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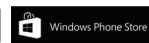
ZONE

## Announcing the Flagger Force Mobile Applications

We are excited to introduce new mobile technology for our field operations! This has been an important goal and commitment that we are delivering to our entire organization. The objective of this initiative is to better support all of our employees and clients by improving our current time entry and dispatch processes. We plan to achieve this objective through mobile applications which will reduce the amount of paper and phone calls required to complete daily time entry and job confirmations.

We are proud to be presenting not one but two mobile applications; one for time entry and one for dispatch. These applications are able to run on smart phones as well as tablet devices. The time entry application is designed to improve the speed and accuracy of time report submission. The dispatch application will advance communications regarding dispatch and the job confirmation process.

The creation of these apps was a deliberate and rigorous process. A team of experienced operators from every level of Flagger Force was created to understand the needs of our employees and clients regarding the time entry and dispatch processes. This allowed us to build the features and functions needed for the effective and easy use of these applications.



You can expect to see the mobile applications in action as they are rolled out to our field crews through a tiered process in the first quarter. These new mobile applications are another example of how Flagger Force continues on a progressive path of reinvesting in our capabilities to be the leader in our industry for innovation and scalable growth.



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# Tips & Tricks

## For Staying Warm This Winter

Keeping yourself warm and comfortable in the cold temperatures of winter is a challenge for anyone, but for those who work outside it's an essential safety measure.

In the winter, you lose body heat when you are exposed to cold weather. You can help your body generate heat by following some practical and easy tips:

**Eat High Energy Foods** that contain good fats and protein. This will not only keep you feeling full longer, but it will provide the calories you need to burn to stay warm. Dried nuts and fruits, oatmeal, cheeses, and dark chocolate are all good sources of healthy high energy calories.

**Stay Hydrated.** One of the most energy intense things your body does in the winter is warming up the cold air that enters your lungs. Cold air is usually dry air because the moisture is locked up in ice and snow. By keeping your body hydrated, it is easier for your lungs to function properly in cold weather. Also, water retains heat so

the more hydrated you are, the easier it is to stay warm. Drinking warm liquids goes further to keep you warm by adding heat directly to your body. Make sure to pack a thermos of warm water, tea, coffee, or soup. These warm liquids will make a significant difference to your body temperature.

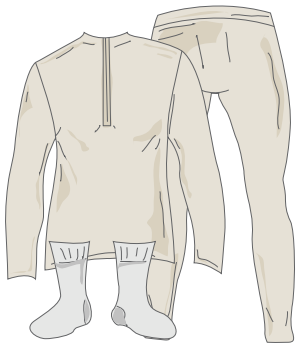
**Keep Moving.** When it's cold out, your body naturally pushes blood back to the center of your body to keep your vital organs safe and warm. When the blood retreats from your arms and legs during this process, they start getting cold. Movement allows for the heart to start pumping faster moving blood throughout

your entire body. Stomping your feet, pumping your legs and arms, and making fists with your hands maintains critical blood flow that can prevent your extremities from getting cold or even frostbite.

**Dress Properly.** The key to staying warm and comfortable in cold weather is wearing layers of clothing. Layering provides you with the option to adjust your protective clothing in order to maintain a stable body temperature from morning until evening as the temperature changes. The three recommended winter clothing layers are a base layer, an insulating layer, and a protective layer.

### Layering Winter Clothing

BASE LAYER



This layer should be a wicking layer. Just as a candle uses a wick to transfer melting wax towards a flame, a wicking clothing layer transfers moisture and sweat away from your skin. Wet skin cools your body down which you don't want in the winter. If your clothing layers can wick moisture away from your body, you stay warm. Wool is one of the greatest wicking fabrics in the world, but so is silk and certain synthetic fabrics such as polyester. Cotton does not have good wicking properties. Your base layer goes against your skin and should consist of a thermal t-shirt, long underwear, and wool socks.

INSULATING LAYER



This layer holds warmth around your body. Insulating layers are designed to trap air pockets and can be made of wool, down feathers, or synthetic fibers. This layer can consist of fleece vests, jackets, and hats.

