



IN THE

ZONE

Celebrating Our Culture With a New Look

Our Flagger Force offices may look a little different next time you walk in the door. The interior walls of our branches will soon reflect what's at the heart and soul of our business - Our Values, Vision and Mission. These bold visual images and declarations are more than just wallpaper with words and graphics, they represent a celebration of how far we've come and the standards of excellence we've set within the industry of traffic control safety.

Other companies focus on their state-of-the-art equipment or signage (which we do have, of course) in their branding materials, but we know it's not the equipment that

makes us successful - it's our people. You may see familiar faces on the walls - we chose to use members of our field staff as the models for our company photography because we're extremely proud of the work our entire team does on a daily basis, as well as the diversity represented by our workforce. You'll also see Our Values placed throughout the office - these 3D graphics remind us that Leadership, Integrity, Respect and Trust are the pillars of our business, and without them we would crumble. In our Flagger Force Academy classroom, you'll find a career progression chart, demonstrating the

unique opportunities found within our business. Throughout the office will be various framed posters illustrating Our Company Mission and the unique types of work we do every day.

All together, this interior branding project is meant to create a sensory experience for anyone who walks through our doors. New hires, clients and our current staff will grasp in an instant what we're all about here at Flagger Force. Our new work environment will reflect our professionalism but more importantly, it will express our passion and remind us why **we do what we do**.

Our Mission:

**To fulfill a greater purpose;
we exist to make a difference,
we believe what we do matters.**



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ON-SITE INSIGHT

■ Featured Projects ■

Guy M. Turner - Hydro Turbine Move

In mid-February, we received a call from client Guy M. Turner, asking for traffic control services for an important move of a large turbine from York, PA to PPL's Holtwood Hydroelectric Plant, along the Susquehanna River, about 15 miles south of Lancaster. The call came less than 24 hours before crews were needed on site. Due to the size of the equipment, our crews had to close multiple roads to allow for the safe passing of the turbine. Part of this project involved closing the Norman Wood Bridge, which is one of the few bridges in the area allowing passage over the Susquehanna River. When this was closed, we had a detour in place taking traffic to the Conowingo Road Bridge on Route 1 in Maryland. This was a 36-mile detour, and as you

can imagine, caused a good amount of frustration for most members of the traveling public trying to cross through this area.

Our Flagger Force crew did a fantastic job guiding motorists to the appropriate detours and helping them to understand why the road closure was necessary. Also, due to the nature of this job as a moving work zone, our crews dealt with constantly changing situations and adapted very well. A few crew members went the extra mile and stayed out all night to assist traffic around a road closure.

Several Guy M. Turner employees thanked our crew for a very well

executed job. Jerry, a foreman from Guy M. Turner thanked us specifically for all of our hard work. Thanks to the success of this job, Turner called on Flagger Force again for another equipment move this month. Once more, our team ensured everything went smoothly.

Thanks go out to all of the crews that helped with this project, but especially to those that worked both turbine moves: Josh Foltz, Carlos Castellanos, Luke Anspach, Dale Cunningham, Don Waldo, Roger Anderson, George Grim and Brad Garver. Also, much appreciation to Stan Norris and Nate Kershner who were key to the success of these jobs.

Marcellus Shale Crew

In the small mountain towns North of Williamsport, there's a Flagger Force crew working in 12 hour shifts, 24 hours a day, 7 days a week. This crew, which is serving clients such as Anadarko, Range Resources and Pennsylvania General Electric, all in the Marcellus Shale region, has shown incredible perseverance. They have endured nights of cold and windy snow, hot sunburn-worthy days and even threatening wildlife (one employee heard a loud thump over her shoulder and turned to find a bear cub had fallen out of a tree just 50 feet away!). Our crews have also dealt with the effects of working on treacherous mountain roads, including extensive road closures and upset motorists during severe tractor-trailer accidents. In all, our team has done an admirable job of steadfastly pleasing our clients and keeping things moving right along, up and down the mountains in the Marcellus Shale Region. Big thanks go out to Sue Kirby, Stan Norris, Josh Foltz and everyone else involved in the crew working in this region.

