

IN THE

ZONE

3...2...1... LAUNCH!

In mid July we launched a new look to our FlaggerForce.com website with many new features and up-to-date information about our company, including a new blog. Additional features are in the works for the future, including a tool for finding the correct typical based on the work zone requirements, and a completely revamped Employee Login section!

We've also gone live with our Facebook, Twitter and LinkedIn pages. Like, Follow and Connect with us online!

Facebook:

www.facebook.com/FlaggerForce

Twitter:

www.twitter.com/FlaggerForce

or @FlaggerForce

LinkedIn: Search Flagger Force in the Companies section.



The NEW FlaggerForce.com

Top 50 Fastest Growing Companies

On Monday September 10th, 2012, Flagger Force Traffic Control Services will be honored as one of Central Pennsylvania's Top 50 Fastest Growing Companies! This award, from Central Pennsylvania Business Journal, recognizes growth by companies of all sizes ranked via a combination of both revenue and percentage sales growth.

Michele and Mike Doner are pleased to announce this honor and intend to celebrate and recognize the efforts of the nearly 850 employees that have made this award possible. An announcement in the Central Pennsylvania Business Journal ran in the June 29th edition, but the rankings will be revealed in September.

"Thank you for your efforts to not only make our company a leader in the temporary traffic control industry, but to become recognized across the entire business spectrum."

**FLAGGER
FORCE®**
Traffic Control Services

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What's It To YOU?

A Series of Personal Perspectives About Our Company Values

By: Erin Dubs, Marketing & Communications Intern

The word "Leadership" conjures up mental images of presidents, CEOs, military figures, even athletic coaches. While these are all excellent examples, at Flagger Force we believe leadership is a set of qualities, not just a position of authority. Our definition of leadership, according to Our Shared Values is, "A dedication to willingness, initiative, perseverance and caring." As part of a new **In The Zone** series, called "What's It To You?" we're profiling each of our four Shared Values - Leadership, Integrity, Respect and Trust - to learn what these words mean to our team, both in the field and in the office. This month we interviewed three individuals with three different roles at our company to get their perspective of what leadership means to them, and how they demonstrate this value daily.

When asked, "What does leadership mean to you?" two common answers were: to lead by example, and that a leader is someone whom you can look up to, no matter what position they hold. **Kurt Westondorf**, a 22-year old Advanced Crew Leader stated, "A good leader must be punctual and have great communication skills." Westondorf feels that he demonstrates this value by showing new hires the ropes. He wants to be sure that those he teaches will clearly understand how to do everything at the job site. He says his assertive personality, combined with respect for his teammates, helps him to demonstrate the characteristics of a leader on the job site.

It may not always be easy to take on the role of a leader, but there must be a motivation that drives employees to demonstrate the willingness and initiative that define leadership at Flagger Force. **Jenn Harmon**, Quality Assurance Supervisor at the King of Prussia office, identified her motive: "Passion is a driving force for me. It helps me to accomplish my team's goals and my own goals."

The act of Leadership at Flagger Force is a continuous cycle of learning and improvement. **Jacqui Veres**, Claims Coordinator in the Harrisburg office, feels there is always something to become better at in regards to leadership.

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She stated that, "Obtaining cross-functional knowledge will better my own leadership skills. I once had a boss who only knew how to do his own job - he didn't understand the tasks of those who worked below him. Consequently, he was completely out of touch with his staff and never understood what we were going through." She realizes that she may not become an expert in all areas, but knowing bits and pieces about other aspects of the business guide her in helping others more effectively, while also relating to their experiences.

When asked what Flagger Force's definition of leadership means

personally for each interviewee, all three agreed that demonstrating a caring personality as a leader will allow them to gain a greater relationship with their coworkers, and also help them see situations from others' point of view.

Every individual has their own beliefs about whom and what a leader is to them, but Flagger Force has an ever standing definition for what a leader is within our company, and we believe that every member of our team is ready and willing to take on and overcome challenges. Leadership is found everywhere in our daily lives, with or without a fancy title.

"Obtaining cross-functional knowledge will better my own leadership skills."

