

IN THE

ZONE

## Hurricane Sandy:

*Flagger Force as First Responders*

### As Hurricane Sandy

barreled across the entire East Coast during the last days of October 2012, Flagger Force field and office teams were at the ready to help protect the public from downed wires as soon as it was safe to do so.

Many of our crews braved the elements immediately after the worst of the storm had passed. Our initial response teams focus on protecting the public from life-threatening downed and energized power lines. As the crews make those lines safe, our role returns to providing traffic control as the utilities restore power and the public is returning to work. Long after the storm has passed, our crews continue to work with our clients on permanent system repairs. Days and weeks after an event such as Hurricane Sandy, many Flagger Force office and field employees continue to put in long work hours to bring services back for every person

affected by the storm. Thank you to all of our heroic staff, who worked long hours, overnight, through weekends, and even in cold pounding rain and/or gusty winds to help protect our communities. Thank you also to our extremely dedicated operations teams who handled onslaughts of emergency calls day and night, and gave up their time off to serve employees and clients. They calmly, but quickly, dispatched our teams during all hours and supported other Flagger Force branches that faced downed phone and data lines for days at a time. Lastly, thank you to our clients for their patience with us this week as we support these vital utility repairs across our entire region.

Together, we play an important role in helping to restore power, and we're grateful for the dedication and servitude of our employees in times of emergency, and of our clients for giving us the opportunity to help those in need.



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# Client Spotlights: PECO & PPL



**PECO Energy Company**, one of Flagger Force’s key partners, has a unique solution for reporting power outages, especially during storms like Hurricane Sandy. Recognizing that a power outage usually means a customer’s only internet access is through their phone, PECO developed a site called PECO Smart Mobile On-The-Go for internet-enabled cell phones where customers can report or check on outages, view current outages, access payment options, see latest storm announcements, or get in contact with the company. Even users without a smartphone can access this

site from a basic internet-enabled mobile phone, thanks to their text-only option for the site. If you use PECO for your utilities, next time you have a power outage, pick up your phone and visit [www.PECO.com](http://www.PECO.com) for easy and quick reporting of the outage.



**PPL - How Power Restoration is Prioritized**  
In the wake of widespread power outages, many people wonder how utility companies choose which lines to repair first. Or perhaps it goes more like “Why aren’t you working on MY power yet???” PPL Electric, another of our key partners, explained the emergency repair process in detail on their Outage Center site to help people better understand why it may take a few days before their power is restored.

## From PPL Electric’s Outage Center:

1. We respond immediately to public safety emergencies like fires, floods or wires on or near the ground. (Flagger Force assists with wire watching).
2. At the same time, we restore power to public health and safety facilities, such as hospitals or water treatment plants.
3. While we’re addressing those urgent priorities, we get assessors into the field to assess the extent of damage and the size of individual repair jobs.
4. Then, we rank remaining jobs based on how many customers are affected.
5. The jobs that will bring the most customers back on line are dispatched first. Work involving transmission lines or substations generally get higher priority, since those jobs bring many customers back into service at once.”

## NEW: Flagger Force Corporate Headquarters



We’re proud to announce the **GRAND OPENING** of our new **Flagger Force Corporate Headquarters** at 8170 Adams Drive, Hummelstown, PA 17036. Our Leadership and Management team, as well as our accounting staff, IT, claims and sales teams will be relocated from the Harrisburg branch to this 30,000 square foot office building, just a short 5 miles from our branch in Middletown. The Harrisburg branch will remain open for our Harrisburg Operations and Warehouse teams, but will also become a new “Flagship Branch” to act as the premier training center for new branches in the future.

This represents a **MAJOR change in the growth of our company**. As one

of the fastest growing businesses in the area (ranked #5 in Central PA) and a top private company, our corporate team has tripled in size over the past 12 months and we knew we needed more space to continue to support our business’ success. With a new place to call our Corporate Home, and the space to focus on improved safety, new training, and our marketing and sales efforts, we intend to take Flagger Force to the next level, bringing in more clients and new geographic areas to increase the opportunities for our people!

