# PLAYBOOK

REFINED technologies®

The RTI Playbook was created to

**bring focus, alignment, and clarity**

to the foundational statements supporting our culture. It defines what we strive to embody as a privately held, for-profit company.

## To our Artisans and their families,

This playbook helps us recognize and celebrate our Core Behaviors in others and encourages accountability to our Mission Statement in the choices we make. Our Mission Statement and the words in this Playbook are only meaningful when we live them out together, every day.

**Artisan**: an RTI employee, citizen of RTI, embodies RTI's Core Behaviors, Ideal Team Player, "Skilled In The Art," one working for hope and restoration.

## To our Clients and Partners,

You can expect a unique working experience that stands apart from other providers. Our commitment to earning your trust and ensuring integrity in our supply chain exceeds compliance.

And when you partner with RTI, you are also helping to support organizations meeting real needs in the world, such as World Vision, CrossWalk Center, and Folds of Honor. We are grateful for your role in enabling our support of these organizations.

It's the opportunity to serve others, both locally and globally, that truly motivates and engages our Artisans.

## To those considering joining RTI,

We know our vetting process is more comprehensive than most companies.

That's intentional, because we believe who we choose to serve alongside us is one of the most important decisions we make as a company. We're not simply filling roles; we're looking for individuals who embody our core behaviors and can help us achieve our financial and missional goals.

We appreciate your patience as we search for Artisans with tremendous capabilities and character, and we hope this Playbook provides insight into our culture and selection process.

## To our existing and potential Community Partners,

We're looking for partners who not only deliver results, but who also share our commitment to Honor God Always. To us, that commitment means we want to be more than just a financial contributor. We want to be engaged partners, supporting your work in hands-on, meaningful ways. We care deeply about the communities where we operate and beyond and are committed to making a meaningful difference together.

We hope this Playbook gives you a glimpse into what truly drives us.

The RTI Playbook brings our corporate DNA to life, defining what we aspire to and the principles that guide us. It reflects how our Mission Statement shapes our daily decisions and our Core Behaviors guide the way we act.

Throughout the Playbook, you'll find stories that show how these commitments take shape in everyday work.

At the heart of it all is our unique **"WHY"**- the deeper reason that motivates everything we do.

# The Playbook framework:

- **Our Why**
- **Mission Statement with Four Big Commitments**
- **Core Behaviors**
- **Promised Experience**
- **Celebrating Our Culture Through Stories**

We humbly acknowledge that we do not always live out the bold, courageous statements within this Playbook. Even so, we keep them before us, trusting that we will continue to grow each day as individuals and as a team.

We are steadfast in our efforts to ensure our clients, partners, Artisans and their families, and our communities experience these commitments in meaningful ways. Above all, we depend on God's faithfulness, provision, and guidance in everything.

# ETERNAL PURPOSE FUELS EXCELLENCE

## WHY

At RTI, we believe operating with an Eternal Purpose Fuels Excellence. This belief guides our enterprise and provides daily inspiration.
Eternal purpose is not limited to charitable giving, service activities, or sustainability efforts; nor is it limited to compassionate acts of prayer and care for Artisans and families. The work we do in the field and how we deliver work as a team also has lasting significance. Our personal belief that all work matters eternally is what motivates us individually and collectively to strive for excellence.

# MISSION STATEMENT

One of the first things you see when visiting RTI's Support Center in The Woodlands, Texas is our Mission Statement – Honor God Always, Help People Develop, Pursue Excellence, Earn A Profit.

Built on four big commitments, our Mission Statement captures our deepest organizational and personal priorities, and has not changed since RTI was founded in April 2001.

**HONOR GOD ALWAYS**
**HELP PEOPLE DEVELOP**
**PURSUE EXCELLENCE**
**EARN A PROFIT**

# HONOR GOD ALWAYS

We operate under biblical principles. This means honoring commitments, delivering outstanding work, being respectful and kind to everyone, protecting healthy rhythms of work and rest, and wisely stewarding our resources. Artisans hold themselves to a higher standard, recognizing that what we do, how we do it, and even the words we use must reflect this commitment. Our desire is to positively shape workplace culture through a redemptive approach to work.

# HELP PEOPLE DEVELOP

RTI is committed to helping Artisans grow and thrive in their roles, and in life, through continuous learning and purposeful work that supports our business objectives. We empower Artisans to own their development by providing a strong learning environment, practical tools for growth, and challenging g opportunities. We believe true personal growth includes multiplying leadership skills in others, which is why candid feedback and intentional coaching are essential parts of our culture.

# PURSUE EXCELLENCE

By setting the bar high, we deliver unparalleled service and superior results. We aim to create “wow” moments for both our clients, partners and coworkers. As innovators, we challenge norms and look for new ways to increase value. We are inspired by consistently delivering exceptional results everywhere we work. Above all, we commit to providing safe, predictable services and an outstanding customer experience, guided by continuous feedback and improvement.

# EARN A PROFIT

Profit enables us to grow, invest in innovation, develop our team, and engage meaningfully with community partners. While most companies aim to ‘make’ a profit, we are intentional about earning a profit by creating value for our clients that exceeds the fees we charge. As a privately held company, we responsibly improve margins so we can reinvest in our people, products, and technology, while fostering a culture of generosity and compassion.

