

IN THE

ZONE

Mother Nature Strikes Again – Flagger Force STRIKES BACK!



Over 900,000 customers lost power in our Mid-Atlantic market during the recent snow/ice storm, which began with snowfall and was further compounded by significant ice accumulation on Tuesday, February 4th. Over the past few years, Flagger Force has supported recovery efforts from Hurricanes Irene and Sandy, the Deroche wind event in Baltimore over the July 4th holiday in 2012 and several other wind, storm and winter weather events. No other company in our industry supports more utilities, with the number of emergency responders, than Flagger Force.

When the first calls came in on Tuesday, our Operations Teams were already prepared, rotating shifts and adding resources to support our customers needs while communicating with our field teams. By early Wednesday morning, we were holding refresher electrical awareness classes for our field forces and deploying crews to support our utility customers in a variety of needs.

"It is truly a team effort," stated President Michele Doner. **"Our Operations teams, Field Supervision, Field Crew Leaders, Crew Members and corporate staff often leave their homes, sometimes without power themselves; traveling in hazardous conditions to support our customer's efforts and to restore safety to the general public."**

Crews rotated from areas less affected by storm damage; Western and Northern Pennsylvania, to the more ravaged areas of Central and Eastern Pennsylvania. "During major storm events, we ask our customers to suspend non-essential work or coordinate with our dispatch crews to reschedule work to allow us to support our utilities in restoring power," stated Jen Strobel, Director of Human Resources and Branch Management. "Resources can be stressed but we take pride in being able to deploy hundreds of our team members on a moment's notice, meeting peak customer demand consistently, even in harsh conditions."



"We just finished our restoration work and wanted to thank all of our field and operations team members who worked so hard to support PPL. Every crew that went out had a Work Zone Protection Crew with them and it was wonderful."

Jason Herr, PPL



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Owner's Corner

We take great pride in our regularly featured kudos section, that made it's debut in the first edition of the In the Zone Newsletter in the summer of 2011. It is in the kudos section where we recognize team members who have gone **above and beyond the call of duty** and are acknowledged by clients, motorists, pedestrians and teammates.

In this issue we want to say **kudos to all of you!** Each one of you has embodied our mission and offered our clients' exceptional service throughout these extreme weather conditions. This March/April edition of In the Zone comes on the heels of another severe winter storm where our teams were again called into action to support the safety of our region. Being recognized as a leader in our industry in our first decade of full time operations is humbling; knowing that lives and the strength of our communities depend on your actions in good weather and bad is both heart warming and a true honor.

As we have watched employees grow and develop, we are bursting with pride in how our teams react so quickly and professionally when storms hit. Our first major storm event, Hurricane Irene, was a challenge as it stressed our teams to the limit. Today, our leadership in the Field, Branch Operations and our Corporate Teams provide a steady, guiding force that our utility partners have come to rely on. Executive Leaders with our Tier 1 customers recognize the critical safety role we play. Our company continues to evolve from a "flagging contractor" to a "Safety-Driven, professional temporary traffic control partner."

We feel truly blessed to work with such great team members. Our company has grown and although we may not always have the opportunity to meet you when you start your career, we look forward to every opportunity to support your growth, sharing our appreciation and recognizing your efforts.

To the entire team and on behalf of the utility customers we serve, the governing bodies in our region we support and the millions of people who live in our service territory where we work hard to support all efforts:

THANK YOU for your professionalism, dedication and commitment to our Values, Vision and Mission. Thanks to each of you, we exist to **MAKE A DIFFERENCE** and we believe **WHAT WE DO MATTERS!**

Michele Mike

Circle of Safety

In 2013, Flagger Force implemented **"The Circle of Safety,"** similar to our **"First Move Forward"** parking philosophy; we ask all team members to perform the Circle of Safety each day. Our Certified Safety Committee first discussed formally instituting the Circle of Safety in the summer of 2013. Our goal is to reduce the following risks our teams encounter:

- 1 Mirror strikes when parallel parked
- 2 Identify hazards that would prohibit a certain vehicle's movement
- 3 Determine any maintenance needs
- 4 Observe 3rd party damage that may have occurred since the vehicle was last moved

The Circle of Safety in five easy steps:

1

From the driver's side of the vehicle either fold or unfold the mirror and check the driver's side of the vehicle for any damage or maintenance requirements

2

Walk around to the front of the vehicle and check the lights, tires and windshield for any damage or separation from the vehicle

3

Walk around to the passenger's side of the vehicle, fold or unfold the mirror and then check the passenger's side of the vehicle for any damage or maintenance requirements

4

Walk around to the rear of the vehicle, check the tailgate, lights and back bumper for any damage or separation from the vehicle

5

Observe surroundings, ensure adequate space between the vehicle and any objects in front of and/or behind the vehicle when leaving the area

The Circle of Safety is required when operating **any company owned equipment**, including pickup trucks and specialty trucks. By performing a Circle of Safety, you will increase your awareness of the vehicle and ensure a safe traveling experience.