The new building is located just off of US-322 between Hershey and Harrisburg, and has three leased

office suites for other businesses on the first floor, with Flagger Force on the entire second floor. It also features a 50-person training space with large-screen audio/visual technology, a full kitchen and café, as well as fitness facilities. Coming soon is a Flagger Force company history display, including our very first truck, #401, repurposed into a café table!

At time of press, we are just now getting settled in and still have some minor cosmetic work to do to give the building the “Flagger Force Experience.” We plan to host an open house in 2013, so stay tuned for the date to come take a look at our new digs!

## New Fuel Card System

We are transitioning to a new fuel card system during November and December. The most important part of this change is that fuel cards will now be **ASSIGNED TO DRIVERS, NOT VEHICLES**. All company drivers will receive a new fuel card in exchange for their truck’s fuel card when they attend the upcoming winter safety trainings in November and December. Please call your branch if you have any questions about this new system.



## Baltimore, MD Branch Reminder!

Our Maryland office is now a full-service branch with complete dispatch and customer service teams available for our clients and employees. If you live or work in the Maryland,

Virginia, or Washington D.C. areas, please contact the Baltimore branch at 410-766-1094 or 888-202-2444 for all of your Flagger Force needs.

## NEW CORPORATE CONTACT INFORMATION:

**Corporate Headquarters Toll-Free:**  
888-312-FLAG (3524)\* 24/7/365 Customer Service  
**Corporate Headquarters Main Direct Line:**  
717-482-8801\*\* Will connect to our automated attendant outside of normal business hours.  
**Corporate Fax Line:** 717-220-1927  
**Accounting Team Direct Line:** 717-482-8816  
**Accounting Team Fax Line:** 717-944-1732  
**Sales Team Direct Line:** 717-482-8821  
**IT Department:** E-mail [Support@FlaggerForce.com](mailto:Support@FlaggerForce.com) with any questions or issues.

## BRANCH CONTACT INFORMATION:

**HARRISBURG BRANCH 24-HOUR TOLL-FREE:** 800-920-9425  
**KING OF PRUSSIA BRANCH 24-HOUR TOLL-FREE:** 800-920-9428  
**BALTIMORE BRANCH 24-HOUR TOLL-FREE:** 888-202-2444

## Do You Have Payroll Questions?

The accounting team is available during the week to answer ANY questions you may have with your payroll from 9am-4pm, Monday through Friday. You can reach them directly at their NEW number: 717-482-8816 or toll-free at 888-312-FLAG (3524).





# Safety Gear

## Safety Committee Recommends Class E Pants At All Times

The Flagger Force Safety Committee, comprised of members from our QA team, Field Coaches, our Safety, Quality and Risk management team, and outside representatives from our risk insurance company, meets once a month to discuss best practices, challenges in the field, new ideas to enhance safety on the job, and lessons learned from experience. This ad-hoc program is in its first year at Flagger Force, but has already had a significant impact on improving the safety of our teams.

One of the recent changes discussed by the committee is the use of Class E Pants (commonly known as “Night Pants”) to be worn at all times in the field to increase visibility of our staff to motorists. The committee recommended this new requirement to Flagger Force management, noting that it would be a significant investment on behalf of the company to provide additional clothing to all members of our field staff, but a worthy expense as it could be the difference between being seen on the roadway by a motorist, or not being seen and resulting in injury to one of our own.

The management team agreed with the safety committee to move forward with the new requirement to wear Class E pants at all times on the job site, starting January 1st, 2013. All field staff members that do not already have Class E Pants will be provided with a pair of basic mesh retro-reflective pants at no cost at the Winter Safety Training they will attend throughout November and December. Please note, any of the retro-reflective pants sold by Flagger Force are appropriate for this requirement – mesh night pants, rain pants, winter pants, etc. You can purchase additional Class E Pants at your local branch.

