

IN THE

ZONE

## ▪ Truck Sales Program ▪

### Own a Piece of Flagger Force History

Ever wanted to own one of our Flagger Force trucks? Well here's your chance! We're constantly upgrading our fleet of vehicles, and the time has come to retire some of our trucks. They're still in great shape and we expect them to last many more miles if well

cared for. Rather than sell to just anyone, we'd like to see them find a good home to someone within our Flagger Force family. Beginning in February, before we post these retired trucks to the general public for sale, we'll be offering them up to the highest bidder. Even better, a portion of the proceeds will benefit the Flagger Force Foundation.

Every truck will be in clean, decent working condition with no known

major defects, all light bars and decals removed, all tires at 50% tread or better, and all state inspections up to date. However, we cannot offer any form of warranty - these are used vehicles sold on an as-is basis.

### Support the Flagger Force Foundation

How does this sale support the Flagger Force Foundation? For each vehicle we have developed an unpublished minimum value that must be reached in order for us to release the vehicle for sale. When the final winning bid is announced, 25% of the amount in excess of the minimum value will be donated by the company to the Flagger Force Foundation!

If you're interested in submitting a bid or have further questions about how this program will work, please contact our **Fleet and Asset Manager, Mike Modica** at [Mike.Modica@FlaggerForce.com](mailto:Mike.Modica@FlaggerForce.com) or 717-944-8440.

### Vehicles Available

Year	Make	Model	Mileage	PA Inspection Expires
2005	Ford	Ranger	125,527	2/13
2005	Ford	Ranger	123,649	2/13
2005	Ford	Ranger	122,589	2/13
2005	Ford	Ranger	105,693	2/13
2005	Ford	Ranger	130,839	2/13
2005	Ford	Ranger	125,562	2/13
2006	Ford	Ranger	102,754	1/13
2006	Ford	Ranger	101,668	1/13
2006	Ford	Ranger	145,225	7/12
2006	Ford	Ranger	118,815	7/12



## A Letter from Michele and Mike Doner

I am a creature of habit. I eat the same breakfast and drink the same soda everyday, and when enjoying an adult beverage on the weekend, I always order the same brand of beer. Human beings are creatures of habit. Many of us like to “settle into our routines.” We purchase brands we know we like; we sleep in the same positions at night and stick with patterns that work for us when getting ready for the day.

**As owners, Michele and I spend a considerable portion of every day worried and focused on the safety of our field staff.**

By being in a routine we tend to not have to think about every little detail in our day. Some might even call this “operating on auto-pilot.” Preparing for your work day in the field in a routine manner can be beneficial, like checking to ensure you have all of your PPE before you leave home,

or checking the weather along with your morning cup of coffee.

However, we must be cautious of falling into “autopilot mode.” When it comes to safety, we must continue to monitor and evaluate our daily practices and those of our coworkers. Take the time to conduct a safety review of your daily routine. Are you prepared for work before you go to sleep? Do you know where you are heading and what your shift is likely to include? Are you prepared for the weather conditions?

As you approach your work site, are you paying attention to the hazards that exist? Are you actively participating in the pre job brief? Do you have a questioning attitude? As you perform your daily activities, do you stay focused on task, or do you relax once the site is established?

When you take a break, do you remind yourself to regain focus on your safety before returning to the work site? Once the job is complete do you take the time to review any areas for improvement learned during the day?

As owners, Michele and I spend a considerable portion of every day worried and focused on the safety of our field staff. Our managers, office staff and quality/training teams are determined to ensure your work zones are established safely, to verify our in-field techniques are of the highest caliber and to challenge our clients to meet or exceed all necessary safety standards as well. We know your work zones are dangerous and we pray for the safe return of each of our employees to their home and family every day.

Please join us in sharing our **Safety • Driven** passion!

