



IN THE

ZONE

Honoring 10 Years of Appreciation for Our Clients

On March 1st we celebrated the milestone of a decade of service to our wonderful clients! In early 2003, just a few months after Flagger Force was officially founded, PECO's West Chester Aerial Service Center became one of our first customers. PECO remains one of our strongest partnerships today, along with many of our utility and contractor clients.

When we began our relationship with PECO, they challenged us from the beginning to:

"Give us a good price and do not get comfortable, since most flagging supply companies do not last longer than eighteen months with us."

Flagger Force took that as a challenge and has worked hard every day since to provide the highest value in temporary traffic control services to all of our clients, and the various transportation agencies with which we partner.

As the years went on, Flagger Force modeled many of our safety practices after PECO, including introducing greater levels of training, best practices and a safety message to start every meeting. Inspiring our Safety-Driven culture has undoubtedly been PECO's greatest gift to Flagger Force over the past decade. In that time, they have strengthened not only our safety culture, but also our customer relationships with all of our clients, our professional growth and our commitment to corporate citizenship.

We want to extend our appreciation to all of our clients over the past ten years. Thank you for challenging us, believing in us and trusting us with the safety of your people each and every day.



Owners Michele and Mike Doner presenting a check for \$10,000 to The Moyer Foundation in honor of the 10th Anniversary of our first client. Receiving the donation are Executive Director of The Moyer Foundation, Rick Grimaldi and President of PECO, Craig Adams.

To show how much we care about keeping our clients (plus ourselves and the traveling public) safe on the roadways, we've put together a short video. Visit www.youtube.com/flaggerforce to see Flagger Force's Safety-Driven culture in action and hear what "Safety-Driven" means in the words of our staff.



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Spring Safety
Check-up in the Home:

As another Spring approaches and Daylight Saving Time has come and gone, use this season as a reminder to not only check your home's smoke detectors, but to practice for emergency situations.

- Pre-plan an escape route and a meeting place where all family members will gather
- Practice your plan with all family members
- Remember, you may not be able to escape out the door, so assess alternate escape routes, like a first-floor window
- Planning and practicing could save your life, as well as the lives of your loved ones

Safety Committee Earns
State Certification

Flagger Force's Safety Committee, which meets monthly at alternating branch locations, recently earned its official certification by the state of Pennsylvania. Made up of field employees and Flagger Force management, this committee seeks safety input and new ideas from all levels of our company based on our Safety-Driven culture. For the past nine months, the committee has met regularly to review incidents to determine the root cause, discuss prevention strategies to eliminate future injuries, recommend best practices and evaluate new company-wide safety standards. The recent requirement of Class-E pants worn at all times in the field was a recommendation that came straight from the Safety Committee. Although most states do not require Class-E retroreflective pants, our team recognized that they provide added visibility for our crews, and thus persuaded Flagger Force management that this recommendation should be implemented throughout the company. Best practices such as this help us to fulfill Our Mission: **To protect our people, our clients and the public.**



Although the current committee team was hand-selected as a trial group for this new program, the Safety Committee will be **opening up membership to interested employees beginning in May of 2013.** Stay tuned to the Flagger Force blog (found on the homepage of www.FlaggerForce.com) for more information about membership application.

Storm Safety:

When severe weather approaches are you prepared? Where will you go? Springtime brings unpredictable weather so be prepared for your family's sake.

- Have a family emergency plan for all types of possible weather events and review/practice it regularly
- Stay indoors and away from windows during high winds and severe weather
- If there are tornado warnings, find a protective shelter within the house such as under the stairs, in hallways or in rooms in the center of the house

We recently conducted an anonymous survey of our field employees during November and December of 2012, with a **91% response rate**. Here are a few interesting things we learned from the research about our Flagger Force field staff!