PROTECTIVE OUTER LAYER



This layer protects against rain, snow, and wind. These outer layers should be loose to maintain air spaces for insulation. This layer can consist of water proof gloves and boots, a breathable moisture resistant jacket, and pants that shield you from water and wind.

# Scrape the Snow

A snow storm hits and you forget to brush the wet snow off your truck at the end of the day. Overnight, the temperature drops and the wet snow turns to ice that has encased your truck's bed cover, door handles, and wiper blades. Come morning, you find yourself struggling to de-ice your truck without causing any damage.

You can easily avoid a situation like this by cleaning the wet snow off of your truck while it's fresh and not frozen. It is critical to remember that all snow and ice must be cleared from vehicles and equipment before operation - it's the law. If a piece of ice falls from your vehicle and injures someone or damages another vehicle, you are liable. Equally as important, it is company policy. All fleet vehicles and equipment (including Arrow Panels, TMAs, Stake Body Trucks, etc.) must be completely free of snow and ice before operation.

### Here are some great tips for removing snow and ice from your vehicles:

- 1 Carry de-icer in your vehicle.
- 2 Even if the amount of snow seems minimal, clean off your truck bed before it freezes and prevents you from opening the truck bed cover. This is also critical for powdery snow. Neglecting to remove this snow could make your vehicle a moving cloud of snow spray that can blind other drivers and could lead to an accident.
- 3 Carry an ice scraper with an extendable arm feature for hard-to-reach places of your vehicle.
- 4 Turn on your vehicle and allow the defrost setting to heat your windshield before you begin clearing it off. Under no circumstances should you warm your vehicle up in an enclosed area. Make sure when your vehicle is idling that it is in a well-ventilated area.





# Winter Driving Tips

Every winter, drivers deal with the same challenging road conditions: water, snow, ice, salt, cinders, and mud. Having your vehicle in top condition and staying prepared with the right equipment and safety habits is a must this time of year. Here are some tips to help prepare you for winter road conditions:



**Fully-charged battery:** In order to start your vehicle in cold weather, you need a fully charged battery. Running the lights drains your battery's power faster in the winter. If you feel your battery is not working properly, seek maintenance to avoid being stranded in cold weather.



**Effective lights:** Since it gets darker earlier in the day during the winter, it is important that your lights are effective. Make sure your lenses are clean and the lights function properly by doing a visual inspection outside your vehicle in a safe area. The slush, salt, and road grime accumulated during the winter can block out your headlights which can reduce their brightness by over 50%. Always check your headlights before you travel.



**Know the weather:** Be aware of the weather in your current location and on the path you will be traveling. If you must travel in poor weather conditions, be sure to let others know where you are going, the route you are taking, and your estimated arrival time.



**Survival pack:** Be prepared for the worst when traveling in winter weather. Make sure that you have a winter coat, a blanket, a pair of boots, a set of gloves, a hat, water bottles, and food.



**Check tires:** Make sure that your tires have good tread and are inflated to the proper rating before traveling in poor weather conditions. If you need help, check with your branch office.



**Good windshield visibility:** Visibility is crucial in bad weather conditions. Get ahead of the weather by checking the condition of your wiper blades before any bad weather hits. Also, make sure your windshield washer fluid is full. It is always good to have enough windshield washer fluid to remove dirt and grime before you hit the road.



**Do not panic:** If you do get stuck, take the proper safety precautions. Do not panic, assess the situation, and come up with a game plan. It is important to make sure that your exhaust pipe is not clogged with snow or mud. Do not exceed your physical limitations when trying to free your car. Make sure you mobile phone is charged and ready to use if needed and call your branch for help.



**Use the pedals wisely:** When speeding up, always give yourself time to accelerate to allow for better control and traction. When slowing down, start braking earlier and softer to allow better traction and more room for defensive driving. Because of this, allow extra time when traveling in wintry conditions. Driving at slower speeds allows for better control of the vehicle in slippery conditions.



