

It's One Complete

sim·pli·fi·ca·tion

Noun - the process of making something **simpler** or easier to do or understand.
"he is proposing simplification of the planning system"

In a quarterly leadership meeting in 2021, we set a company goal to 5 X our annual revenue in five years. The strategy that we would implement to achieve that goal was dual faceted;

- 1) we would grow by acquiring companies that had different clients than the ones we already had so that we could offer to them additional products and
- 2) to grow organically by expanding the types of products we could offer our current clients (i.e., equipment recovery, first party collections and third party collections).



Now as we enter 2023 and four acquisitions later, we are well on our way towards accomplishing our growth goals but for us to continue to grow organically and through acquisitions, we have to come together as ONE COMPLETE company, operating as ONE company. There is an African proverb by Martha Goedart that speaks to the importance of coming together, it says, *"If you want to go fast, go alone, if you want to go far, go together."* One of the ways that we will come together is through **SIMPLIFICATION**. As we simplify the policies, procedures and processes of our business it will better enable us to come together as **ONE COMPLETE**.

Simplification allows us to challenge each process and approach to identify which is the most efficient and best suited for its particular purpose" (Deloitte LLP) This means that there will be some processes that we decide to abandon or change in the short term, not because they aren't good ideas or processes, but because the expansion or adoption of them at this point would create additional complexities into our business that may slow our growth and ability to bring all five companies together. As we look at and review the different processes and procedures across our business, one of our tenets for success this year is to simplify and streamline the way we are doing things. This will allow us to come together quicker and ensure that we're able to continue to provide the greatest product to our clients. I am excited for this year and the years to come as we grow this business together. I know that by simplifying our business now it will enable us to provide our clients the best collection products as well as allow us to continue to grow organically and through additional acquisitions.



Miles Jensen - Vice President of Business Operations

Bowl for Kid's Sake - A Complete Community Partnership

Complete Recovery as an organization has been a long time supporter of Big Brothers Big Sisters of Utah. For those who are not familiar, this great organization's mission is to create and support one-to-one mentoring relationships that ignite the power and promise of youth. Merlin Jensen, our CEO is a current board member and Chuck Krivanek, our



Primary People Person is a former board member and former big brother.

We are proud to announce that Complete Recovery is once again a sponsor of one of BBBSU's main fundraising events, **Bowl for Kids Sake**. This is a great opportunity to raise funds to further the mission and decrease the waiting list of youth who are waiting to get into the program and be matched with a volunteer mentor.

We are still looking for some bowlers to join us. Our Complete team will be bowling **Saturday, March 18th, at 10am at the Olympus Hills Bowling Lanes**. If

interested, please contact **Stacy Estes**.

And we encourage anyone interested in finding out more about becoming a "Big" mentoring a boy or girl, to drop me a line and we can discuss what it takes and how the program works.

65

UTAH CHILDREN WAITING
FOR A MENTOR

968

UTAH CHILDREN
SERVED IN 2021

4,309,000+

POUNDS OF CLOTH WASTE
REPURPOSED IN 2019

Town Hall Meetings This Week



As part of our commitment to transparency and honest communication throughout Complete, we invite all employees to attend one of our Town Hall meetings every three months. Various members of the leadership team will present information from their areas of expertise, sharing what's going on in the company. It is a sizable investment in time and effort, but an investment in our people is always a great investment.

What can you do to help maximize the value of these meetings? Make sure to arrive at the meeting on time. If you are able to meet in the office, plan to be ready to go at your scheduled start time. If you are attending virtually, make sure your equipment is working and again be logged in on time. And we encourage you to actively participate. If you have a question, now is the time to ask as you will have many of the key members of the leadership team available.

Meetings will take place on Tuesday and Wednesday, 1pm Eastern, 12 noon Central, 11am Mountain, 10am Pacific.

If there is something that you would like to send us in advance of the meetings, you can always use our [Complete Feedback Form](#) which is available in every newsletter.

Fun Facts: St Patrick's Day!

