



TDPartner there to help during crisis



When a gas line crisis forced hundreds to leave their homes, TDIndustries' Sanchez helped Atmos' crisis response team

In late February 2018, Atmos was working overtime to fix a crisis in a northwest Dallas neighborhood. A young girl tragically passed away and several other residents were injured after a house explosion. A string of house fires followed, and the company had to shut down gas service with low temperatures in the 30s.

As Atmos feverishly worked to fix the leaks, it called in all its ancillary employees and redirected countless others to restore service. With so many Atmos employees rerouted, it was clear to TDIndustries Facility Manager Eddie Sanchez he needed to step forward and help out his city and team members. Sanchez, who works at the Plano Atmos location, volunteered to translate documents into Spanish, deliver supplies, maintain the pop-up command center, and help out wherever he could.

For Sanchez, offering his help was an instinctual reaction, both from his values and his work as a facility manager.

"That's what we are conditioned to do, help out," he said. "I was a little surprised at what they asked, but I was glad to be able to represent myself and TD well."

Why choose TDIndustries?

- Partners who take ownership of building's health and company's wellness
- Access to specialty knowledge that would be too expensive to maintain internally
- Vast array of trades allow quick response to any issue
- Quality management of all operations and subcontractor installations

Core Value: Build and Maintain Trusting Relationships



Once Atmos responded, Sanchez noticed how quiet his facility was. Almost every Atmos employee had been whisked away to the command center or directly into the field. That's when he felt the gravity of the situation.

"A lot of people were asking what was going on, and we all wanted to help," Sanchez said. "We always do whatever the customer needs."

When his Atmos counterpart asked him for help, Sanchez was surprised. He didn't need manual labor at first, although that would come in time. What he needed were Sanchez' Spanish translation skills.

Outside of repairing the lines, Atmos' priority was to distribute aid, vouchers, debit cards, and general information. Most of this information was in English, so Sanchez was asked to translate documents into Spanish. Sanchez proved an exceptional resource, so he quickly earned more responsibility.

"It started with two or three, but soon I was translating 12-15. The documents explained how to use the cash and debit cards for emergency expenses, and had general information about what Atmos provided."

Sanchez' work would help frontline aid distributors immensely and immediately. His translation allowed hundreds of displaced, Spanish-speaking residents quicker knowledge and access to supplies.

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To coordinate its response, Atmos rented a small shopping center to run its command operations. Sanchez' direct report and his boss were called to maintain that space. Running 24-hours a day, Sanchez' co-workers split time into 12-hour shifts. After 3-4 days, it was clear they needed some relief.

Sanchez stepped in to help maintain the facility for the hundreds of technicians who received daily tasks each morning.

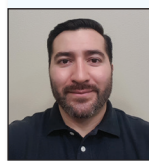
Sanchez spent hours delivering office and emergency supplies to storage facilities and the command center. He spent even more time helping displaced residents.

North Texas was still in a cold spell, so Sanchez was eager to help everyone stay warm.

"Anything they needed, we gave," Sanchez said. "We oversaw the maintenance there, made sure everyone was arriving on time. We cleaned, managed catering, you name it."

Sanchez continued his extra work for several weeks, proudly wearing his TD cap and jacket as February melted into March. Many times he was the only non-Atmos employee in a sea of trucks, boots, and planners at the command center. For Sanchez and TD, serving is part of the contract when they sign on the bottom line.

"It was still cold, so I always had my TD jacket or hat on," he said. "A lot of people were wondering why TD was there, but I was glad to show that I am with TD, and we care."



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— Eddie Sanchez, Facilities manager