This commitment comes last in our Mission Statement because when we live out the first three well, profit naturally follows.

# CORE BEHAVIORS

Our culture is grounded in three Core Behaviors: Display a Servant's Heart, Exhibit Enthusiasm, and Lead with Empathy. Together, they reflect our distinctive approach to work and what we think truly sets us apart from other organizations. While values like integrity, safety, and respect are essential to any strong organization, our Core Behaviors capture what is unique about how we live out what matters most to us. They serve as a foundation for how we interview, assess, develop, and celebrate our people. Inspired by Patrick Lencioni's work, these behaviors reflect the Humble, Hungry, and Smart qualities of an Ideal Team Player.

**DISPLAY A SERVANT'S HEART**
**EXHIBIT ENTHUSIASM**
**LEAD WITH EMPATHY**

## DISPLAY A SERVANT'S HEART

Artisans put others' needs before their own. We look to give credit, not take it. We roll up our sleeves and willingly step in to get the job done safely, no matter what it takes. We are not 'too big' for any task. We show humility in everything we say and do. We appreciate the contributions of every individual and believe leaders are called to serve their teams by supporting, encouraging, and removing roadblocks.

## EXHIBIT ENTHUSIASM

We want to be here. Artisans are energized by our work, and it shows in our attitude and effort. We come to work motivated and ready to excel because we are part of a company with an eternal purpose. While we may express our passion in different ways, it consistently shows up through a strong work ethic, attention to detail, creativity, investment in relationships, and the desire to make work fun.

# LEAD WITH EMPATHY

Artisans strive to understand and relate well to others. We approach conversations and decisions with care and compassion, mindful of how our words and actions affect those around us. We listen first, ensuring people feel heard, valued, and encouraged. Recognizing that each person is uniquely gifted and motivated, we strive to thoughtfully align those strengths with the needs of our organization and our clients.

# PROMISED EXPERIENCE

When Eternal Purpose Fuels Excellence, we live out our Mission Statement and bring our Core Behaviors to life. We believe the result is something truly special, an impactful experience felt both internally and externally.

When a project is complete, we want our clients and partners to feel successful and proud of what we've accomplished together.

Just as importantly, we want our Artisans to feel a deep sense of accomplishment as we work side by side to exceed expectations.

Our goal is to create a triumphant, rewarding experience for Artisans, clients, partners and the communities we serve, so success becomes something we all feel and take pride in.

Every interaction begins with serving others and ends in shared victory.

*For the Lord takes delight in his people; He crowns the humble with victory.* *Psalm 149:4*

We want to help people win. We pursue this promised experience with humility, not pride or arrogance, recognizing God's hand in every victory, big or small. We know the joy that comes with winning, and we want to deliver that sense of accomplishment in everything we do.

We also recognize that many of our commitments can create natural tensions. Rather than avoid them, we empower our teams to wrestle through the tensions to find the right balance for each situation.

Some of those tensions include:

- Overworking to pursue excellence vs. Protecting rest and prioritizing wellness
- Investing in business growth vs. Expanding generosity to our community partners
- Driving down costs for clients vs. Building long-term supplier relationships
- Leading with humility vs. Demonstrating extreme confidence in our results
- Giving candid feedback for growth vs. Making others feel triumphant in the moment

**SPOTLIGHT:** ***Displaying a Servant's Heart***

Kirby Bordelon joined RTI in 2006 and quickly became known as a true team player, someone who worked well with everyone. During one particularly high-pressure execution, a client became agitated and yelled at Kirby and others on the team. The exchange was heated and uncomfortable. The next day, Kirby met with the client one-on-one. He apologized for any misunderstanding and took ownership of anything he may have done to contribute to the situation. He did so without excuses and without a single negative word about the client. That response made a lasting impression on his teammates, who still talk about Kirby's example of humility today. Later, the team learned that at the time of the incident, the client had been living in a FEMA trailer for more than a year following Hurricane Katrina and was under significant personal strain. The client accepted Kirby's apology, and RTI continued work on the same unit. At RTI, **we value being right with people over being right**. And often, it takes a wise and humble spirit, like Kirby's, to know the difference.

**SPOTLIGHT:** ***Second Chance Hiring***

Since 2018, we've delivered our mechanical maintenance and cleaning work through the employment of second-chance hires, with support from community partners like Crosswalk Center.

These individuals are rebuilding their lives as they transition from incarceration into meaningful, sustainable employment. **Hiring these individuals is not charity; it's a thoughtful business decision rooted in the belief that motivated, dependable people deserve opportunity.**

Throughout their journey, we celebrate life-changing milestones with them: completing parole, getting married, pursuing a TWIC card, investing in personal development, buying a first car, and reconnecting with family. We're seeing positive results for RTI in safety records, financial performance, and client feedback. More importantly, we're witnessing real life transformations in these men and women. And our second-chance hires team gives back through community service projects and by sponsoring children through World

Vision, extending the same hope to others that they've been given. Learn more at *SecondChanceHires.com*

**SPOTLIGHT:** ***God's Sovereignty***

Over the years, our team has introduced thoughtful, innovative solutions to address some of our clients' most complex challenges.