Ticks On The Rise

You may have heard the rumor that 2012 is predicted to be a booming year for the population of ticks in the United States. Most people will attribute the surge in bloodsuckers to our nation's recent mild winter. But the rumor isn't quite true. While the warmer temperatures did lead to an earlier start for "Tick Season," scientists say the tick population is not much different

If you find a tick attached to your skin, don't panic. A simple set of fine-tipped tweezers will remove a tick quite effectively.

than previous years. However, ticks may be hungrier than normal thanks to a smaller crop of acorns in 2012. Fewer acorns mean a reduced population of white-footed mice - a tick's preferred host - causing ticks to feed more hungrily on humans and pets. Of course, the real danger from ticks isn't their bite, but rather the risk of contracting Lyme disease and other tick-borne illnesses. Read on for how to cope with and prevent ticks.

Do you have an email address?

Last summer we surveyed our field staff to ask how they would prefer to receive company communications. We recieved an overwhelming response to use email more often, so we've started doing just that.

In May, we called all 850 members of our field staff to collect email addresses into our contact system. We sent out our first e-blast with our "Stay Alert Stay Alive" video on Tuesday, June 26th, 2012. If you have an email address and did not

How to Protect Yourself

- Avoid wooded and bushy areas with high grass and leaf litter.
- Wear long-sleeved shirts and tuck pants into socks.
- Apply insect repellants to deter ticks from grasping on clothing (look for DEET or permethrin).
- Take a shower and conduct a full-body tick check in the mirror after ANY outdoor activities.
- Examine gear, clothing and pets for ticks. Tumble dry clothing on high for an hour to kill remaining ticks.

How to Remove a Tick

If you find a tick attached to your skin, don't panic. A simple set of fine-tipped tweezers will remove a tick quite effectively:

1. Grasp the tick by the head with tweezers as close as possible to the skin surface and pull upward with steady, even pressure. DO NOT

TWIST, JERK OR SQUEEZE THE TICK. This can cause the mouth to break off and remain in the skin. If the mouth breaks off, use tweezers to remove.

2. Thoroughly wash the bite site and your hands with soap and water, then disinfect the bite site.

3. Avoid folklore remedies such as painting the tick with fingernail polish, petroleum jelly, or alcohol. Don't use heat to remove a tick. The goal is to remove the tick ASAP, not wait for it to detach.

Know the Signs of Lyme Disease

- Fever/chills
- Aches and pains - headache, fatigue, muscle aches or joint pain
- Bullseye Rash - appears in 70-80% of cases
- Seek medical treatment if you suspect you may have a tick-borne illness

Source: Center for Disease Control

Health Insurance Renewal - Capital BlueCross

Open enrollment for Capital BlueCross health insurance will be in August. If you are eligible for this plan (employees become eligible after a year of service with Flagger Force and by maintaining an average of 30 hours or more per week over the previous 9 months), you will be notified directly during the month of August about open enrollment or any changes to the plan. Please keep an eye out for announcements in the near future.