Also, just like our vests, we ask you to keep your retro-reflective clothing as clean as possible (dirty items are less visible to motorists), and to



please come into your branch to exchange worn or dirty clothing out for a new, clean replacement.

## Rx Safety Glasses



If you are enrolled in our vision plan, and you wear glasses everyday in the field, you can use your vision insurance program to purchase regular lenses, or if you already have a good pair of everyday lenses, you can use the benefit to purchase **PRESCRIPTION SAFETY GLASSES.**

These special safety frames and lenses eliminate the need to wear extra large safety glasses over your normal prescription glasses.

Prescription safety glasses look like regular glasses, but have extra strong lenses and clip-on side shields which will ensure ocular safety, just like our wrap around glasses. Please note, the side shields must be worn when in the field in order to fulfill our safety requirements.

Most retailers of prescription lenses offer safety glasses, including Walmart stores. Ask your eye doctor today if they carry prescription safety glasses. If they cannot provide them, call 888-312-3524, 8am to 5pm, Monday-Friday, and ask to speak to our Safety team for other safety glasses vendors.



**“R-E-S-P-E-C-T, find out what it means to me.”**

From the famous words of Aretha Franklin, to the life of a Flagger Force employee, respect can be seen daily in many different forms among our team. Continuing on our journey of the **“What’s It to You”** series, RESPECT is the next value in the spotlight and we’re once again asking folks from our field and office staff to share their thoughts with us about this important value. At Flagger Force, Respect is defined as, “A commitment to honoring the diversity of others with dignity.” Honoring others despite the fact they may come from a different background, race, religion, or generation is a key component in respecting our peers and co-workers. It was great interviewing a few employees to complete this article because it reassured how much respect Flagger Force does have among its staff, and that they view this value as a very important part of their job.

**Joanne Regan**, an Operations Specialist at our King of Prussia branch, took a moment away from the busy phone lines to give us her perspective on respect. When asked the simple question of, “How do you define respect?” Joanne cited the Golden Rule.

**“Respect is treating others the way you would like to be treated.”**

She believes that when you show respect to those around you, that you will get it back in return. We asked Joanne how she handled issues of disrespect in her customer service type role and she said, “If someone talks to me in a demeaning manner, then I simply ask them to not talk to me in that way. Anger does not solve anything.”

**Field Coach Steve Mitriani believes respect is earned by giving it to others first, and expecting it second.**

He strives to demonstrate this in his coaching approach. He maintains a calm and collected manner to gather information when he comes across a work site in need of adjustment, instead of immediately accusing someone of wrong doing in their setup. Ultimately, he says, this results in employees returning respect to him and valuing his guidance in the field, which in turn ensures his teachings hit home so that future work zone setups are safer and done to proper standards.

He notes that Flagger Force’s definition of Respect brings focus to the many different types of people on our team, from all walks of life. Steve

says he strives to treat everyone equally and get to know each person individually instead of letting other people’s opinions sway his interactions with someone. He also encourages crew members to swap places with their partners during the day so that they can better understand what each other is facing on that end of the roadway.

We spoke with **Megan Lipscomb**, a new crew member in the Maryland area.

**She defined respect as listening, being helpful and trustworthy.**

She notes that often she is the only young woman on a job site, and all of her coworkers are much older and male. Megan states that her team almost always shows her the same respect as she gives to them, just like the Golden Rule, which Joanne noted as well.

We’re proud to hear about the different ways our team demonstrates respect on a daily basis. It is a value that can easily be taken for granted when tempers flare, but our team remains “committed to honoring the diversity of others with dignity” regardless of the situation.





## NOVEMBER: Giving Thanks is Good for You

### November is known as the month of giving thanks.

We gather around the table with friends and family at the end of the month to give a yearly thanks before stuffing ourselves to the brim and falling asleep on the couch to a college football game (or perhaps working off those calories in a fist fight over the best deals at your local mall). But shouldn't we give thanks more often than a formal once-a-year family dinner? You may be surprised to learn that gratitude every day, not an apple, could be just what the doctor ordered to keep you healthy.