Introduction to Ergonomics 101:

REDUCING STRAIN/SPRAIN INJURIES ON THE JOB

Ergonomics can be defined as the science of work or “designing the job to fit the worker, not forcing the worker to fit the job.” Ergonomics covers all aspects of a job, from the physical stresses it places on joints, muscles, nerves, tendons and bones to environmental factors such as noise, lighting and temperature change.

WHY IS PROPER ERGONOMICS IMPORTANT?

Ergonomics is important because when you’re doing a job and your body is stressed by an awkward posture, extreme temperature, or repeated movement your musculoskeletal system is affected. Your body may begin to show symptoms such as fatigue, discomfort, and pain, which can be the first signs of a musculoskeletal disorder.

WHAT IS A MUSCULOSKELETAL DISORDER?

Musculoskeletal disorders (MSDs) are conditions that affect your body’s muscles, joints, tendons, ligaments and nerves. MSDs can develop over time or can occur immediately due to overload or strain on the body.



HOW CAN YOU REDUCE THE EFFECTS OF MUSCULOSKELETAL DISEASE?

Over a year ago, we unveiled our “Stretch and Flex Program.” By stretching out the muscles and warming them up prior to performing job tasks, you reduce the risk of strains/sprain injuries. Performing stretches in the morning before your first task of the day, and again whenever there has been a period of inactivity will reduce your risk of injury. Pay particular attention to the end of your shift when tear down occurs. Often our teams can be pressured to hurry due to impending darkness, this is when stretching may be overlooked due to time constraints. We suggest taking a few minutes to stretch before **every** task.



TIPS FOR AVOIDING INJURY WHEN LIFTING OR CARRYING

- Stay in shape; maintain a healthy weight
- Size up the load; ask for help, if needed
- Get a good grip
- Keep the load close
- Keep your balance with footwork
- Let your leg muscles do the work
- Don’t twist your body



WHERE DO ERGONOMICS APPLY IN OUR DAILY JOB TASKS?



DRIVING If your vehicle seat is not adjusted correctly you may experience back pain.

WHAT CAN YOU DO?

- Adjust your seat so you are comfortable; move closer to the steering wheel so you do not have to reach as far
- Adjust your vehicle’s lumbar support to reduce stress on your lower back



LIFTING Limit the number of sign stands and cones being removed from the bed of the truck at one time.

WHAT CAN YOU DO?

- Company policy limits our team members to no more than three cones at a time
- Avoid lifting and working with your arms above your head
- Avoid reaching over the side of the truck- if you do have to reach into the truck bed, pick up lighter materials such as rolled up signs
- Place heavier objects towards the truck’s tailgate

CARRYING Be aware of the distance you carry items.

WHAT CAN YOU DO?

- Carry no more than three cones or one sign stand at a time
- Reduce the distance you carry - keep the truck close to the set up location, and use all available crew members



Flagger Force Safety Team Introduces: The Line of Action

When working on the road, a clear, easily accessible escape route is an excellent safety tool. By establishing a “Line of Action” at every jobsite, you will be able to escape safely and avoid injury.

The Line of Action is defined as a chosen object near the roadway that when a vehicle passes, and does not appear to be slowing down, the crew member will immediately drop any devices, paddle, cones, signs, etc. and utilize the escape route without hesitation. The object that is chosen as the Line of Action must be able to be seen at the same time as the approaching motorist.

The Line of Action should give you at least **three seconds** to react to a motorist failing to stop. When you have reached a safe location, alert your partner and the work crew. Return to your post when it is safe to do so.

The Line of Action will be introduced during upcoming Winter and Spring Safety Meetings in addition to being incorporated into our Flagger Force Academy training courses. By working together and discussing the Line of Action at each pre-job brief, we can reduce the number of incidents within our industry!

When a vehicle is traveling at 25 MPH, it is traveling 36 ft. per second; therefore the Line of Action would be 108 ft. in advance of your flagging station.

VEHICLE SPEED	DISTANCE TRAVELED IN 3 SECONDS: LOCATION OF LINE OF ACTION
25 MPH	108 Feet
35 MPH	153 Feet
45 MPH	198 Feet
55 MPH	240 Feet
65 MPH	285 Feet
75 MPH	330 Feet

Hints to Maximize Your Earning Potential

Flagger Force is very proud of the career paths we have created. As a fast growing company, we often have new employees that want to learn from our seasoned employees. Two questions we hear are:

“How can I get more hours of work?” and
“How can I increase the speed with which I can be promoted?”

Both questions focus on increased availability and ultimately provide greater take home pay. All of the Field Leadership, Training Staff, and Field Supervisory Staff started their progressive careers as Crew Members. It is exciting to see the number of career opportunities that we are now able to provide to our Field Staff Members. In addition to our Field Supervisors,

opportunities exist as Employee Advocates, Safety Advocates as well as within various training positions. Remember, these positions are all currently staffed by Field Members who started their careers as Crew Members.