- **41%** have been with Flagger Force for more than a year
- **1/2** of all Field Staff have received a promotion to Crew Leader or higher
- **1/2** of all Field Staff drive a company vehicle to and from work each day
- **25%** of employees are under the **age of 29**
- **2/3** of Advanced Crew Leaders have been with the company for more than a year
- **98%** of employees say they know what is expected of them in their job
- **86%** feel physically safe in their work environment
- **87%** believe safety is a top-priority for our company
- **1 in 5** employees wants to know more information about company benefits
- **77%** believe someone at work encourages their development and progress, and there are opportunities for advancement
- **85%** of employees feel connected with Flagger Force's Values Vision and Mission
- **Over half** hope to stay with Flagger Force for **2 years or more**
- **75%** of employees are **satisfied with Flagger Force** as their employer and **would recommend employment** at Flagger Force **to a friend**

Overall, we were extremely excited to see the results of this survey. Although most of the outcomes were fairly positive, we did recognize several areas in which our employees believe we can improve including compensation and benefits, recognition, personal attention from leadership, and providing more opportunities for employee feedback and input. We are actively assessing ways to accommodate change around these important topics to better meet employee needs. The new Field Supervisor position is in direct response to employees asking for more support and in-field training. We have plans to conduct focus groups during 2013 with both our clients and our employees to learn more about how we can improve. Stay tuned, more great changes to come!

Thank you to our staff members for your participation in this important research process. We will be conducting a follow up survey later this summer to evaluate our progress and improvements.



You might notice a new job role roaming from site to site among our field staff, known as the Field Supervisor. This is a new supervisory position we've created to bridge the gap between what our employees learn in the Flagger Force Academy classroom and how they perform their jobs in the field. Field Supervisors will also aid in developing our team members for future career opportunities within the company. This new role gives us the opportunity to ensure our staff is well-prepared for the job at hand, representing our company professionally and living out our Values, Vision and Mission on a daily basis across our widespread geographic region. Field Supervisors serve as excellent problem solvers and can often handle client or employee concerns more accurately and in less time than our office team, since they are spread out amongst our various service areas and can be dispatched to specific sites to resolve issues in person.

All of the Field Supervisors are equipped with mobile Tablet PCs to enable them to access our GPS tracking systems (installed in every truck) and custom reporting software for documenting feedback while on-the-go. This substantial technology investment will allow us to reduce our paper trail, while enriching communications with employees and customers in the field, as well as improving the Pre-Construction Meeting Process.



Overall, we believe that the Field Supervisor position represents a significant step in refining and expanding our services at Flagger Force, as well as our continued investment in developing and enriching the careers of all Flagger Force employees. We are confident that this position will become a vital role in our vision to make a difference and fulfill a greater purpose.



Our Mission in Action

When you mention the word “**Benefits**,” most people think immediately of insurance, retirement plans and vacation days. But thanks to Our Energizing Mission, we take an all-encompassing approach to benefits. See below for how each part of our Mission plays out in the form of employee benefits.

1

To protect our people, our clients and the public

We make it a priority to invest in top of the line safety products, equipment and vehicles because we know that lives depend on these items for protection. Furthermore, the minimum requirement for flaggers (in most states) is just four hours of training every three years. However, Flagger Force employees benefit from up to 30 hours of training each year to ensure they have the proper skills and information to set up all types of work zones safely.

2

To share our Safety-Driven passion with others

We spread our Safety-Driven calling beyond the work zone through events like our Employee Appreciation Days, opportunities to help out in the community through Flagger Force Foundation* and the chance to help our own employees through our Employee Hardship Program (set to launch by April 1st, contact Katy Halter at **888.312.3524** for more information).



4

To cultivate a team of leaders, providing opportunities for growth

There aren't many organizations that provide a multi-level career path in the temporary traffic control industry, but we know it takes knowledge and experience to set up a safe work zone. Through Flagger Force Academy, we've built an industry-leading training program to encourage advancement for our employees and opportunities for their continued success.

5

To be respected as an industry leader in safety education and work zone management across the nation

We work hand-in-hand with state transportation departments and other safety officials to help establish best practices (and sometimes even state guidelines) for our industry. Ultimately, the greater effect we can have on encouraging safety improvements on the roadways, the more protected our employees will be from the dangers of a work zone. As we seek to grow the business into new geographic regions, we bring along our top-notch safety training program and a commitment to never stop improving the way we do business.