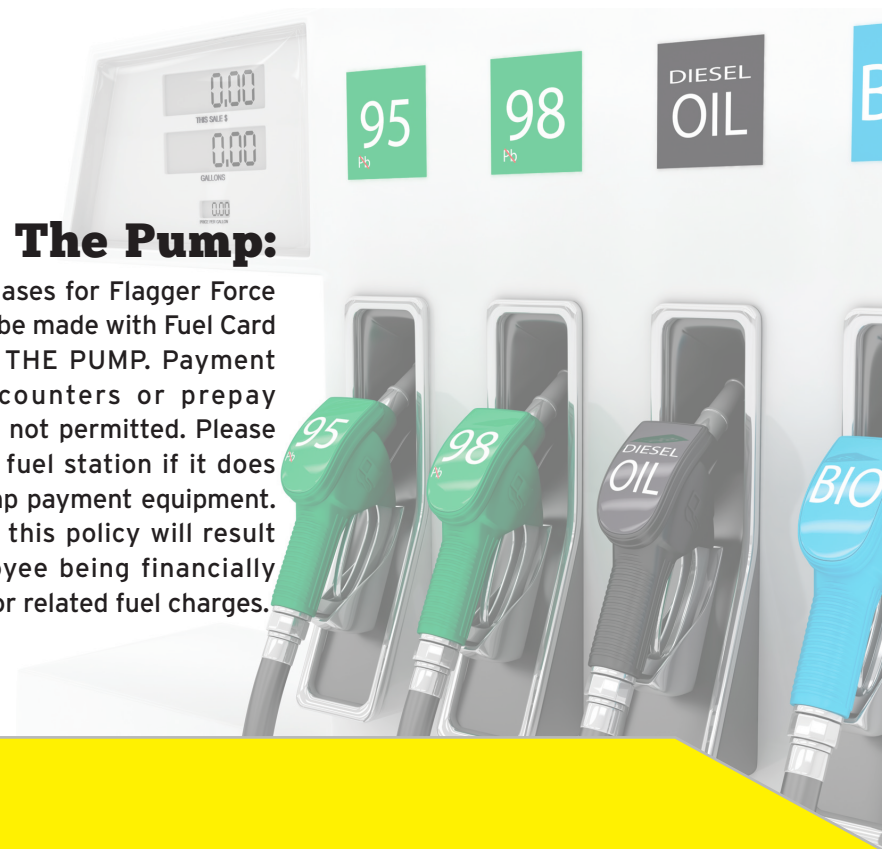
New Policies

All Field Employees:

The operations staff at each branch has been assigned to individual field team members so that we can better support your individual needs! Next time you are in the office. Say hello to your specific field support operations specialist.

Pay At The Pump:

All fuel purchases for Flagger Force trucks are to be made with Fuel Card payment AT THE PUMP. Payment at cashier counters or prepay purchasing is not permitted. Please do not use a fuel station if it does not have pump payment equipment. Violations of this policy will result in the employee being financially responsible for related fuel charges.



Employee Appreciation Day & Blood Drive

A big THANK YOU to everyone who participated in our Employee Appreciation BBQ & Blood Drive on June 29th! It was wonderful to see you and spend a few hours grilling and chilling together. The day was hot, and so was the grill, but the Rita's Italian Ice was plenty cold!

At the Blood Drives in Harrisburg and King of Prussia, we gave 37 total pints of blood! One pint of blood can save up to three lives, so all together we saved 111 lives! We greatly appreciate everyone who signed up to donate, including those who wanted to give blood but were unable due to pre-screening requirements.

Flagger Force employees continue to amaze us!

Below from left to right:
Branch Manager Terri Reed scoops
Ritas Italian Ice in Baltimore.

Safety Managers Matt Craley and Dana Harbold man the grill in Harrisburg.

QA Sarah Mackey, ACL Tammy Oxendine and ACL Greg Turner at the Baltimore Appreciation Day.



Flagger Force Foundation

Spare \$1 a Week to Help Someone in Need

Are you enrolled in the Flagger Force Foundation Payroll Donation program? To date in 2012, our company has raised over \$2,213 through Payroll Donations for our charitable projects within the Flagger Force Foundation. This optional program will enable you to donate \$1 or more each week

directly from your paycheck. So far, only 7% of our employees have signed up for the program. If we've raised this much with only a fraction of employees enrolled, think of what we could do with even more support from someone like you! The Flagger Force Foundation funds go to help important organizations like Make-A-Wish, breast cancer research and more. If you can sacrifice \$1 a week for someone in need, please consider signing up. You can find an enrollment form in your local branch office.



Now Hiring:

Harrisburg Branch Manager
Harrisburg Assistant Branch Manager
Harrisburg Field Support Team Lead
Harrisburg Dispatch Team Lead
Baltimore Operations Specialist

Email hr.inquiries@flaggerforce.com for more information about any of these available positions, or check out our job postings on LinkedIn.

Welcome New Office Staff!

Tom Savage - Accounting Intern
Erin Dubs - Communications Intern
Sarah Benz - King of Prussia Operations Specialist

Kristal Groft - Baltimore Operations Specialist

Happy 5 Year Anniversary!

We're proud to honor the following employees who have been with us for five years or more as of May 2012. In honor of their years of service, they have received a special "5 Year Jacket" from Flagger Force. Thank you for your many years of hard work and dedication that have brought us to where we are today - we couldn't have done it without you!

Ron Brooks
Leo Costantini
Jim Cotton
Victor Faust
Jim Fullerton
Galen Hoffman
Ben Johnson
James Kemp, Jr.
Steve Matthews
Charles Matthews

Rich Orr
Jay Orwan
Dave Orzel
Jim Raber
Phil Samuels
Patti Scott
Jessica Swan
Johnny Vieira

YOU'RE MAKING US BLUSH!