*Mike*

Mike Doner, Vice President

## Letters to the Editor

### Dental Insurance

Hello! I wanted to provide feedback on the dental plan. Today I had some long overdue work done on my teeth. The bill came out to be about \$1600. I only had to pay about \$400. I don't have the exact figures on hand but I was very excited about this! Thank you so much for working hard to get good coverage. A few months ago I was going to get some teeth pulled which would have been devastating to me, but I held off to see what this dental plan would cover. I really needed this and it's like the best Christmas present ever! Thanks again!

- [Author's name withheld for privacy]

**Have a question, comment or suggestion for the newsletter?**

Email us at [LettersToTheEditor@FlaggerForce.com](mailto:LettersToTheEditor@FlaggerForce.com). We check this email daily and guarantee a response within 2 business days.

### Question for You

What did you think of the recent Winter Seminar Days? Did you feel they were well run? Interesting? Enjoyable? More importantly, was the information presented useful to you? Have an idea to improve the sessions? What would you like

to learn from these sessions in the future? We want to give you the tools and training you need for success in the field, so please let us know what you think. Please send your responses to [LettersToTheEditor@FlaggerForce.com](mailto:LettersToTheEditor@FlaggerForce.com).

**To protect our people,  
our clients  
and the public.**

(except from our Energizing Mission)



# Flagger Force Foundation

## Inaugural Officer Meeting

The inaugural officer meeting of the Flagger Force Foundation occurred on December 22, 2011. During this time, the officers got acquainted with each other, recapped their cumulative non-profit experience and laid the groundwork for the Foundation's efforts in 2012, including setting organizational values and goals for the year. For those that signed up to participate in the Foundation, your branch vice president will contact you directly about the first branch meetings in February or March.



## Now Collecting: Care Packages for Troops

As one of the first initiatives of Flagger Force Foundation, the officers have decided to set up a "Comforts of Home" drive in each office to ship in monthly care packages for our military men and women. Below is a list of most wanted items, but personal notes and letters are also appreciated. If you would like to contribute, please drop these off in the collection box in each office. The officers will take care of sending a monthly shipment from each office.

- Postcards and stationery with pens
- DVDs
- CDs
- Playing cards
- Footballs and basketballs (foam or regular)
- Magazines
- Zip drives
- Disposable cameras
- Toiletries (toothpaste, tooth brushes, deodorant, soap, toilet paper, mouthwash, etc.)
- Lip balm or Chapstick
- Body/face lotion
- Sunscreen
- Plastic sheets (sold at the dollar store, used to keep bugs off of beds)
- Baby wipes
- Gum
- Sunflower Seeds
- Packaged Candy
- Beef Jerky
- Instant soup cups



Flagger Force Foundation officers present a \$10,000 check to the Make-A-Wish Foundation, in honor of our staff, our customers and our business partners.

## 2012 Foundation Goals

Although the Flagger Force Foundation was started less than 8 months ago, the organization has already raised over \$6,591! Thanks go out to your generous purchases of yellow Safety Driven bands and gray Foundation t-shirts, as well as contributions of gear cards and other donations, plus support from Michele and Mike Doner. In addition to this amount, Michele and Mike donated \$10,000 to the Make-A-Wish Foundation, benefitting the Philadelphia, Baltimore and Central PA chapters. This check was presented on December 22, 2011, when all officers were present for the first officer meeting.

2011 was a solid start for the Flagger Force Foundation, but the officers

have set their sights high for 2012. They believe they can double this fundraising amount in the 2012 calendar year, if not triple it, or more! In addition, the officers plan to set up a system to track the volunteer hours worked by all staff members, whether for specific Flagger Force Foundation events or any personal volunteer endeavors not associated with the Foundation. If you already volunteer with another organization, please keep track of your service hours - we'll ask you to report this figure to the Foundation at some point in 2012 to be counted toward a company total. If you'd like to get involved, email the Foundation president, Arlette Creekmur at [Arlette.Creekmur@FlaggerForce.com](mailto:Arlette.Creekmur@FlaggerForce.com). Thanks for your support of our charitable organization!

