

Issue

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InfoXENCO

October to December 2011

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1. **A letter from our CEO, Eduardo Builes, Ph.D.**

Greetings my Friends,

Looking back in time, I reflect on the company's accomplishments with a sense of fulfillment. The most important of such achievements involves the growth and expansion that has been on the works during the past five years, which has shaped the identity of XENCO into a leading, cutting-edge national network of Laboratories.

From 2007 to mid-2011 we set to develop a rapid-growth strategy through mergers and acquisitions. This initial phase of our plan was designed to expand XENCO's presence across the Southern United States, from the East Coast to the West Coast, aiming to serve most of the continental U.S. With such an ambitious dream in mind, Xenco acquired facilities in Georgia, Florida, Oklahoma, and Arizona and added those to the existing laboratories of Houston, Dallas, San Antonio, Midland-Odessa, Tampa and Miami. Such facilities were equipped with cutting-edge instrumentation and staffed with capable professionals.

The Company has achieved considerable geographic reach, and completed the development of the LIMS tools, systems and infrastructure and now our headquarter facility in Houston has been turned into a "SuperLab" meant for high volume and high-speed production capable of running hundreds of samples per day in a myriad of analysis. Our Dallas, Atlanta, Phoenix, Odessa and Central Florida Labs offer a broad range of analyses, the best service in town, and a 3-7 day Standard TAT.

Various specialty services have been added including Radiochemistry in Phoenix, Asbestos, TEM, Glycols and Alcohols in Dallas, AOC, full drinking water capabilities in Houston, and NORM analysis in Odessa. The Houston's SuperLab provides back up to the rest of the network and support the service centers, thus preventing bottlenecks in periods of high activity at the other Labs. All our data and phones are linked across the network so that our clients can have full access to our talent with a single phone call. Moreover, our reports are generated automatically so they can be reviewed any time by the customer, regardless of the facility where the samples were analyzed.

If 2011 has been a period of ongoing evolution at the core of our identity, 2012 appears as a horizon of even more exciting promise. Our goal is to shorten our turnaround time, and to improve the quality of our services to levels not seen before in our local markets in aspects such as the presentation of our reports, the agility of our web-based data solutions, and the offering of marketing and educational tools in the local markets. Our team of account executives has been strengthened with the recruitment of April Brandon in Houston, Lynn Schulz in Phoenix, and Julie Goodwin in the new Oklahoma service center. Our corporate management has enjoyed the promotion of Mike Kimmel as Client Services Manager in Houston and of Greg Gosis as corporate VP. Our commitment to deliver the very best in customer service is a virtue that distinguishes XENCO from most of our competitors, a quality that we are looking to improve in the new year.

In 2011 XENCO was ranked, once again, among the top thirty environmental labs in the U.S. Furthermore, I had the privilege of accepting the FastTech 50 award in Houston for the fourth time in 10 years, in a ceremony that recognizes fifty technological companies of the region that have experienced remarkable growth. While this kind of recognition is fulfilling, my greatest satisfaction derives from the relationships we developed with our customers over the 21 years in business. I envision a 2012 in which each of our clients feels extremely satisfied with the human warmth and professionalism of our employees and with the quality, reliability, accuracy and timely delivery of our reports. A team of project managers, sales executives, and corporate management will reach out to you to find ways to better service your needs to make you more efficient in the field and to make the evaluation and usage of our data as seamless and rapid as possible. Please reach out to our people without hesitation. Ultimately I hope that every one of those who entrust us with their business will think and talk about XENCO with excitement. We realize you have many choices, so in the name of the XENCO family I want to thank you for your support and I pledge a total commitment to service your needs.

I wish you, your company, your family, and your friends a prosper year 2012. Sincerely,

**Eduardo Builes, Ph. D.
President and CEO
XENCO Laboratories**

Radiochemistry Services

During the past year, XENCO Laboratories aggressively pursued development of a radiochemistry division in its Phoenix, AZ lab. In July 2010, XENCO hired Mr. Richard Turner as the Director of the Phoenix laboratory. Mr. Turner brought extensive practical and theoretical knowledge of health physics, radiation detection, and radiochemistry. He has initiated and successfully completed the development of a radiochemistry department in the Phoenix lab. This development became a valuable addition to the traditional environmental testing services that Phoenix lab has already been offering to its clients.

In order to develop radiochemical methods, Xenco has secured specialized equipment:

- Liquid Scintillation Counter (2)
- Radon Scaler (12)
- Gas Proportional Counters (16)
- Gamma Spectrometry System (1)
- Currently, the laboratory is capable of performing the following radiochemical tests:
 - Gross Alpha and Beta by EPA Method 900 and SM 7110B
 - Gross Alpha by Co-precipitation by EPA Method 900.1 and SM 7110C
 - Gamma Emitting Isotopes by EPA Method 901 and SM 7120
 - Radium 226 by EPA Method 903.1 and SM 7500-RAB
 - Radium 228 by EPA Method 904 and SM 7500-RAC
 - Tritium by EPA Method 906 and SM 7500-HB
 - Ni-63 Leak Test
 - Radon in Water by SM 7500-RN

The laboratory is certified to perform these tests in AZ and recently passed an audit by the State of California. California NELAP certification, which is expected to be in place by late January – early February, will allow XENCO to offer radiochemical testing services to its clients in Texas, Florida and other NELAC (TNI) participating states.

Please contact your local sales representative or project manager. **Lynn Schulz**, in Phoenix, will provide more detailed information for the area:

Email: Lynn.Schulz@xenco.com
Mobile: 602-677-6575
Office: 602-437-0330

ONLINE SURVEY

A few months back we made available an online survey where our customers can express their impressions about any aspect of XENCO's service. The amount of responses has been short of overwhelming, most of them predominantly positive and even enthusiastic. We are taking every one of your comments, recommendations, complaints and remarks seriously. We want to share with you some of the heartwarming remarks received (we protect the anonymity of the author):

"Xenco is very dependable"

"Very good people to do business with at the Odessa Lab"

"I appreciate the efforts and hard work put forth by April Brandon, Debbie Simmons and the Xenco team"

"I asked Mr. Mike Kimmel for 4-oz jars and he sent a great, super complete package in a cooler for me to send the samples to XENCO Laboratories. I appreciate it a lot, and the excellent job with the test results. Thank you for the great service!"

Have you completed the survey yet? If not, this is the right time to do so. We appreciate your feedback and take it quite seriously!

<http://www.xenco.com/content/survey/survey.html>

"I don't think of my PM as my contact at Xenco - I think of her as a member of our team".

"I am impressed with the improvements in turn around time"

OUR SERVICES

- Testing: Environmental, radiochemistry, drinking water, asbestos, microbiology
- Research and development. Product formulation
- Field sampling
- OSHA-Compliance Training

Facilities in Arizona, Florida, Georgia and Texas
And services across the United States and Latin America

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