We began with patented chemistry designed to significantly reduce lost profit opportunities. Over time, we expanded to include expert operations support, followed by temporary mechanical equipment to strengthen execution in the field. Today, our portfolio includes more than 20 specialized chemistry solutions, offshore and onshore decontamination, air-cooled heat exchanger optimization, consulting, performance benchmarking, and a growing suite of digital tools designed to deliver predictable, measurable performance.

Alongside our eagerness to say "yes" and support our clients is the wisdom to recognize when saying "no" is the right decision.

**Through every season of growth, we acknowledge God's provision, protection, and inspiration; as well as His encouragement when failure was part of the journey.**

**SPOTLIGHT:** ***Servant Leadership***

As RTI entered the Canadian market, a team of Artisans found themselves on an extended assignment to support client needs when an RTI VP noticed the team had run out of clean clothes.

Deeply committed to RTI's reputation, from clean trucks to respectful language and a professional appearance, he was determined to ensure everyone had clean clothes before the next shift began. So, he started knocking on doors, gathering laundry from the team, and sorting through piles of clothes with no concern for title or status. At one point, he simply said, "Give me whatever needs washing." After some disbelief, team members handed over all their soiled clothes. He washed, dried, folded, and returned everything with care, including items most people would have hesitated to handle!

His willingness to serve the team in such a humble, practical way left a lasting impression. That evening of laundry was **a quiet but powerful expression of servant leadership, carried out with joy and a genuine commitment to excellence.**

# From Founder to Future

Bill Nath credits his parents with instilling in him biblically based values and a deep love for God's Word. As an adult, after losing his brother in a tragic boating accident, Bill became even more intentional about surrendering every aspect of his life to Christ. For more than 30 years, the Nath family has lived out that commitment through active involvement with Focus on the Family, World Vision, and other Christ-centered organizations.

A gifted entrepreneur with a background in accounting and sales, Bill took over his uncle's business, HOC Industries, and led its growth while raising three children (Cody, Paige, and Luke) with his wife, Jennifer.

Cody went on to study chemical engineering and began his career as a process engineer at the Flint Hills Refinery in Corpus Christi. At the time, Bill's company had no connection to the refining industry.

Though it was never the original plan, Cody's experience in refining uniquely positioned him to succeed Bill as CEO. Along the way, Bill passed down the family's core values of generosity,

excellence for God's glory, a love of learning, entrepreneurial vision, and a great sense of humor. All of which Cody shares.

Today, the Nath family's missional mindset continues to shape a unique legacy rooted in restoration, development, stewardship, and hope.

## WHAT DOES ASPIRING TO BE A REDEMPTIVE BUSINESS LOOK LIKE AT RTI?

Artisans are empowered to step-in and support a struggling family or individual through RTI's Benevolence Program, up to $500 available annually.

We believe strong marriages matter and support Artisans and their spouses by covering the cost of selected marriage retreats.

Our headquarters is intentionally called the RTI Support Center to reflect a culture of service.

We intentionally connect with companies, churches, and organizations that inspire us, exchanging best practices to learn, grow, and improve together.

We love welcoming visitors and greet them in our offices with personalized digital signage.

We support new moms with 12 weeks of paid maternity leave and celebrate new dads with 2 weeks of paid paternity leave. This benefit honors birth and foster children.

We make room for laughter in our meetings, often sharing lighthearted videos of Artisans lip-syncing and dancing (or attempting to).

We take Artisans to Honduras on vision trips so they can meet a sponsored child and see firsthand the impact their daily work makes through the clean water projects RTI supports through World Vision.

We welcome new Artisans with a copy of The Ideal Team Player and a note from our CEO.

We care for our people by sharing prayer requests on our intranet and providing access to a paid chaplain for guidance and support.

We serve together throughout the year, partnering with like-minded organizations to support our communities, from homeless shelters and soup kitchens to children in need, cancer patients, and abused women.

We host a monthly prayer gathering to support one another, our families, and our clients. It is always invitational and never an expectation.

We encourage rest and family time by pausing internal email through dinner time and on weekends. This expectation is modeled by senior leadership so our Artisans can truly unplug and be present at home.

In times of uncertainty, whether caused by natural disasters or personal hardship, we gather together in prayer for those in need.

# Learn More About Praxis' Redemptive Frame

*Praxis is an organization focused on entrepreneurs and innovators that operate with a faith lens. Their content inspires and influences RTI's commitment to operating as a redemptive business.*

*We encourage everyone to become familiar with Praxis' redemptive frame which describes how ventures and their leaders approach the world and choose to operate – whether in an exploitative, ethical, or redemptive way.*

*Learn more by scanning the QR code below or visiting https://www. redemptive.is/*

Learn more about Praxis' Redemptive Frame.

***RefinedTechnologies.com***

If you have questions or would like to continue the conversation about RTI's Playbook, culture, or approach to redemptive business, please email missions@r-t-i.com.

Published 6.2026