## Flagger Force Foundation

### York Helping Hands Event

The officers also reviewed the recent success of the York Helping Hands event where Flagger Force volunteers helped pass out hot meals and warm clothing to homeless families in York on December 10, 2011. Our trucks and drivers were utilized to safely transport the food to each location, and we also provided lighting towers to ensure the nighttime safety of volunteers and families at the pickup locations. Special thanks to Nate Kershner, Harrisburg Foundation Vice President, for coordinating this event and also thanks go out to the 8 Flagger Force volunteers that gave their time and efforts to the cause including; Stan Norris, Sarah Mackey, Flim Smith, Diane Odoms, Holly Books, Jeff Motter and Amanda Bogart.



# Let's Get DIGITAL

As you already know, we're rolling out TDOC2, our new, custom-built dispatch software. This technology is a growing and evolving system and we're continuing to make tweaks and changes to better meet our dispatch needs. Thanks for your patience as we continue to refine it and adapt to the new method of computer-assisted dispatch.

On the horizon are several other new technology initiatives. Once we work out all of the TDOC2 hiccups, we'll be implementing an automated communications system, which will allow you to automatically confirm your assignment and send a text or email to yourself with the information. More details coming in the next newsletter about this exciting change and how it will impact the way you obtain your daily assignments.

Also, you may have noticed the new digital signage flat screens in

our King of Prussia and Harrisburg offices. These will soon display regularly updated company news,

information, weather, safety tips and more. Please take a moment to check it out next time you stop by!

We'll also be launching a new, more robust and content-rich Web site in 2012. The site will feature regularly updated news and information, a digital version of the latest newsletter, and an entire section dedicated to the Flagger Force Academy, our industry-leading training program. Additionally, it will debut a highly useful employee dashboard page, eventually including the ability to enter timesheets online, check your upcoming assignments if available, view details about your weekly work history, and much more. If there's something specific you'd like to see on our new Web site in the employee section, please email [katy.halter@flaggerforce.com](mailto:katy.halter@flaggerforce.com) with your suggestion. We're building this site with you in mind, so we want to ensure it meets your specific needs!



Are you interested in learning first-hand about business marketing and gaining real-world corporate communications experience to pursue a career in marketing? Do you know a friend or relative that might fit this bill?

We're seeking an intern to work side-by-side with our Marketing & Communications Manager on special projects including writing for the *In The Zone* Newsletter, planning new curriculum for the Flagger Force Academy, assisting with industry trade events and client marketing, developing new ideas and programs to benefit field staff and helping with other communications-related business needs.

The ideal candidate will be professional, comfortable working independently and managing project priorities, and should have strong verbal and written communications skills. The candidate should also

be proficient with Microsoft Office programs, have some knowledge of marketing or communications, and a desire to pursue a career in business, marketing or communications. A college degree is preferred but not required.

This is a paid, part-time internship, and may be eligible for college credit (if desired, however not required). If interested, please submit a resume and cover letter, along with any questions to Katy Halter, Marketing & Communications Manager at [katy.halter@flaggerforce.com](mailto:katy.halter@flaggerforce.com). You may also be asked to submit a writing sample or participate in an interview process.



# Staring Down Old Man Winter

## Gearing Up for the Job

Dressing in loose layers is key - between the layers is where your body heat is stored.

- Start with fabrics that will wick moisture away from the body (thermal underwear top and bottom).
- Wool is not the best fabric because it tends to hold moisture - including wool socks. If you wear wool, make it an outer layer.
- Consider a hooded sweatshirt made of cotton or fleece and a warm wind resistant coat to go over top of your thermal base layers.
- Carry a facemask to protect your neck and face in extreme cold or wind.
- You can lose up to half of your body heat through your head, so wear a tight-fitting knit hat under your hard hat. Ensure that your hard hat is properly adjusted to provide protection while still staying warm.
- Pay attention to your feet since they are in contact with the cold ground. Wear a pair of insulated, waterproof steel toed boots and layer your feet with two pairs of loose fitting socks. Bring extra socks to change into if your feet start to sweat - remember, moisture is not your friend in the cold.
- For your hands, gloves are fine if your hands are going to be active. However, mittens will keep your hands warmer. Either way, make certain they are waterproof and thermal and don't forget to carry an extra pair.