Amazon.com: Shift Change Success

During the 2011 holiday season, Flagger Force played a key role in the successful and safe shift changes for employees of Amazon.com. The client company ramped up their staff of holiday employees in order to fulfill their surge in sales and shipments. Twice a day for over a month, our team assisted in the flow of around 2000 employees in and out of the company parking lot and through a very busy intersection on Highway 222 and Route 100, just outside of Allentown, PA. In addition to dealing with the change of 2000 vehicles coming in and out, there were about 25 tractor-trailers making deliveries and shipments during this time each day who also needed special guidance to navigate the hectic traffic congestion.

In previous years the company's employees faced serious safety concerns due to the traffic flow,

including overturned vehicles in the intersection. However, with the help of our Flagger Force team and their many hours of service, the parking lot was both emptied and refilled in an orderly manner, with no major incidents. Even the Fire Commissioner, Grant Grimm, was very pleased with our employees. Special thanks to Tom Zepp, Anita Giampa, Ben Johnson, John Morant and all of the other Flagger Force team members who showed leadership, perseverance and initiative on this high-volume project. Our team took charge and led the transitions safely and quickly, giving their best every single day. Excellent job - way to live out Our Flagger Force Values!



Spring Clean Your Heart Health

Springtime isn't just for cleaning out your home. It's also a time to think about spring-cleaning your lifestyle to improve your heart health. Nearly a million Americans have heart attacks every year, and heart disease is a leading cause of death for both men and women.



Of course, it doesn't need to be that way, especially in this day and age, because heart disease and the resulting attacks are preventable. So do your part to help prevent them.

There are lots of heart hazards. People at greatest risk of having a heart attack are middle aged and:

- Have a diet high in fat and cholesterol
- Don't exercise much or at all
- Are significantly overweight
- Have high blood pressure and/or high cholesterol levels
- Smoke (or have recently quit after years of smoking)
- Have a family history of heart disease

Why It Matters...
Everybody knows somebody who is significantly overweight, somebody who smokes, and somebody who eats an unhealthy diet and gets no exercise.

Simple lifestyle changes can drastically reduce the risk of heart disease and heart attacks.

A healthier lifestyle can mean a healthier heart. To prevent heart disease and heart attacks, the top three things you can do are:

1. Stop smoking, if you smoke.
2. Eat a more nutritious, heart-friendly diet.
3. Follow a sensible and regular exercise plan (after checking with your doctor, of course).

Step away from the cheeseburger. Health professionals say that to prevent heart disease you should eat LESS:

- Fried or breaded foods
- Creams, sauces, and gravies
- High-fat dairy products
- Saturated fat (that double cheeseburger and fries is full of it!)
- Salty, high-fat snack foods

Instead, you should eat MORE:

- Poultry and fish
- Grains like pasta, rice, and cereal
- Fresh fruit and vegetables
- Low-fat dairy products

In Memoriam

Harry Zimmerman Jr., a Quality Assurance Inspector with Flagger Force, passed away on the evening of March 4th, 2012. Harry was just 44 years old and is survived by his father, Harry Zimmerman Sr., 78 of Wyoming, PA. Harry was a dear member of the Flagger Force team and we are beside ourselves over this tragic loss. He was an incredibly dedicated employee and his smile was ever present out in the field. Our thoughts and prayers go out to Harry's family and friends.

The Flagger Force Foundation, in partnership with Mike and Michele Doner, have made a donation in Harry's honor to support the Zimmerman family.

QA Inspector: Sarah Mackey Named Firefighter of the Year!

Barlow Fire Company, near Gettysburg, PA, named Flagger Force Quality Assurance Inspector Sarah Mackey as their 2011 Firefighter of the Year. Sarah Joined the fire company in September of 2010 and has completed several training courses, including being a member of the first class of the Firefighter 1 Class, a state certification program administered by Adams County. Congratulations Sarah!