**Be alert and aware:** Know what is going on around you and make sure that you are being a defensive driver.



# Penguin Shuffle

Walking to and from your destination requires special attention in winter conditions to prevent slipping and falling. To avoid these accidents and the hospital, you must become a defensive walker.

Let's take a lesson from the professionals: penguins. Penguins are faced with similar wintry conditions such as snow covered ice, black ice, and uneven surfaces. To prevent themselves from falling, penguins have developed a special technique they use to get safely from point A to point B. It's called the **Penguin Shuffle**.

Join us in doing the Penguin Shuffle this winter.

## Here's how:

**Step 1:** Keep your feet flat footed and your head up.

**Step 2:** Remember to concentrate.

**Step 3:** Extend your arms out to your sides for added balance.

**Step 4:** Take a few short steps forward or shuffle for stability.



For added safety, we recommend checking the soles of your shoes to make sure they have good traction. If you find yourself falling, avoid landing on your knees, wrists, or spine. Try to fall on your side and if possible try not to tense up when falling since staying relaxed can reduce the risk of serious injury.

## 2015 Charitable Contributions

For the 10<sup>th</sup> year in a row, Flagger Force has supported the Make-A-Wish Foundation. This year, Flagger Force donated \$15,000 to Make-A-Wish for the Central Pennsylvania, Eastern Pennsylvania, and Baltimore / Washington DC regions, which are all within our current service area. On average, Make-A-Wish grants the wish of a child diagnosed with a life-threatening medical condition in the United States and its territories every 38 minutes. In fact, one of Flagger Force's own, Chad Smith, has a daughter who received a Wish Experience this year. Make-A-Wish believes that a Wish Experience can be a total game-changer in the lives of these children and their families. The Make-A-Wish Foundation's focus is in perfect alignment with Flagger Force's compelling vision to fulfill a greater purpose. We believe we exist to make a difference.

Also honored this year was Laura Schanz, a long-time friend and consultant to Flagger Force. "Coach" Laura (as she is fondly referred to at Flagger Force) was presented with a \$5,000 donation to the Impact Kenya Initiative, an Africa-based development organization she has supported for years.

The Doner Family Foundation presented a check for \$15,000 to the York Helping Hands organization which is focused on educating and empowering the community to reduce health disparities in York County.



Flagger Force is committed to supporting the communities in which we operate. As we enter a new year, we will continue to look for opportunities to make a difference in the lives of the many people we impact every day.



# Record Breaking 5 Year Anniversaries

We celebrated a record breaking number of 5 year anniversaries in 2014. Flagger Force only began hiring direct full time employees in 2006, so this is the 4<sup>th</sup> class of 5 year jacket recipients. Each year we are blessed to continue to recognize more team members who have been dedicated to the growth and consistent improvements of our team. This group is unique as it recognizes all levels of our company, from current crew members to Crew Leaders, Advanced Crew Leaders, HR Advocates, Safety Advocates, Corporate staff, Field Superintendents, and Managers. Next time you see one of the members of the 2014 class, ask them to share their stories of growth within the Flagger Force Team! Congratulations to: **Adrian Lease**, **Arlette Creekmur**, **Ashley Emerich**, **Brett Witycyak**, **Brian Smathers**, **Carlos Castellanos**, **Colin Hodges**, **David Hankewycz**, **Donald Weaver**, **Douglas Simmons**, **James Barnes**, **Jeffrey Snyder**, **Jennifer Hall**, **Joseph Mayes**, **Joshua Foltz**, **Joshua Tober**, **Kent Nation**, **Luke Anspach**, **Matt Craley**, **Michael Reho**, **Michael Shadeck**, **Richard Shirk**, **Stephen Mitranj**, and **Steven Brown**.