- If you feel too warm, remove some clothing. You also lose heat when you sweat, so remember, loose layers.
- In addition to dressing warm, you should eat healthy meals and drink hot liquids, when possible.

## A Deadly Kind of Cold

The following two conditions are considered cold-related medical emergencies. Learn the symptoms so you are able to recognize them in the field and seek immediate medical attention if needed.

### Frostbite

Frostbite damages the skin and tissue wherever there is over exposure to the cold. Nose, cheeks, ears, fingers and toes are most vulnerable.

The first symptom of superficial frostbite is usually an uncomfortable sensation of coldness, followed by numbness, tingling, itching, aching, cramping or burning. The area will appear white, but will retain some resistance if pressed upon.

Deep frostbite symptoms include a loss of sensation, swelling and blood-filled blisters on white or yellowish waxy-looking skin. When the skin rewarms and blood flow returns to the area around the frozen skin, the affected area will cause significant pain, will turn a purplish-blue color, and remain hard, giving no resistance when pressed upon.

Most often the person is unaware of the frostbite until someone else observes

the symptoms. Monitor yourself and each other for possible frostbite situations and bundle up to prevent it.

### Hypothermia

Hypothermia is defined as a core, internal body temperature of less than 95°F.

The first sign of dropping body temperature is significant shivering, which is actually one of the body's automatic methods to raise the internal temperature, along with an increase in heart rate, breathing rate and blood pressure.

As hypothermia continues, metabolic rates drop and the victim may experience clumsiness, apathy, confusion and slurred speech, with stiff or tense muscles and joints, plus fatigue or weakness.

Once the body temp is below 89.9°F, shivering stops, oxygen intake drops, the heart may become irregular and the victim may be in a stupor or even become comatose.

### Both Hypothermia and Frostbite

#### ▪ CAN BE DEADLY!

- Monitor each other for signs of these conditions - often victims will not notice the symptoms in themselves.
- Seek immediate medical attention at the onset of first symptoms - don't wait!

## YOU'RE MAKING US BLUSH!

"We've been using your crews for the last five months on our Windsor Township job. We've had two guys for most of that time, **Issac Livingston** and **Ray Donley**. They've done a super job in a really difficult intersection. Just thought you should know." - Allen Myers, Windsor Township

"**Kasey Pena** and her crew did an excellent job while working on the Wernersville job of Strickler Excavating, Inc. Anything that was asked of Kasey and her crew was completed in a timely and professional manner. It was a pleasure working with Kasey and the crew." - Rick Shuker, Foreman of Strickler Excavating, Inc.

"I wanted to let you know what a great job **Terence Hughes** did last weekend with his crew. He understood direction very well, took care of my crew, and did his job extremely well." - Chris Hoeger, Foreman for PECO

"I was so impressed with **Brandon Smith** and **Rob Schofell** that were placed on our Three Mile Island job. They did such a great job that we took everyone for a tour of the plant this morning after the early shift was over. Kudos to them!" - Phil Musselman, Three Mile Island

"We were very pleased with the crew you sent us. They were all good workers, polite, and cared about their job. Thank you for sending good people, I'm sure we'll use your company again." - Sharon Pellman, President of PA PERCS, Inc.

"I was so pleased with **Sarah Mackey's** professionalism and knowledgeability on our jobsite in Mt. Airy. The whole

crew out there today did an exceptional job, but I wanted to share that I think Sarah is a real asset to your company." - Sam McKenny, Foreman for MD Paving & Sealant, a subcontractor for Baltimore Gas & Electric

"**Victor Jorge** and **Eugene Denlinger** were so helpful when I needed cones left overnight to protect our work site. They also did a great job flagging for us, thank you." - Gary Lloyd, Owner of FreeFlow PA, Inc.

