



IN THE ZONE

Hands-on Training Essential for Success

“Some say that a picture is worth a thousand words. If that is true then hands-on training is worth a million!”

Derrick Terry - Harrisburg Branch

Along with interactive classroom training, Flagger Force Academy courses include extensive hands-on training - an essential tool for developing exceptional employees who can handle any job they encounter.

In 2014 we plan to continue developing steps for our hands-on training including increasing the physical training aspect of the program.

“We put the focus on hands-on training because it is just better,” said VP Mike Doner. “It offers a demonstrative aspect that really makes a lasting impression.”

To ensure the efficiency and effectiveness of our hands-on training, we have incorporated a permanent outdoor training facility at our new Baltimore Operations Center. In addition, we continue to use various large parking areas in the Mid-Atlantic to conduct training exercises. The recent addition of the Smith System Driver Training

program (see page 4 for more details) has enhanced our defensive driving program.

Our classroom instruction utilizes engaging, interactive technology that ensures our participants have a thorough understanding of the subject matter which results in more collaborative learning. Together with our interactive classroom training, we believe our hands-on training is an investment that ensures better overall learning, accommodating different learning styles to help people apply what they have learned.

“I believe some people need hands-on training to completely comprehend. Just because you pass a written test doesn't mean you can do the job.”
Randy Stanley - Harrisburg Branch

“I think hands-on training is a big help as it allows us to physically see the proper set-ups... see our mistakes... far better than just seeing it on a board.”
Marquona Grove - King of Prussia Branch



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Employee Advocates

IN THE FIELD TO BUILD BETTER EMPLOYEE COMMUNICATION AND RELATIONS



“OUR COMPANY HAS BEEN GROWING SO FAST, IT HAS BEEN HARD TO KEEP UP AND STAY CONNECTED WITH OUR STAFF AT THE SAME TIME. THIS POSITION WILL ALLOW US TO CREATE AN ENVIRONMENT OF UNDERSTANDING AND TRUST.”

Arlette Creekmur, Employee Advocate, King of Prussia office

When it comes to understanding how employees feel and think about their jobs, there's just no substitute for being present and listening.

That's why we recently created the Employee Advocate position at Flagger Force.

A “go-to” resource for the field staff, Employee Advocates serve as liaisons between the office and the field. Their job is to help resolve issues, answer questions, provide guidance and be a general support source for Flagger Force field employees. This includes job-related issues as well as concerns outside of the work zone.

The key difference in this role, versus other HR/office support functions, is that the Advocates are in the field meeting and talking with employees every day.

They stop by job sites to see how things are going, provide on site performance reviews and listen to what field employees have to say - the good, the bad, and the everyday issues.

Overall, we believe this new role will help to improve communication across all areas of Flagger Force, as well as increase retention and strengthen employee relations while developing our field team members.

This new role in the Flagger Force organization was first implemented at our King of Prussia office in September 2013 with Dave Oechsle, Kent Nation and Arlette Creekmur being promoted to the positions.

In December, Brian Smathers and Lance Harper were named Employee Advocates for the Harrisburg office while Steve Yancy and Bruce Leighton hold the Employee Advocate positions at our Baltimore office. We will likely be adding one or two Employee Advocates to each market this spring. This new position offers field employees yet another opportunity for career growth.

Employee Advocates will be kicking off a new Flagger Force mentoring program this year. People who are new to the company or new to a particular job role will get to spend time with an experienced counterpart who knows that job very well and can mentor them in their new position.



Flagger Force Employee Advocates (left to right) Dave Oechsle, Kent Nation, Arlette Creekmur, Brian Smathers, Steve Yancy, Bruce Leighton and Lance Harper



Safety Spirit AWARD

On December 5th, at approximately 9:30 PM, a Greyhound Bus from Atlantic City NJ was traveling through a busy Flagger Force work zone near the soon to be completed casino in downtown Baltimore. As it was traveling through the work zone, our crew observed the bus come to a complete stop in the only live traffic lane and a man exited the bus and ran off. Unknown to our crew, the man who exited the bus had just stabbed another passenger in the neck, stomach and hand. Flagger Force employee Ryan Cox immediately went to establish what was wrong on the bus, assisted the driver in moving the bus to a safe location, contacted 911 for police and paramedic assistance and then proceeded to get our customer on the road with minimal delay.