Saint Patrick's Day, or the **Feast of Saint Patrick** (Irish: *Lá Fhéile Pádraig*, lit. 'the Day of the Festival of Patrick'), is a cultural and religious celebration held on 17 March, the traditional death date of **Saint Patrick** (c. 385 – c. 461), the foremost **patron saint** of **Ireland**.

- Saint Patrick was actually British.
- His real name was Maewyn Succat.
- March 17 is not Saint Patrick's birthday.
- The first St. Patrick's Day parade happened in America, not Ireland.
- It used to be a dry holiday.
- The shamrock was NOT originally used as a teaching tool.
- There are no female leprechauns



Complete Welcomes Kristin Crockett!



We are pleased to announce that **Kristin Crockett** has joined our Complete family of companies as Senior Vice President of Culture and Inclusion reporting to our CEO, Merlin Jensen. This is a newly created role designed to drive our workplace culture as we continue our rapid growth.

Kristin has over 23 years of people development experience and most recently led highly effective learning strategy and execution in a Fortune 50 company. Her efforts impact business results via connected talent management and development programs, customized onboarding and people advancement strategies, targeted team improvement and growth planning, effective sales enablement initiatives, impactful inclusion and belonging training, and aligned skill and competency-based employee journey programs. Collectively this work consistently resulted in improved employee and customer experience scores and achievement of strategic business objectives.

Kristin lives in Colorado with her husband and two cats. When she isn't pursuing her "why" of inspiring optimism and confidence in others through learning and a growth mindset, she loves to travel and spend time with her nieces and nephews.

Please join me in congratulating Kristin as we look forward to the great things she will bring to our organization in this new role!

Now Hiring!

We have the following upcoming classes:

Equipment - Taylorsville/Jax - Tuesday March 14th

RPM/Waypoint - Jax - Tuesday, March 14th

[You can see our current postings on Indeed.](#)

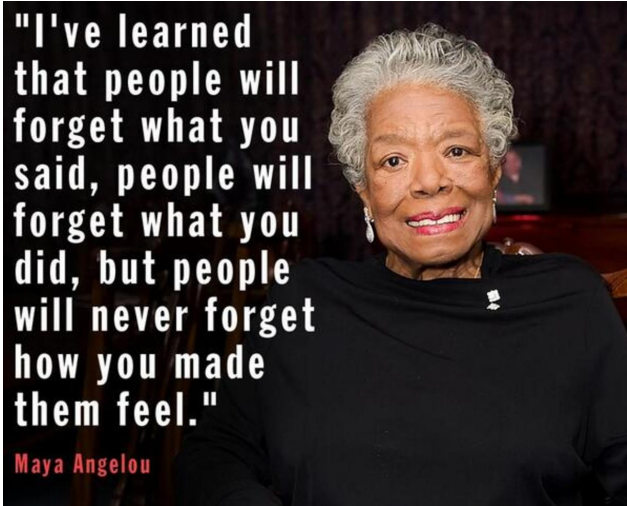
We are also currently hiring for: **Reporting Manager- Remote**

Business Analyst- Remote

And don't forget, referring people to work with us can pay! \$300 after a referred employee completes 90 days of employment! To refer someone, please submit this easy [Employee Referral Form!](#)



The Courage to be Inspired

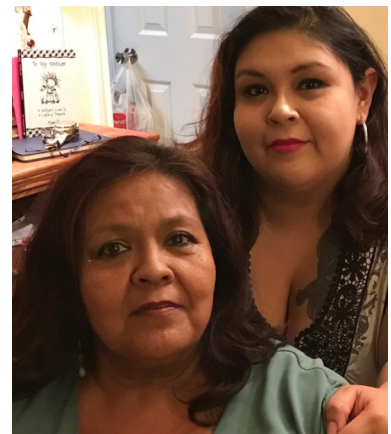


I expect you all know or at minimum have heard of Maya Angelou. If you have not, this is a perfect opportunity to learn about her and read any one of her extensive books and poems. I'd like to share with you about a woman you do not know in the spirit of women's month! This woman is my mother. Born to a father who had labored his entire life and a mother who had a 2nd grade education, she stopped attending school once she was married at 14. In her mid 20's, an automobile accident led to a double amputation that put her in a wheelchair. By the time she was nearing the end of her 30's, she experienced low self esteem caused by feelings of not belonging, the tint of her skin, her lack of education, her weight gain and being wheelchair bound. She rarely went out, stayed in and was a homemaker for that decade and was no longer

the spirited woman she was in her youth.