Over the course of our three day project, Flagger Force's crew - **Richard Orr**, **David Pearson II**, **Michael Tomlinson**, **Roger Endy**, **Charles Randall**, **Javier Torres-Montalvo**, and **Andre Isaac** - did an outstanding job! Next time J.W. Didado Electric is in the area doing work, we will definitely be calling for your services!!! - *Bill Filipovich, J.W. Didado Electric Foreman*

A job well done to **Steven Grauel** and **David Diffenderfer** for their work in Chambersburg!! - *Sean Weaver, Ralph Weaver & Son Foreman*

**Randy Stanley** is very conscientious and did a great job! I definitely want him back on my jobsite again!!! - *Rich Redding, Adams Electric Cooperative Foreman*

**Louise Lambert** is a born leader and always has a positive attitude. - *Ricardo Cardenas, Flagger Force ACL*

I cannot believe the tremendous level of professionalism from the crew that worked with us on this project. They took on an extremely busy and dangerous intersection with just two people. I was more than impressed with their skills and knowledge of the road. I have never felt safer than with **Gail Moore** and **Ombre' Robinson**! I will be requesting them anytime I order in the future. - *Jeremy Barlow, Progressive Pipeline Management Foreman*

**Sean Seiberlich** is always on the ball when he comes to work. Sean was recently working on a closed road but is always out of his vehicle monitoring traffic and talks to anyone and everyone that comes to the location without question. I would like to keep Sean on the job site for as long as possible. - *Ryan Delaney, Shainline Excavating Foreman*

The crew was very happy with the work of **Hanif Muhammad** and **Lawrence Elmore**. I went by and it was a very nice set up. - *Patty Ianovalle, Verizon Philadelphia Line Local Manager Construction*

TO:  
**kudos@flaggerforce.com**

SUBJECT:  
**KUDOS!**

We make it easy to show your appreciation! Email your acknowledgements to **kudos@flaggerforce.com**

I want to compliment **Daniel Akines** for the work he has been doing on our sites. Dan is a hard worker who takes his job seriously. It is a relief to me to be able to trust that Dan would always be working in a safe manner and that I don't have to worry about the work being done right. Kudos! - *Will Neafcy, Miller Bros Foreman*

I cannot say enough good things about **Fantasia Leach**. She did a fantastic job on site and deserves to be recognized for her excellent work. - *John Buckley, Buckley Construction Foreman*

Job well done **Ayana Robinson**, **Benjamin Day**, and **Paul Hawkins**. They are a great crew! - *Rodney Young, Verizon Foreman*

**Raphael Green** and **Guy Queen Jr.** did a very good job. Thank you both! - *Conneley Hash, Eichberg Construction Foreman*

The crew that I had (**Maurice Smith** and **Norman Bullard**) all week was great and hard working. - *Gus Malavolta, SEPTA*

**Brandon Owens** was awesome! - *Rodney Young, Verizon*

**Evan Jerasa** and **Sandra Miller** have been doing a fantastic job with us on site in Bethlehem, PA! - *Lou Fitko, Scheuermann Excavating Foreman*

This crew has been wonderful! I love them! They have been outstanding! Kudos to the team of **Stephen Burnham**, **James Perez**, **Kenneth Knott** - *Dennis Clark, Total Environmental Concepts Foreman*

**Edison Bergey** did an amazing job and is a pleasure to work with. I have never seen a flagger do so well. - *Brain Davies, Allan A Myers Foreman*

I would like to extend my thanks and appreciation to the **Harrisburg staff** for working with me and allowing me to take care of my father through his ordeal with cancer. My father had his last surgery yesterday and is recovering nicely. Kudos to the whole Harrisburg Team! - *Martin Wenger, Harrisburg ACL*

While on a job, Matrix SME employee, Lee Kaveski had a panic attack due to a pinched nerve in his back. I appreciate how responsive Flagger Force's **Candace**

**Paige** was in assisting with the situation. Everyone stepped up and I just wanted to express my thankfulness for Flagger Force and especially the employee involved. Lee is doing fine now and is back to full active duty. - *Kevin Fielder, Matrix SME Foreman*

I really enjoyed working with **Steven Burnham**, **Kenneth Knott**, and **Corey McClure**. I learned a lot from them and I look forward to working with Flagger Force in the future. - *Dennis Clark, Total Environmental Concepts Foreman*