Ryan's efforts supported by his crew members Jesse Burke, Stephanie Smothers & Mahamane Maiga are another shining example of the professional and courteous team members of Flagger Force.

Ryan was recognized for his efforts with a Safety Spirit Award on Friday, January 3rd in the Baltimore office.



Ryan Cox receives Spirit Award from Mike Doner on January 3rd at the Baltimore office.





Award-Winning Year for the Flagger Force Team



As we enthusiastically move into this new year ready to put our best efforts forth, we take a quick look back at 2013 and celebrate the many awards Flagger Force received.

Thanks to everyone's hard work, commitment and positive attitude, Flagger Force is recognized nationwide and continues to grow and succeed - bringing the finest traffic control services to the customers we serve.

Central Penn Business Journal
Named #6 in its list of Top Fastest Growing Companies of 2013

Inc. Magazine Awards
America's Fastest Growing Private Companies
#66 in Pennsylvania
#81 in Construction
#2331 Overall

Inc. Hire Power Awards 2012
#3 in Pennsylvania
#2 in Construction
#55 Overall

Engineering News-Record
Top 600 Specialty Contractors
2013 Ranking: #409

PR Daily Awards
Finalist: Best Cause-Related Marketing
2012 Cone Luminary Project for National Work Zone Awareness Week

Ragan's Employee Communication Awards
2012 Finalist: Best Use of Photography in Employee Communications

Flagger Force

Marks 10th Anniversary Year with Charitable Giving

Since its inception more than ten years ago, Flagger Force has been committed to sharing its blessings by funding various charities within our organization and throughout the communities we serve. While we support dozens of organizations and charities throughout the year, we highlighted a few below.

In 2013, the following donations were made:

- **\$10,000 to the Jamie Moyer Foundation** - honoring our first customer and in recognition of our 10th anniversary.
- **Funds to Prairie Fire Farms**, an organization started by Emily Selvey, committed to the rescue of horses.

- Traffic control design and volunteer services for the **Make-a-Wish Truck Convoy on Mother's Day**
- **\$15,000 to Make-a-Wish** Baltimore, Central PA and Eastern PA
- **\$10,000 to the Flagger Force Foundation Employee Hardship Fund*** through The Doner Family Foundation - formed in 2008 by Michele & Mike Doner in honor of their children Mark and Megan as well as their parents. (The Flagger Force Foundation Employee Hardship fund is a safety net for Flagger Force employees who experience significant life events, including fire, flood and medical emergencies that create financial hardship.)

* The Flagger Force Foundation and the Doner Family Foundation are projects of the Foundation for Enhancing Communities, fiscal sponsor.



Flagger Force Reinforces Hands-on Training with Nationally Acclaimed Smith System®

While Flagger Force has long been recognized for our focus on safety based training programs, the challenges of having 500 trucks moving daily to support the many operations required of our 700 customers require constant diligence. As a result, we're excited to implement the nationally recognized Smith System Driving Training program.

With unique on-road, hands-on safety techniques, the Smith System teaches people how to improve their driving. It provides engaging, proactive training that can be translated for use in every type of vehicle ... with every driver ... in every situation.

Delivering behind-the-wheel instruction to more than 30,000 fleet drivers each year, the Smith System has proven to improve bottom line results for companies throughout the world.

We recently purchased a 15-passenger van to use during the hands-on training portion of our program. This is a much larger vehicle than the F150 pick-ups our drivers normally use, so it offers a unique opportunity for our team members to challenge themselves and improve their driving abilities.

Utilizing the Smith System, we intend to significantly improve our training for all drivers of company vehicles with the goal of reducing the number of moving vehicle incidents within our fleet.