From MSNBC.com article: Why Giving Thanks is Good for Your Health:

**"Academics have long theorized that expressions of thanks promote health and happiness and give optimism and energy to the downtrodden."**

Research now indicates that a regular expression of thanks and an appreciative attitude can indeed be good for your health. But just like going to the gym to lose those 20 pounds that are forever on your new year's resolution list, you can't just go to the gym or give thanks once a year and expect to see results. You have to do it regularly.

**"Gratitude leads people to act in virtuous or more selfless ways," said Northeastern University psychologist David DeSteno, whose research was published earlier this year in the Current Directions in Psychological Science Journal. "And it builds social support, which we know is tied to both physical and psychological well being."**

Robert Emmons, a psychology professor at the University of California, Davis, said those who offer gratitude are less envious and resentful. They sleep longer, exercise more and report a drop in blood pressure, said Emmons, who wrote "Thanks! How Practicing Gratitude Can Make You Happier."

Consider incorporating appreciation and gratitude not just on Thanksgiving day, but everyday of the year. Perhaps giving thanks daily could be one of your New Year's resolutions for 2013. All it takes is just two little words: Thank You. It's an easy thing to say and does a lot of good.

## DECEMBER: National DUI Prevention Month



### With a society that seems to always be on the move, we must also be on the lookout for drivers who should avoid getting behind the wheel.

December is National Drunk and Drugged Driving Prevention Month. Since Flagger Force is focused on being Safety-Driven not just at work, but in all aspects of our lives, we feel it is our mission to spread awareness about the severe consequences associated with this far too common behavior among adults young and old.

**According to the Center for Disease Control and Prevention, about 30 American people are involved in fatal vehicle crashes due to alcohol consumption every day.** This number adds up to one death every 48 minutes. Perhaps more frightening is that there are 112 million self-reported episodes of alcohol-related driving among U.S. adults each year. And that means that the 1.4 million people arrested for drinking and driving make up ONLY 1 percent of all instances of drunk driving.

**Many people only associate the D in DUI with drinking, but we need to be aware of the seriousness of drugs while driving too.** Alcohol is involved in 1 in 3 fatal vehicle crashes (or 31%), where as illicit and prescription drugs account for 18% (often, alcohol is used in combination with drug-related traffic fatalities). One hit, one pill, one inhalation of an illicit or prescription drug can affect the brain immediately, impairing your judgment, reducing your reaction time, heightening your paranoia, or even knocking you unconscious. Over the counter drugs, like sleeping aids, can be severe too when correct dosage directions are not followed. Combine these effects with the proper attention and alertness needed for safe driving and you have a dangerous situation.

Pennsylvania's "Drive sober or get pulled over" movement, which promotes safe driving that is alcohol- and drug-free, is largely advertised during the holidays, a prime time for social gatherings, company parties and family events where alcohol is served. It is also a high-stress time that leads to an increase in drug usage. Are you willing and ready to make a commitment to yourself, as well as to other drivers on the road, not to drive under any influences of drugs or alcohol this holiday season, and throughout the rest of the year, too? Perhaps more challenging, are you committed to preventing your friends and family, or even strangers, from getting behind the wheel when under the influence? Call a cab, hand your keys over to someone sober, or simply abstain from drinking or using drugs in the first place when you know you have to drive.

## YOU'RE MAKING US BLUSH!

Reacting fast and efficiently on the job was **Kerri Stehman**. While on a job site, she witnessed a hit-and-run accident and successfully obtained the license number and notified authorities of the vehicle's direction of travel. "She did an excellent service to us today and I wanted to thank her and make her supervisor aware of what an excellent job she did." **Lancaster parking lot manager, Don Groff**

Giving a hand at the Cleveland Brothers' Governmental and Safety Days Event were **Seth Cicak** and **Skyler Gownley**. "These two individuals did an outstanding job. They took directions, were polite and friendly to all of our customers. They ensured that our parking situation remained safe the entire time. We are certainly going to use your service again for any other needs we may have. Job well done!" **Marcia Lynch, Marketing Coordinator for Cleveland Brothers**