Flagger Force Foundation

Make A Wish Mother's Day Convoy

Once again, Flagger Force will be participating in the Make-A-Wish Mother's Day Truck Convoy on May 13, 2012! Ask any employee who attended last year - this day is a blast! It kicks off at 8:30 in the morning, with games, clowns, food, live bands, a live auction and trucks galore. Flagger Force supplies the lead truck of the convoy, as well as traffic control for the spectacle of over 400 commercial grade and large trucks, carrying Make-A-Wish kids as passengers right up front with the drivers! This year, the Foundation hopes to raise enough money to sponsor our own Flagger



Force TMA or Stake Body Truck in the convoy. Help us make this exciting day a success by contacting your Flagger Force Foundation officers for more details or attending your next branch meeting. See below for more info.

Get Involved!

Local branch meetings for the Foundation have begun and plans

are underway for lots of great charitable activities! Our next branch planning meetings will be in late April. Want to get involved in the Flagger Force Foundation? Speak to one of the officers or contact the president, Arlette Creekmur in our King of Prussia office today! 610.265.3682 or Arlette.Creekmur@FlaggerForce.com.

Flagger Force Foundation

Alice Ward Bowling Benefit

The Flagger Force Foundation is proud to announce the incredible success of our first fundraising event of 2012 - a Bowling Benefit for Alice Ward! As many of you are aware, Alice Ward, an Advanced Crew Leader at Flagger Force, was flagging on a job in Delaware County in early January when she was struck and seriously injured by a driver under the influences of controlled substances. She spent several weeks in the hospital undergoing surgeries to repair her injuries and is now in recovery at Penn Manor Care in King of Prussia, PA. Alice's spirits are improving each day, but

the Foundation choose to hold a fun bowling benefit in her honor on Friday, March 23rd, 2012 from 5-9pm at Playdrome Lanes in Devon, PA. With a silent auction, 50/50 drawing and a raffle for a 42" LED LG TV, we raised over \$7,315 for Alice and her family!



"This accident has shown us that our family is more than just the people we're related to. We have a much bigger family with Flagger Force. Thank you all so much for everything you've done for us. This is more than we ever imagined." - Lydia, Alice Ward's sister.

Spring Safety Seminar

The 2012 Spring Safety Seminar is scheduled for April/May of this year and will be focused on vehicle maintenance, vehicle operation procedures and safe driving practices. With a combination of classroom and hands-on training, this seminar will eventually become part of the standard curriculum for new company drivers under the Flagger Force Academy training program. Therefore, in order to eliminate repetitive trainings, this

seminar session will involve ONLY employees that are CURRENTLY driving company vehicles. In the future, if you are not yet driving a company vehicle, but would like to be promoted to a Crew Leader, you will need to pass this mandatory driving safety course in order to be eligible. For all current Crew Leaders and Advanced Crew Leaders, you will be scheduled into a seminar session accordingly in the upcoming months - please stay tuned!



ANNOUNCING the Employee Hardship Fund



One of the primary goals of the Flagger Force Foundation is to take care of our own employees. The organization has established a separate fundraising committee for just this purpose - an Employee Hardship Fund. With an employee base of over 800 people, we know

there are significant challenges we all face in life - medical, financial, personal, and more. The Employee Hardship Fund is a way to help ease the financial burden of difficult life events such as natural disaster, disease or injury, temporary setbacks, and similar financial hurdles. Through a unique anonymous application process, the Flagger Force Foundation will be deciding which applicants will receive a single gift of financial aid from the Foundation.

If you, or an employee you know, is facing a severe hardship and is in need of significant financial assistance, contact a member of management to request an application for the Employee Hardship Fund. Details about the hardship or whom you are nominating are not required when requesting an application. The member from management will remove your name from the application to ensure anonymity before submitting it to the selection

committee of Foundation members. All details can be reported anonymously in the application. Please ask to speak with a member of management if you have further questions about this program.