As a result of implementing the Smith System, we've recently added a full-time Driving Trainer position to our organization. Mike Henry has been promoted to Smith System Driving Coordinator. In addition, all of our Branch Safety Advocates - Josh Foltz, Kevin Venable and John Rommel - have been trained to support this effort.



"Our team is excited to experience this new level of driver training. A driver told me after completing the class that even though he has been driving for 30 years, he learned so much in one day that he was headed home to share what he learned with his wife and children, in hopes that they could improve their driving skills!"

- Mike Henry, Smith System Driver Trainer



New Year's Safe Driving Resolutions

New Year's resolutions come in all shapes and sizes. At Flagger Force, we're focused on driving habit improvements in 2014 - and we're also looking for improved habits on our work sites to ensure employees are always focused on the dangers of oncoming traffic.

We asked several of our employees what resolutions they plan to focus on this year, when it comes to driver safety and work zone safety improvement. We're behind our entire team in all their efforts to make and keep their resolutions!

"I will check my mirrors more frequently to ensure a clear path to change lanes." - **Stephany Baver, Harrisburg Branch**

"Get more sleep and maintain a constant focus on inbound traffic. Ensure my coworkers have all PPE on at all times and be aware of changing conditions in the work zone." - **Xavier Merwarth, King of Prussia Branch**

"Pay better attention to other drivers and be more of a defensive driver." - **James Eisentrout, Baltimore Branch**

"Focus on safety rules and lead my fellow coworkers in safety." - **Stephone Williams, Baltimore Branch**

"Always pay attention and take the extra step to keep myself and everyone else safe." - **Keith Matthews, Baltimore Branch**

Whether it's losing weight, ditching a bad habit or trying to adopt new ones, making and keeping New Year's resolutions are two different things. Here are some helpful tips that can lead to success:

3 WAYS TO KEEP YOUR NEW YEAR'S RESOLUTIONS THROUGHOUT THE YEAR

- 1: Tackle one behavior at a time - set small, attainable goals.
- 2: Tell your family and friends about your resolutions - they can become your support system and they can help to keep you accountable.
- 3: Don't beat yourself up if you falter along the way - setbacks are normal, but recovering from mistakes will be the difference between success and failure.

Credit: *How to Keep Your New Year's Resolutions: 3 Psychological Tips to Help You Meet Your Goals*, by Nadia Elyse Harri



Dave Walls was monitoring traffic near an intersection in Chester, PA with **Riggs Distler** when a woman's 5-year-old son darted across the street into the intersection. Dave ran to grab the child from the intersection. The woman was very grateful, but Dave took it all in stride, simply stating his job is "to ensure people are safe." - Stephanie Miller, caller

Thank you to the crew I had on Tuesday, November 19, 2013. **Jennifer Hall** and **James Miller** did a great job and I would like them back on site for each order I have in the future. - Jesse White, Summit Resources, LLC

Caleb Stork and **Ralph Soto** were polite, courteous, very professional and staying true to Flagger Force's mission while working on a UGI job on Walnut Street and Shippen Road in Lancaster City. Nice having them on the job! - Scott Gates, UGI

Thank you to Flagger Force's employee, **Herman Black**, who was helping with traffic control on the Lanark Milford project Friday 11/8/13 in the Coopersburg, PA area. Harlan Electric Co. and PPL Electric Co. were on a joint safety site visit near the end of the day when an area school bus stopped at our work site. Herman made sure traffic was stopped and safely assisted a child across the road and through the work zone into the arms of her mother. This kind of effort is the highest level of professionalism. In thanking Herman for going the extra mile, he returned a big smile and a heartfelt handshake. - Larry D. Green, Safety Rep. Harlan Electric

The quality service that Flagger Force provides in comparison to other flagging companies is greatly appreciated. - Jon Schach, Goods Tree Service

Charles Linn ran the "best work zone site I've seen in a very long time. Perfect in every way - advance warning signs, cones, transitions, spacing, flagger attire, and attentiveness of flaggers to traffic." - Benjamin R. LaParne, P.E. Assistant District Executive - Construction, PA Department of Transportation

Thank you to **Jennifer Harmon** and team for your invaluable assistance over the last few weeks. Jenn and her team have gone above and beyond to assist us in more ways than one. We hope to work with you again. - Cathy Proot, Project Manager with A. Morton Thomas & Associates, Inc.