*The Flagger Force Foundation is a project of The Foundation for Enhancing Communities, fiscal sponsor. The official registration and financial information of The Foundation for Enhancing Communities may be obtained from the Pennsylvania Department of State by calling toll free, within Pennsylvania, 1.800.732.0999. Registration does not imply endorsement.

Welcome & Congratulations

Welcome New Office Staff!

Therese Ducharm - Corporate Services, Accounting Coordinator
Amanda Rorick - Corporate Services, Accounting Coordinator
Erica Miller - Central PA Regional Branch, Operations Specialist
Annette Clewell - Central PA Regional Branch, Overnight Operations Specialist
Linda Damon - Eastern PA, NJ & DE Regional Branch, Operations Specialist
Sandy Endy - Eastern PA, NJ & DE Regional Branch, Operations Specialist
Stephen Weihrauch - MD, DC and Northern VA Regional Branch, Assistant Branch Manager
Caron Tasker - MD, DC and Northern VA Regional Branch, Operations Specialist

Congratulations to the following employees on their new roles!

Central Pennsylvania Regional Branch

Jeff Ostberg - Quality Assurance Inspector
Sue Kirby - Field Supervisor
Charlie Flowers - Field Supervisor
Brian Smathers - Field Supervisor
Carlos Castellanos - Flagger Force Academy Instructor
Nate Kershner - Flagger Force Academy Instructor

Eastern Pennsylvania, New Jersey, Delaware Regional Branch

Dave Oechsle - Quality Assurance Inspector
Jonathan Recknagle - Warehouse Coordinator
Philip Samuels - Field Supervisor
Ben Johnson - Field Supervisor
Kent Nation - Field Supervisor
Jeshima Devine - Field Supervisor
Kevin Venable - Field Supervisor
Marie Wanamaker - Flagger Force Academy Instructor
Megan Buccheri - Flagger Force Academy Instructor
Chris Henderson - Flagger Force Academy Instructor

Maryland, Washington, DC & Northern Virginia Regional Branch

Jordan Aaron Hodge - Warehouse Coordinator
John Rommel - Field Supervisor
Bruce Leighton - Field Supervisor
Joe Roggio - Field Supervisor
Sarah Mackey - Flagger Force Academy Instructor
Dave Wildey - Flagger Force Academy Instructor
Matt Gardner - Flagger Force Academy Instructor

You're making us blush!

The team of **Jose Matta**, **John Schmuck**, **David Pearson**, **Derrick Koyste**, **Joseph Gibbons**, **James Shaffer**, **Charles Randall**, **Glenn Stitt**, and **Randall Miller** worked well together on a Rolling Stop for Verizon on I-80. The crew members were hailed as "very professional" and "super safe." The foreman also reported that he had "never felt safer standing in the middle of I-80." Bill Wojick, foreman for Verizon

Advanced Crew Leader **Jeff Evans** and Flagger **Tom McLaughlin** were commended for being "very professional" and doing a "great job." Steve Piech for PPL Allentown

Ashley Wolfe caught the attention of Columbia Gas by "doing an outstanding job" at a job site in Glen Rock, PA. Doug Hocuk, foreman with Columbia Gas

Derrick Koyste, **Jose Matta**, and **Glenn Stitt**, "went over and above" on a JMT jobsite. Bill Messenger, foreman with JMT

Jennifer Hall was recognized for an "outstanding job" while working with PECO Phoenixville Electric. Greg Smith, PECO Phoenixville Electric

The team of **John Matsinger**, **Courtney Santiago**, and **Clarence Washington** worked well together doing an "outstanding job" all the while being "very professional and polite" on the job site. Greg Slater, foreman with Video Pipe Services

Derrick Terry impressed UGI (Miller Pipeline) foreman by having "everything staged to set up the

pattern and get right to work" and overall it was "a job well done." Reported by Sue Kirby, Flagger Force Field Supervisor

"It was a true pleasure working with your team and I look forward to utilizing your services in the future." Kevin Williams, Sr. Project Manager for Exelon

Eric Robinson went above and beyond the call of duty when he came across a gentleman who was stranded in a mall parking lot near the job site he was working on and offered to drive the man home after work. Mr. Blumberg said, "I was very grateful for his concern and kindness, as it made a frustrating afternoon much more manageable." Andrew Blumberg, distressed pedestrian