"The team on our Wisconsin Avenue job in D.C. (Kimberly Day, Steven Yancy, Desmond Rice) was very courteous and professional. They did a great job!" - Jonah Wittwer, ITS Supervisor, Day and Sons, Inc.

"At a complicated job site, Adrian Lease, Elvin Myers and Issac Livingston did an outstanding job!" - Kevin Furman, Allan Myers

"Ernest Beck and Robert Kripaitis did an outstanding job on our Manchester Township site. Thank you!" - Bob Rusbatch of Verizon York

"The crew of Jose Matta, Russell Bonitz, Osman Mehmedagic and Chris Henderson set up the site in a timely, but safe fashion. They did an excellent job, and I am happy with their continued service," Phil Stump, foreman for Larson Design Group

Michael Arroyo received high praise at the jobsite for JCPL in Summit, NJ. "Arroyo caught on quickly. I was impressed with his performance and would like to be paired with him in the future. The entire team (Bill Ohmacht, Osman Mehmedagic, Louis Spolsky) did a great job, they had to set up and break down multiple times, and I never had to tell them to get out of the trucks. They did an outstanding job!" - Foreman, JCPL in Summit, NJ

"King of Prussia employee, Dana Marshall was the best Crew Leader I have ever had from Flagger Force. I'd like to request her back for the rest of the week." Mark Graydon, foreman from Celerity Integrated Services

"At a five week project in Hightstown, NJ, Raoul Mahoney and Courtney Santiago did a wonderful job! They were always on site early, never complained about staying late, really knew their stuff, and were quick and accurate too!" - Glen Ford, Supervisor, JCPL Freehold Line Shop

"This was the best traffic control crew (Jonathan Recknagel, Tracy Vannoy, Bill Craven, Richard Severson) I have ever seen. They were all working together; the site was set up perfectly and they just did an amazing job!" - Steve Schultz, Brubacher Excavating

"William Blanchard was great today, stepping in to take over a difficult position. He took initiative on the work site today." - Ryan from Shainline

"Carlos Castellanos, Robert Jordan and Samantha Reyes were a great team to work with. They had me on the road on time every evening." - Bill Francis, foreman for BG&E

"Tony Langston and Matoka Watson did a great job and I was very happy with them." - Riggs Tree Service, Lower Marion

Crew from the I-695 Temporary Shutdown Project - Top row, left to right: ACL Ben Mason, ACL Brandon Smith, ACL Allen Hamm, ACL Ben Gotwalt, ACL Joe Roggio (slightly below top row); Bottom row, left to right: QA Sarah Mackey, QA Al Freeland, ACL Tammy Oxendine, CL Vickie Smith, ACL Doug Knipple



"Lance Ide and Galen Hoffman did a wonderful job, we'd like them back again in the future." - Leo Yolb, JD Echman

"Mike Yarnes is an awesome flagger and I would request him on any of my future jobs." - Luke, UGI-Central

"Tony Langston and Brian Fritz did an excellent job. They were early, set up quickly and engaged in the morning's "Tool Box Talk." I would like to request them both back in the future." - Terry McGovern, Foreman

"Dianne Miller and Jermaine White did an excellent job with their setup. I am very thankful for their service and am requesting them back for my next project." - Glen Runk, L.S. Lee, Inc.

"Steve Dalrymple, Gavin Reph and Cliff Walker are doing an amazing job and made this job the smoothest I've had so far." Terry, foreman for Asphalt Maintenance

"Osman Mehmedagic is doing a fantastic job at our jobsite in Bangor, PA for UGI. He is very friendly, courteous to both motorists and pedestrians, and even helped an elderly woman with directions. I would love to find more individuals like Ozzie." - Scott Siegfried, manager of Job Connection Services

Safety • Driven PAYS OFF

Congratulations to the following employees who qualified for our Driver Safety Bonus! This bonus check is rewarded to drivers who are incident-free for 12 months or more. Those that qualify in consecutive years earn higher bonuses through our vested incentive program. Thanks for living out our Safety Driven motto on a daily basis!