Rich Orr, **Kim Abbott** and **Victor Perez** provided excellent service when setting up a very safe work zone on a very dangerous stretch of roadway. We were able to complete the work quickly and efficiently. Thank you for your cooperation! - Glenn O. McAllister, VP, Survey Practice Leader, Pennoni Associates

Allen Minnick and **Andrew Nungesser** are commended for doing a wonderful job working on a UGI Reading site in Reading on Eagle Road. Flagger Force should be very proud of them. - Harold Schuring, caller

Kevin Venable is a great instructor - "very professional and keeps the guys engaged." He exemplifies the values, vision and mission of Flagger Force. - Rich Musicant, Environment Health & Safety Compliance Specialist, New Jersey United Water

The last few weeks we have been working on paving the gas trench on Frederick Road. It was great having **Stephen Andrezeywski** managing the work area protection. Sam McKinney from MD Paving and Sealant was very pleased with Stephen's professionalism, as were we. - Ed Giese, Senior Paving Coordinator, BGE

It was a pleasure to work with the crews that Flagger Force provided: **Herman Black**, **Aaron Sienicki**, **John Pasko**, **Philip Borges**, **Galen Hoffman**, **Brian McKiewicz**, **Keith Cunningham** and **Gerald Beck**. They were punctual and professional. - Scott Griffith, Forman - UGI Lehigh

Thank you to the three-man crew of **William Hoff**, **Dexter Keel** and **William Bierly** at County Line Road and Park Avenue in Warminster who did an excellent job. This was a complicated four-lane highway set-up, shutting down the turn lane and one lane of traffic at the intersection. The crew set the job up professionally, stayed three hours late with no complaints and broke down their work area in a timely, organized and SAFE manner. All three crew members were courteous and willing to help out in any way they could. - Terry Bookheimer, PECO Energy

Thank you to **Ashley Hume**, Baltimore Senior Operations Specialist, for the quality of her time, effort and service. They are GREATLY appreciated on my end. - Mike Conneen, Verizon

Tammy Stepp is awesome and created an exceptional work zone. She really knows what she is doing and I would like to have her back every time! - Glen Jasper, Enterprise Electric



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Want to receive this via email?
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Tax time is right around the corner and we have some important new information to share with you about your 2013 W-2.

As usual Flagger Force will be sending ALL employees one paper copy of their 2013 W-2. Paper copies will be placed in the mail no later than January 31st 2014. Depending on where you live you can expect to receive the paper copy in early to mid-February. Don't want to wait to get your paper copy in the mail? One of the many benefits of accessing your pay stub information on the Total Payroll website is that you can also access and print an electronic version of your W-2. Beginning January 31st 2014 all ACTIVE Employees can log on to www.totalpayroll.com and access and print a copy of your 2013 W-2 for free.

It is a best practice to log on to www.totalpayroll.com weekly to double check that your hours are correct, check your PTO balance and to save or print your weekly pay stub for your own records. Your 2014 PTO balance will start showing up on your pay stub dated January 17th 2014. Also when logging into the Total Payroll website remember to double check your address. If you recently moved or notice

that your mailing address is incorrect please contact your branch about updating your address.

If you request a replacement copy of your W-2 to be printed you must contact the payroll department at 1-888-312-3524 to make this request. **Replacement copies will be issued after February 28th** for a fee of \$30.00 payable by cash or check.

If you do not have access to a computer or printer, most local public libraries have access or ask a friend or family member for help.

Please contact your branch with additional questions about receiving your 2013 W-2.

