Centers.

Twice a month during the school year, Artisans from our HDC travel to Richey Academy and meet with a tough audience -middle school and high school students! We love praying for Richey Academy students and sharing that drugs, guns, and gangs are not their only choices, and that purposeful work can bring a fulfilling future!

"The gentlemen really spoke to the nuances that our students are facing within their lives and the need for self-worth. I was pleasantly surprised how they were both able to field questions with integrity and knowledge in a positive way."

Cory Thames
Regional Director of Spring ISD Alternative Learning

COMMUNITY GARDEN *Learning planting* CELEBRATING MLK DAY DIVERSITY & BELONGING *Refined Technologies* Cleaning RACIAL RECONCILIATION *SERVING* KINGDOM BLOCK CRUZALTA *WHOLE HEALTH FOR 3RD WARD* Pastor Hill Southern Brush



Houston-based Artisans partnered with Southern Brush, RTI's sister company (common ownership, common mission statement) to support the development of a community garden. Celebrating MLK Day, families gathered to pick up trash, prepare for planting, clean a community center, and remember Dr. Martin Luther King, Jr.'s dream for equality. Pastor David Hill of Restoration Community Church shared with Artisans at this event, our prayer gathering, Summit, and on other occasions. He is a trusted voice bringing biblical counsel on our diversity and belonging journey.

Southern Brush literally did the heavy lifting, clearing the lot across from the street. They heroically donated their time and resources to set up MLK Day for success.



SOUTHERN
— BRUSH —
ENERGY SERVICES

*"If I cannot do great things, I can
do small things in a great way."*
- MLK

CruzAlta and RTI are pleased to partner with our clients to meet their sustainability goals.



CRUZALTA

WE ARE USING RESOURCES **MORE EFFICIENTLY**

CHEMICAL CLEAN

- MINIMIZE TRANSPORTATION TO CLEAN EQUIPMENT OFF-SITE
- EASIER WASTE HANDLING
- REDUCES STEAM CONSUMPTION 75% VS. TRADITIONAL STEAM-OUT CLEANING
- ENABLE EQUIPMENT TO BE OPENED TO ATMOSPHERE, IN COMPLIANCE WITH RSR REGULATIONS

IMPROVED EFFLUENT MANAGEMENT

- Can be treated and **REUSED** or discharged as **CLEAN WATER**
- FULLY CONTAINED** effluent system **ELIMINATES VOC EMISSIONS** to atmosphere and eliminates exposures to personnel
- Total condensation systems enable FGRU's to stay online during shutdown, **REDUCING FLARE EMISSIONS**

ULTRASONICS

- Higher degree of **CLEAN**
- Allows for **REUSE** of equipment instead of requiring disposal
- 70% LESS** water consumption than traditional hydroblasting

WE ARE DELIVERING **INNOVATION** IN KEY AREAS

GREENHOUSE GAS

- Flareless TAs significantly **REDUCE EMISSIONS** during shutdown
- Heat Exchanger Management **DECREASES GHG EMISSIONS** per barrel of crude throughput
- PAPERLESS** operations teams reduce carbon footprint

ENVIRONMENTAL JUSTICE

OUR CHEMISTRY IS: **NONTOXIC AND BIODEGRADABLE**

- TERPENES** are from waste stream of the aromatics industry
- Can be **REPROCESSED** at refinery into **USEABLE FUEL**

31 COMMUNITIES with watershed rehabilitated and protected

1,527,378 TREES planted / regenerated

1,937 FARMERS using water catchment techniques

*As long as I am in the world,
I am the light of the world.
John 9:5*

CARE FOR OUR GLOBAL COMMUNITY

It's easy to watch the news and feel overwhelmed. Hunger, poverty, war - we pray, and we all have a stirring, a longing, to do something. The great news for all of us is that if you're holding this book, you're already part of some pretty big things... like sponsoring hundreds of children in Honduras, bringing clean water to families in Central America, providing refugee support at border crises like Venezuela and Ukraine, and much more. **World Vision** is meeting the most vulnerable children in their time and place of need with sustainable assistance that is changing the landscape of their challenges. Moving into our 20th year of sponsorships, 5th year of commitments to clean water, and 3rd year investing in disaster relief, we're proud of our partnership with World Vision to bring restoration to communities around our world.



CHILD SPONSORSHIP

With over 200 Artisans sponsoring over 400 children, we're collectively making a huge impact on Honduran families! Sponsorships allow World Vision to invest in and empower communities - focusing on water, healthcare, education, protection, and spiritual growth. If your family is interested in sponsorship with RTI, contact missions@r-t-i.com. RTI covers 75% of the sponsorship while the Artisan covers 25% of the cost through payroll deduct.



WATER PROJECTS

Clean water transforms communities, laying the foundation for major improvements to health, education, and nutrition for families, and opening doors for economic empowerment. RTI and World Vision surpassed the original goal of bringing clean water to 200,000 people and are now tackling remaining communities in rural Honduras. We encourage your family to pray for the communities currently waiting for clean water.

Simply stated, access to clean water brings radical changes to daily living. The beautiful symbolism of how living water transforms lives as we trust Jesus is undeniable!

But whoever drinks of the water that I will give him will never be thirsty again. The water that I will give him will become in him a spring of water welling up to eternal life. John 4:14



VISION TRIPS

Our dream is to bring every Artisan on a vision trip to Honduras to see the impact World Vision is making on families just like ours. We've made seven 3-day trips to rural areas of Honduras, allowing over 40 Artisans to experience the challenges and beauty of Central America. Typical vision trips look like "Day 1" visiting a community without access to clean water. "Day 2" includes a visit to a community now thriving with clean water, where we often visit a school and learn about additional World Vision efforts to establish sustainability. We get to meet some of our sponsored children and one of their parents or grandparents on "Day 3". These vision trips allow us a front row seat to understand and celebrate the impact our partnership with World Vision is making.



THRIVE

When poverty feels inescapable, it's tough for families to envision a hopeful future. They need real opportunities to grow their incomes. In Honduras, most rural families depend on coffee for their income, but they often lack the knowledge, tools, and mindsets to produce effectively. That's where RTI and World Vision come in. Through intensive agricultural training, better tools, and access to irrigation from the water projects RTI supports, World Vision empowers families to go from barely surviving to thriving. RTI is blessed to support these hard-working coffee farmers by purchasing coffee for our offices directly from coffee producers, providing hope in a cup and joy to our Artisans.





DISASTER RELIEF

Our world is full of crisis situations – some that make the news and many that do not. World Vision already works in these hard places, responding immediately when disaster strikes. Since 2019, RTI has been a significant donor to a wide variety of crises in Venezuela, Yemen, Ukraine, Afghanistan, Honduras, and the US. We're thankful for World Vision's ability to responsibly deploy supplies and food, partnering with local organizations and churches.

Over a dozen Artisans from all parts of our organization jumped in to donate to Ukrainian refugee care when RTI offered a matching opportunity.



To learn more about ways to get involved, connect to our missions partners, or learn more about RTI's unique culture and community, email: missions@r-t-i.com.