"The three Advanced Crews (**Dana Marshall, Timothy Levan, Kim Abbott, Kevin H. Walton, Tyler Bird, Rodger Keaveney, Jose Ortiz, and Blaine Buckwalter**) you sent me did an outstanding job at the Radnor site this week. The pattern and setup was perfect every night, and your crews were very professional. I really appreciate all the hard work they did." - Chuck Kush, Foreman at Utility Line Services

"I've worked in a similar industry for years and I wanted to compliment the crew working on Colebrook Road and Harrisburg Avenue in Rheems, PA (**Mike Shadeck, Justin Miller, Chandler Pope and Charles Wiggins**). I was impressed with how well the crew handled the busy roadway. I've never seen such organization and

the traffic moved without delay." - Anonymous motorist reporting about a PPL Cocalico job

"One of your employees, **Clayton Fell**, found a very expensive gold watch while on his job site yesterday and turned it into the police which helped us solve a recent burglary case we've been investigating. I want to commend and praise Clayton for the manner in which he conducted himself because you do not see honesty like that nowadays." Detective Roy Ferrari, Solebury Township Police

"On behalf of the Field Conference of Pennsylvania Geologists, I would like to thank you for your company's stellar performance during our recent field trip. We are one of your more unusual clients, asking your crews to protect over 120 geologists and several buses, as we examine interesting geological formations along all types of roadways. **Sue Kirby and Sarah Rodenizer** are to be commended for their expertise and professionalism. This is the third year we have used your services and could not be more pleased." - Thomas G. Whitfield, Chairman of The Field Conference of Pennsylvania Geologists



## PA Residents: A Change to Your Local Taxes

Due to a new state law, PA Act 32, effective January 1st, 2012, employers must make a few changes to the way local taxes are withheld for employees who reside in Pennsylvania, with the exception of anyone living within Philadelphia or Pittsburgh city limits.

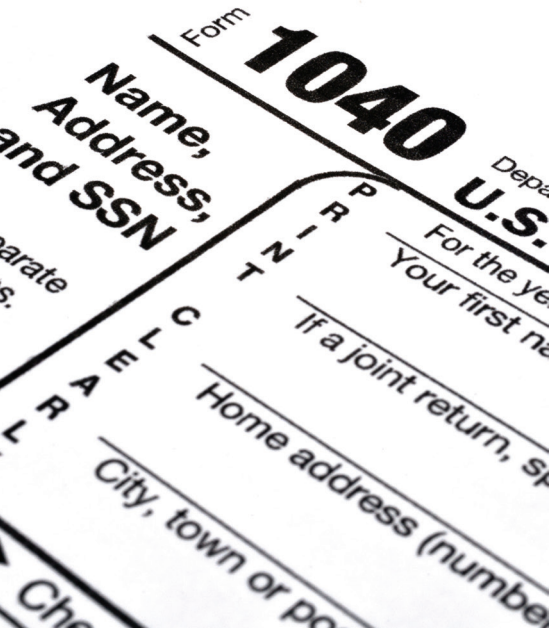
At this time, the change is minor - the percent withheld for your local taxes remains unaltered, but the way it's noted on your pay stub will be different. Instead of seeing "Berkheimer Generic" on your pay stub (which was our previous local tax payroll processing company), you should be seeing a line with your local township or borough name.

Please take a moment to double check that we've correctly listed the township or borough where

you currently reside (for your home address only, not a PO Box address). If it is incorrect, please call our Accounting Team at 717-944-8440.

**Note:** You may see a line that says either Lower Swatara Township (for Harrisburg employees) or Upper Merion Township (for King of Prussia or Scranton employees) - this is not your local township or borough, it is a \$1.00 per week "Local Services" tax based on our office locations. Your local township/borough will be found on a different line.

Lastly, a few other local tax changes will occur later in 2012 due to this law. Please look for additional information in upcoming editions of this newsletter, ***In The Zone***.



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