"Thank you to Flagger Force Traffic Control Services for your \$500 donation." White Marsh Volunteer Fire Company

"Advanced Crew Leader **Jennifer Orndorf** does a fantastic job setting up and I enjoy working with her. I'd like to request that she remains on my crew until we complete this long-term job." Adams Electric Cooperative Foreman Mike Feathers

"Flagger Force is doing an awesome job, both in the office and in the field. This is just what I need." Tim Warren, TD Power

"**Douglas Simmons** is doing an outstanding job. He sets the job site up in a timely fashion and our crews are very impressed with Doug's performance. We want Doug to stay on this site until our long-term job is finished." I.B. Able Foreman John Wyles

"Keep up the good work and excellent service." Anonymous comment from Spring 2013 Client Survey

"**John Rommel**, **Ronnie Wilder**, **Barsheid Bowman**, **Marvin Smith** and **Lucky O'Connor** were on point as a team and did a fantastic job on a short-notice set up. Thank you for accommodating us and sending out an awesome crew." Neil Eppig with AB Consultants

"The high-profile I-195 job for Riggs-Distler requiring ten Advanced Crew Leaders (**Anthony Ventrella**, **John Levers**, **Marie Wanamaker**, **Peter Bohren**, **Kim Abbott**, **Kenneth Curran**, **Dave Oechsle**, **Vernon Richardson**, **Justin Antonowicz**, **Charles Randall**) went very well today. Setup of signs and lane closures in both directions were complete by 9am. When Ronald Roberts the NJ-DOT Inspector showed up, he told me we all did a very good job in setting everything up and had not one issue with our site. At the end of the day Steve from Riggs-Distler said we did an awesome job for him today and will be happy to see us tomorrow, if the weather allows it." Dave Oeschle, Flagger Force Quality Assurance Inspector

"Advanced Crew Leader **Wendy Smith** does a bang-up job and I'd like her to be on my job here forth." I.B. Able foreman Chris Scaife

Aaron Sienicki, **Jay Orwan**, **Louis Sulsona**, **Jack Bernstiel**, **Kim Abbott** and **Dan Guth** received glowing remarks for their performance on a Kinsley Construction jobsite that was a part of the Easton Main Street Initiative. "Thank you for the outstanding work you have done, we are enamored with the results of your efforts." Brittany Vokoun, South Third Street Project Manager

"**Joe D'Arcy** is an outstanding individual in your Accounting Department and I just want you to know how pleasant he is to deal with and how helpful he has been in assisting us in figuring out the invoicing and billing situation between our organizations. We are thankful to have Joe as a point of contact!" -Jeremy Stansbeary from Henkel's & McCoy

The Team of **Kim Abbott**, **Chris Henderson**, **Nathan Kershner**, **Ben Johnson**, **Justin Antonowicz** and **David Pearson** "did a fantastic job" and were requested back as a team. Bret Kreis with Three Phase Line Construction





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National Work Zone Awareness Week Cone Luminary Project



Flagger Force will be partnering with American Traffic Safety Services Association (ATSSA), the leading temporary traffic control industry organization, to bring our Cone Luminary Project, honoring highway workers that lost their lives on the roadway, to the National Work Zone Awareness Week press event in Washington, D.C. on Tuesday April 16th, 2013. If you are interested in joining us in this important campaign, please contact your local branch manager to assist in raising public awareness about driving safely and slowly near work zones. You can also help by discussing our public awareness campaigns with your friends and family and explain in your own words what "Stay Alert Stay Alive" means to you.



TOLL AHEAD

As of March 1st, 2013, we are no longer accepting cash receipts for tollway reimbursement. All toll reimbursements must be from an EZ Pass statement, and should be submitted to accounting **by the 15th of the month** following the toll charge. Please write your **first and last name, branch location, and last four digits of your social security number** on the statement. Cross out all personal toll charges so that **only company-related charges are showing**. Next to each valid charge, please indicate the **client name** and **order number** from the associated job worked to receive reimbursement. Thank you for your help in this change to help us properly document our expense reimbursements!