Kudos to the **Accounting Team** and especially **Debbie Minall** for making an effort to keeping invoicing to one job per bill. It makes the process much easier on our end. - *Joanne Pickett, BGE Accounts Payable*

I really enjoyed working with the team of **John Galltin Jr.** and **Henry Bivins** this week. They are all very hard working and they made sure our guys were safe each day. - *Bob Beaghan, Casper Colosimo & Son, Inc.*

I just wanted to express my thanks to both **Yolie Gachelin** and the **Harrisburg staff** for writing our work order numbers on each copy of the invoicing paper work that is sent to us. It really helps our invoicing internally. - *Ben Coons, Michels Power Project Engineer*

**Michael MacCarter** was one of the best flaggers we ever had. He was on top of everything and always setup on time and most of all was on time to work every day. He genuinely cared about what he was doing and I hold him in very high esteem. - *Ray Kershaw, PECO Warminster Gas*

I was very impressed with the crew we received today on such short notice. Kudos to **Anthony Walker**, **Allan Bradley**, **Mario D'Elia**, and **Stephvonn Shipp-Washington** for tackling the busy intersection and handling everything smoothly throughout the day. I can't wait to have this crew back tomorrow. - *Al Matthews, PECO Plymouth Electric Foreman*

Thank you **Brenda Hunt** and **Rayquane Taylor**. Today was the best experience I've had with Flagger Force yet and I have never felt more safe. - *Jim Bentley, NPL Foreman*

Huge thanks to **Donald Peaton**, **Alvin Moore**, **Quawon Robinson**, and **Ashley Idoko**. Everyone was on time and extremely efficient in the setup and teardown of the work zone. - *Donnie Wykle, BGE Foreman*

**Kevin Sweger** did an EXCELLENT job on the jobsite at Susquehanna Valley Mall Drive in Selinsgrove, PA. I cannot express enough how great a job Kevin did. It was a very large night time project, with 19 people on site and Kevin handled everything to keep things running smoothly. Great job Kevin!!!! - *Adam Rearick, PPL Sunbury Foreman*

**Bradford Logan** has improved greatly with his lane closure set-ups over the past few weeks and is really learning how to adapt to varying road conditions. Keep up the good work! - *Tom Frye, Baltimore Field Supervisor*

I am extremely happy with the work from **Justin Bachman**, **Samantha Harris**, and **James Patrick III**. I wish everyone in Flagger Force could see the workzone they setup for me today because it was perfect! - *Shawn Whalen, Concrete Protection & Restoration Foreman*

The crew we had today did an outstanding job! I would love to have them back anytime - especially tomorrow. Kudos to **Amber Steffie**, **Thomas Hamilton**, **Clayton Fell**, and **Jeffrey Noll** for a job well done! - *Mark Grayden, Advanced Fiber Technologies Foreman*

Crew Lead **DaLaine Johnson** was very receptive to my feedback and got the client on the road quickly, safely, and efficiently this morning. She is very detail oriented and a quick learner. Keep up the great work! - *Tom Frye, Baltimore Field Supervisor*

I have nothing but good things to say about Flagger Force's **David Wright**. He is doing a good job and I just wanted to let you know how much I appreciate it. - *Tom D'Agnelo, Pro Pipe Foreman*

**Ralph Thompson** and **Thomas Hamilton** have done a great job with our job in Allentown, PA! - *Lou Fitko, Scheuermann Excavating Foreman*



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## Online Gear Store



We are very pleased to announce that you can now buy Flagger Force gear online! 2015 is a year for new technology at Flagger Force. In addition to rolling out new mobile applications, we are launching an online gear store for employees and friends to purchase Flagger Force branded clothing and other items.

To check out the gear store, go to **FlaggerForce.com** and click on the "Gear Store" tab to browse our selection of items. Initially, we are offering a wide assortment of new Flagger Force gear. While our retroreflective clothing will still be available at the branch offices, in the second quarter, we will also be offering these items online. We will keep you informed of new items that become available and about special offers throughout the year.