In 1993, she tuned into the Oprah show for a record breaking week that showcased authors such as Dr M Scott Peck, Deepak Chopra, Elie Wiesel, and Maya Angelou which she describes to be the turning point in her life. Maya spoke about the caged bird, how it sings because it must, and about how this message behind the caged bird dreaming of freedom is universal as we are all caged in some way. Mom was inspired. She enrolled in school at 36 and graduated in 1998 with a bachelor's degree in psychology. She has spent her life working with disabled persons in efforts to bring them to self sufficiency and independent living. In some ways, to bring them out of their own theoretical cage. She often talks about how her classmates, with whom she built rapport, would give her "rides" when they saw her wheeling from building to building and up steep ramps. There is no obstacle that can not be overcome. Of all the things she had read, heard or been inspired by while reading the works by Maya Angelou, she shared one that was the most profound. She heard Maya explain that every person has a right to go where they want to be and be who they want to be regardless of their age, creed, and background. After feeling like she didn't belong, those words made her feel like she did. She had a place, and she had a purpose and she had the courage to be inspired. Know that everyday you are breathing, you have been given a gift. You can breathe love and life into those you come in contact with, Have the courage to be inspired and to inspire others!

- **Liz Rodriguez, Supervisor, Round Rock, TX**



Upcoming Calendar of Events

March	Day	Note
3/14/2023	Tuesday	Q1 Town Hall Meeting
3/15/2023	Wednesday	Q1 Town Hall Meeting
3/17/2023	Friday	St. Patrick's Day
3/21/2023	Tuesday	Q1 Executive Off Site
3/22/2023	Wednesday	Leadership Off Site
3/24/2023	Friday	5:30pm to 7:00pm PST Lynnwood Party
3/30/2023	Thursday	5:30pm to 7:00pm EST Charlotte Party
April	Day	Note
4/1/2023	Saturday	April Fool's Day
4/6/2023	Thursday	Getting to Know the Business
4/9/2023	Sunday	Easter
4/14/2023	Friday	6pm to 7pm MDT Taylorsville Party
4/18/2023	Tuesday	Tax Day

Reminder to RSVP to your local yearly celebration

Question of Week

Last week's question*: What is your favorite flower?

Thanks to everyone who answered the question of the week. This week's winner is Nombulelo Setlogelo from our Johannesburg office, whose favorite flowers are tulips!

This week's question*: What would you like to simplify?

How do you answer the question? Simply [Click here](#) to submit your answer directly! You'll also have a chance to tell us what you think about the newsletter.

You get an entry on the prize wheel for a correct answer AND we'll post the winner in next week's edition of [The Complete News!](#)

Feedback is a Gift!

So do you want to recognize a coworker? Do you have a great idea on how to improve our systems? Then click on The [Complete Feedback Form](#) today!

Based on last week's feedback submitted by Eric Georgeopoulos of our Jacksonville office, he would like to see **“More pictures of Chuck”**. Here then, we present, “More pictures of Chuck”.



See Eric, dreams can come true ;-)



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The Complete News committee is comprised of a diverse group of community members including: Miles Jensen,, Mariam Green (Taylorsville), Liz Rodriguez (Texas), Adrian Lopez (Bogota), Tammy Honeywell (Charlotte), Mduduzi Mabaso (Johannesburg), Kristina Sharova (Lynnwood, WA), Ellie Tripp (Taylorsville), Bubba Lawrence (Texas), Chancy Richards (Taylorsville), Eric Georgeopoulos (Jacksonville).