COMING SOON:

National Work Zone Safety Awareness Week

National Work Zone Safety Awareness Week is April 23-27, 2012. We're planning a few special events during this week to remind ourselves and the public of the very real dangers involved in working on our nation's roadways. Want to get involved? Contact Katy Halter, Marketing and Communications Manager at 717.944.8440 or Katy.Halter@FlaggerForce.com.

YOU'RE MAKING US BLUSH!

"Charles "Skip" Newton always does an excellent job for me. One of your best workers." - Mark Gauge, Foreman for Henkels and McCoy

"I have nothing but compliments for Brandon Smith. He is never in his truck no matter what the weather is like. He and his crew do an excellent job and they know what they are doing." - Security Guard, Range Resources site on Hoagland Run Rd.

John Rommel and Charles Flowers received a 4.69 out of 5 score, resulting in a very hard to achieve "A", by a Maryland State Highway Administrator Inspection. Congratulations! - Report from Alpha Painting Job on Bridges in Harford County

"I have been very happy with Taferi Marshall, Keith Ward, Raymond Briggs and Bridget Price, who worked on my sites. They are doing an excellent job." - Kurt Clayville, Verizon Maryland

"I was driving past one of your sites and was so impressed with your crew's set up (Anthony Preacher, Dianne Miller and Jarod Thomas) that I stopped to get your phone number - my company needs flaggers like you! The site was set up perfectly." - Jason Berry of "Real Plumbers", about a Verizon Waldorf setup

"Courtney Santiago did an amazing job on our jobsite today. She and the crew were very professional and had an amazing set up!" - Foreman, Utility Line Service, Upper Darby Site

"Raoul Mahoney and Syrita Clark did a great job today. They worked very hard and they were very attentive the entire day." - Foreman, Danella Line Service

"Bob Spangenberg had a shifting pattern set up for us and was outside all day monitoring traffic attentively - a job very well done." - Foreman, Columbia Gas

"Marie Wanamaker did an excellent job on her site today. She did a great job setting it up, and this was her first 4-way setup!" - Site Foreman, Unnamed.

"Jim Mattson, Syrita Clark and Tamika Hall did a fantastic job on site yesterday. They were all very professional, did a great job at keeping traffic flowing safely, and worked a 14.5 hour day without complaining once about the long shift." - Foreman, Utility Line Services - Upper Darby Site

"For the last 3-4 weeks of my daily commute, I have been directed through a utility work site in Rheems, PA by one of your crews (PPL Cocalico - Kevin Furman, Justin Frederick, Mike Shadeck and Charles Wiggins). I have been very impressed by their professionalism and their organization at managing a site with multiple entry points. This points to a very detailed training system that must exist in your organization. I do a lot of driving and have also observed your competitors and they generally don't rise to the same standard your firm has set. Congratulations on the success and growth you continue to have." - Steve Alger, McConkey Insurance & Benefits

"We recently held a funeral at a church on Pennswood Road in Bryn Mawr, PA. We were unable to park cars as normal due to construction occurring at the new ACME across

the street, but your team (Kent Nation, Bill Craven and Victor Perez) was very helpful to us and made our funeral possible. They even stopped traffic to help get our funeral procession under way. I wanted to commend you on the type of people you have working for you. We would never have been able to do our job without their help." - John K. McConaghy of William C. McConaghy, Ltd. Funeral Home

"I could not be more pleased with Jose Matta's work. Whenever Jose is on my jobsite, everything runs very smoothly." - Foreman, Aldridge Electric

"Osman Mehmedagic and Erin Long are doing a great job on my sites. Whenever I see these two arrive, I know I'm not going to have to worry about things being set up correctly, and I hope to continue to work with them both in the future." - Darrell Burns, Matrix in Allentown

"I had a wonderful experience with your staff today. Mervin High, Jr. and Karl Finkbiner were so professional and courteous that it was a pleasure to have them on my job. I would like to request the same crew members back whenever possible." - Scott Richardson, Foreman for Miller Pipeline