Here at Flagger Force, we care about you and your health and understand the uncertainty associated with changing Health Care policies required by the Government. The Capital Blue Cross plan satisfies the requirements of the Government's Affordable Health Care Act. If you are content with your current coverage plan, you can maintain your coverage with no action required, and no monthly penalty fees. If you are eligible but have previously declined Capital Blue Cross coverage, you are able to sign up for coverage between now and **March 31, 2014** during the one time qualifying event created by the Affordable Health Care Act. To determine if you are eligible for Capital Blue Cross please contact Human Resources Generalist, Rachel Diver by calling **1-888-312-3524**.

HELPFUL TIPS TO INCREASE YOUR HOURS

- 1 Volunteer to work weekends - our customers often have work on Saturdays and Sundays
- 2 Make yourself available in case of emergencies - carry your PPE with you at all times, ready to respond
- 3 Provide us with your correct cell phone number - monitor for calls so we can offer you as much work as possible
- 4 If you have a job cancellation - immediately contact the branch, offering to help customers who have emergency needs
- 5 Know the weather - clear weather days have the tendency to increase the volume of work; therefore, it is a great idea to avoid scheduling days off on clear weather days

** It's important to note that many of our customers will not work on holiday weeks, particularly if the holiday falls in the middle of the week. In 2013, both Christmas and New Years Day occurred on a Wednesday, prompting many of our utility contract crews that travel from outside the area to simply not travel for work that week.*
** Also, some states limit the amount of work we can perform the business day before and the day following a holiday.*

Did You

?

KNOW

Did you know that Thursday's are often our busiest day of the week? Given this trend we suggest scheduling PTO or doctor's appointments on Fridays or Mondays, as business is slower on those days.

INTERESTED IN A CAREER PROGRESSION?
Here are some helpful hints!

Tell us! - we have self-nomination forms available at every branch

Keep a clean driving record - we want safe drivers

Learn from your trainers - seek guidance from your supervisors and apply yourself

We are **VERY PROUD** to promote talented individuals that are interested in learning and applying our best practices. Your growth potential at Flagger Force is limitless. Growth and development with-in the organization happens at your pace.

Important Affordable Health Care Act Facts for 2014

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If you are currently uninsured or have coverage that does not meet the minimum requirements, visit the Health Insurance Marketplace at www.healthcare.gov to research and purchase a private insurance plan.

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If you remain uninsured in 2014, you'll be required to pay a monthly fee of \$95 per adult, \$47.50 per child, or 1% of your income, whichever is higher. The maximum fee per family is \$285 per month.

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Children under the age of 25 may stay on a parent's health insurance plan until they are 26 years old.

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Many preventive care services and pre-existing conditions are covered.

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Marketplace open enrollment closes March 31, 2014.

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Depending on your family size and income, you may receive lower costs on monthly premiums and out-of-pocket costs.

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Depending on your family's income you may also qualify for free or low-cost coverage from Medicaid or the Children's Health Insurance Program (CHIP). Many states are expanding Medicaid coverage in 2014.

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If you have coverage and want to explore Health Insurance Marketplace plans, visit www.healthcare.gov to compare coverage and cost.

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Since Medicare is not a part of the Health Insurance Marketplace, we suggest maintaining your Medicare coverage.

For more information about the Affordable Health Care Act or to compare coverage from the Health Insurance Marketplace visit www.healthcare.gov.



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2014 Retirement Savings: **BENEFIT IMPROVEMENTS**

You asked, we answered! As a result of feedback you have given we have enhanced your 401(k) benefit plan. The new plan allows you to invest sooner and receive a higher return on your investment!

- ✓ All employees are now eligible to contribute to their 401(k) account on the 1st of the quarter after fulfilling their 90 day introductory period.
- ✓ By combining our Prevailing Wage and the standard 401(k) plans into one account we were able to significantly lower the fees and service charges for all employees as well as greatly improve your investment options.

The consolidated 401(k) plan and Prevailing Wage plans will be managed as a new plan with PenServ. Accounts will be established at time of hire, any Prevailing Wage monies will be directly deposited into your PenServ account, then after your 90 day introductory period, you will be eligible to contribute towards your 401(k) plan. For more information and a guide to registering for your PenServ online account visit www.flaggerforce.com/Blog.



Website Features

- ✓ Monitor and view your account
- ✓ Access recent transactions
- ✓ View current contribution amounts per payroll
- ✓ Change your investments
- ✓ Change your beneficiaries

Additionally we are proud to offer financial and retirement advice through PenServ. If you are interested in this service, please contact Human Resources Generalist, Rachel Diver via email at rachel.diver@flaggerforce.com or call **1-888-312-3524** to coordinate an appointment! Flagger Force is proud to enhance this benefit and we look forward to your feedback.