Luke Anspach
Stephany Baver
Sue Darhower
Josh Foltz
Vernon Groff
Allen Hamm
Carl Jones
Lorne Koons
Mike Krimmel
Steve Mitrani
Joe Mayes
Jeff Motter
Jeff Ostberg

Dennis Parker
Shawn Peterson
Robin Potter
Mickey Reho
Patti Scott
Robert Holmes
Anthony Polito
Kim Abbott
Nick Adams
Al Beadencup
Tyler Bird
Greg Garber
Clyde Gholson

Rodger Keaveney
Dana Marshall
Jose Matta
Bill Ohmacht
Jennifer Pennock
Phil Samuels
John Schmuck
Don Weaver
Mike Yarnes
Tom Zepp
William Good

Danger: Bears In The Workzone

Check out these photos from Jeffrey Motter who was working with Eva Rdesinski and Charles Leitzel on an Anadarko site above Jersey Shore, PA on Sunday, May 13th, 2012 when eight black bears passed through his work zone, crossing between advanced warning signs and over the roadway.

Motter reported, "I saw two mama bears with three cubs each. The only time I felt threatened was when I realized that from the viewpoint of one mama bear, I was standing between her and her cubs. I wasn't standing between them intentionally, of course, but as soon as I realized it and I saw her aggressive look in my direction, I backed away to show her I was of no threat."

Luckily, the bears did not cause any harm on the work site during their passing, but the crew took caution nonetheless. Here are a few things you might want to know in case you encounter bears in your work zone, too.



Bears are most active at night or early morning, but can be encountered at all hours during the late summer and fall months as they prepare for hibernation. Be mindful of any food and/or food garbage you are carrying and store it inside of your truck or dispose of it altogether away from your work zone. If you encounter a bear and it hasn't seen you yet, stay calm but talk or make noise so that it will discover you and likely move away quickly.

If you have a close encounter, as Motter did when he realized he was between a mother and her cubs, back away slowly while facing the bear. Never run - you cannot outrun a bear. Avoid direct eye contact which the bear may perceive as a threat, and never seek shelter by climbing into trees or on top of tall objects. Climbing is an escape route for bears as well, and they may think you are after their cubs and chase you upward.

If a bear stands upright or moves closer to sniff the air, this is not a sign of aggression. However, a bear that is popping his or her jaw is sending a warning sign for you to leave. Back away slowly. If a bear does charge or attack, which occurs very rarely, wave your arms wildly and shout at the bear, or as a last resort, fight back with rocks, sticks or even your bare hands. In general, we have no reason to fear bears, but like any dangerous wildlife, we should respect them from a safe and unthreatening distance away.

Source: <http://www.cookforest.com/articles/livingwithblackbears/blackbears>.





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In The News

Flagger Force was recently featured on the front page of the **Lancaster Sunday News** on June 24th, 2012 in an article about the rise of road work during the summer season. Quality Assurance Inspector, **Josh Foltz** and Safety and Risk Manager, **Dana Harbold** were both quoted in the article about the serious dangers we face on the road on a daily basis. The editorial piece focused on shifting the attention of the everyday driver to the warnings and risks found in work zones, cautions that they likely pass by daily without a second glance. Thank you to Josh, Dana and Crew Member **Alec Borigo** (who was photographed in the paper) for

their positive representation of our organization in the media.

Additionally, members of our King of Prussia staff were interviewed and photographed by the **Tredyffrin-Easttown Patch** about working through the hottest days of the year. Advanced Crew Leader **Jenny Keyser** and Crew Member **Risheen Crosland** were quoted by the newspaper about the summer heat. Crosland noted, "It feels like we're shoveling flames on the surface of the sun!" Many thanks to all of our crews working through one of the hottest summers on record. We're grateful for your perseverance through all weather conditions. Also, if you haven't already gotten your Summer Safety Kit (with neck cooling wrap, sunscreen and lipbalm), stop by the office to pick one up and stay cool out there!

You've Got Mail!

Would you like to receive this newsletter in your email inbox? You can now read ***In The Zone*** electronically and easily forward the digital version to family and friends! To sign up for electronic subscriptions, send us an email with SUBSCRIBE in the subject line and your full name in the body of the email to subscribe@FlaggerForce.com.