"Courtney Santiago does a phenomenal job for us - best employee you've ever sent us! I'd love to have her back again!" - Foreman, Danella Line Services

"We just finished a long-term job and things went so well with your crews (Kasey Peña, James Raber, Thomas George, Jeff Gilfillan, Brandon Swope, Jesse Gamboa and Marcey Fronczak) that we will definitely be calling back to set up more work. This is the first time we've ever used Flagger Force and we were very impressed by the employees you sent for our job - they did great work." - Linda Coutts, Met-Ed

"Philip Samuels and his crew (Kevin Venable, Dave Oechsle, Kim Abbott, Tyler Bird, John Schmuck, Glenn Stitt, Rodger Keaveney and Rich Orr) have done an excellent job throughout this project, whether there have been long hours or last minute changes, they have, at all times, been able to meet the challenges before them. Philip as a coordinator has gone far and above what was expected. He has at all times been truly professional in his role, liaising not only with myself, but also with the parkway troopers and various parkway inspectors to ensure that the project ran smoothly. The set ups have not always been easy, but the whole crew has worked well together to ensure that everything was done in a timely manner to fit in with the Parkway time schedules for setting up or breaking down. It has been a pleasure to work with Philip and the rest of his team. They are a great bunch of people and should be

commended for all the hard work they have done." - Tony, Danella Atlantic about Garden State Parkway Crew

"Kudos to Brian Smathers. I attended his new hire training class yesterday and found it to be VERY positive. He was extremely knowledgeable of real life situations we could face in the field and explained why the information he was giving us was so important. He stressed that if we did not understand something, to stop him and he would break it down for us until we got it. I felt that he was not there to just teach a class and go home, but to ensure we ALL understood the importance of safety and safe flagging procedures. Brian did a GREAT job yesterday and I was very happy to have gotten a chance to sit in on his class." - Tess Haldeman, Flagger Force Accounting Coordinator

"Joel Diaz and Kristopher Streets did a wonderful job today and I'd love to have them on my job as much as possible." - John Messa, Verizon

"Kim Abbott did an excellent job today on our Brubacher site. She is the type of leader needed on a site like this with difficult traffic flow. The site ran great because of her knowledge, experience and "get-it-done" attitude, as well as additional suggestions that improved the traffic flow. Great job Kim!" - Shawn, Foreman with Brubacher Excavating

"Jenny Keyser does a fantastic job. She understands the concepts of basic setups well and yet I was surprised to find out she has only been with us for a few weeks! She is one of the best new hires I have ever been scheduled with!" - Dan Glanz, Flagger Force Advanced Crew Leader



Truck Service Options

All Flagger Force trucks may now be serviced at Firestone, Tires Plus or almost all Ford dealers. We would prefer for you to go to Firestone or Tires Plus when you need tires, but Ford dealers can handle that as well if necessary. Pep Boys remains a service option, but should only be used if there is not a Firestone, Tires Plus or Ford Dealer available.





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A Big TDOC2 Thank You!

A huge thank you to all of our operations, IT, project support and field staff (plus clients too!) for assisting and having incredible patience with us during the transition to TDOC2. This technology represents a huge step forward for our company. Not only is it a faster, more robust system, with unprecedented automated features, but it also allows us to expand our dispatch operations to new locations using nothing but an internet connection and a computer (a feat that we could not accomplish with TDOC1, thus hindering our further growth until

now). The assisted dispatch feature of TDOC2 helps us measure client consistency, a job's proximity to an employee's home and the available experience/skill set of our employee's, summing these together to recommend the "best fit" staff for a particular job. In addition, our old system had significant limitations regarding special requests, client notes and other unique needs of our business that we need to track daily - TDOC2 has an entire module to accommodate these needs and help us serve clients and employees better. In addition, as mentioned before, the new TDOC2 will soon allow us to roll out automated phone-based dispatch and text messages/emails - look for this feature to be added by the end of 2012!

What Does TDOC Stand for?

T-Traffic Control Services, **D**-Dispatch, **O**-Operational, **C**-Control

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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.