Mike Stauffer, Sr. wanted to let Flagger Force know that he and his wife are glad that their son, **Mike Stauffer, Jr.**, works for such a great company. "Thank you for taking such good care of my son. He said that all of the people in the office are very kind and really take care of him." **Mike Stauffer, Sr.**

**"Tony Ventrella** and **Ron Brooks** have been doing an excellent job. I would love to have them back if at all possible!" **Greg Slater, Video Pipe Services**

PNC Bank Vice President, Christopher Marschka called to give praise to the team that worked the Hands-On-House Half Marathon: **Allen Hamm, Brian Smathers, David Hankewycz, John Pfautz Sr., Luke Anspach, Lance Harper, Kevin Furman, Nathan Kershner, Justin Miller, Mallory Stokes, Melissa Lentz, Lonnie Lehman,** and **Terry Schaeffer**. "We used your flaggers for our recent half marathon, and runners were commenting on how safe they felt on the course of the run thanks to

Flagger Force. I remain more than interested in working with Flagger Force in the future." **Christopher Marschka, Vice President at PNC Bank**

Working well as a team were **Robieann Walton, Charles Randell, Gerald Wisniewski, Jillian Ramos, Lee Galka, Nancy Howell,** and **Sara Kohl**. "They were using spotters for backing up with their arrow panels, and they all did an excellent job." **Steve Brensinger with PPL**

**"Osman Mehmedagic** and **Paul Patrick** did an excellent job on the site. They are very knowledgeable and quick. I would like them back in the future if possible." **John Rinaldi from Black Rock Excavating**

**"Paul Newman** and **Gerald Stahl** did a great job on my sites. I am very happy with them." **Chris Crouse with UGI**

"The team you sent (**Philip Samuels, Dana Marshall, Ryan Garner, Scott Evans, Shawn Harrison, Christopher Henderson, Jennifer Riggleman** and **Marie Wanamaker**) did a great job coordinating the rolling stop. I normally do not order your crews, but I was so impressed with their work ethic that I called to place an order for two flaggers tomorrow. Thank you for your service." **Steve from PPL Allentown**

Receiving a glowing compliment was ACL, **Paul Zoladiewicz**. "He was very attentive and knew what he was doing. I was very happy with his performance." **Norman from Technivate**

"Crewmembers **Terry Goodman** and **George Gardner** were wonderful to have on my site. Thank you for sending me such good guys to do this job. We will definitely use you again, and these two gentlemen will be requested. Great job!" **Coby Dashner from Spring Benner Walker Joint Authority**

**"Diane Miller** did a great job and I would love to have her on my site any day. She is a very good worker and I wanted you to know that she is a great asset to Flagger Force." **Bob Smith from CW Wright**

**Kerri Stehman** was requested back on the worksite of two separate UGI foreman because of the outstanding work she performed. Although Kerri

is new with our company, she has made a great impression on clients and our instructor, Mike Henry, who had nothing but positive things to say about her. Thanks Kerri! – **Reported by Harrisburg Branch Team**

Working well together were **Angela Litwin** and **Jeff Pyle**. "They both did great work and communicated well. Angela is one of the best workers that I have ever been sent." **Gino from PECO**

"Thank you to everyone (**John Schmuck, Christopher Henderson, Peter Bohren, Michael Arroyo, Jose Matta, Anthony Ventrella, Rich Orr, Brian Levers, James Shaffer, Thomas Zepp,** and **Marie Wanamaker**) for a great effort on the recent Route 1 & 9/Pulaski project." **William Errico, Project Manager for Robinson Aerial Surveys, Inc.**

**Tina Chasnov** took an emergency TMA order from Tammy Kacini who is the Project Planner from Freehold Line Shop. "When I told her that it would be no problem, she laughed and told me that she thinks we are awesome and she tells everyone about how wonderful Flagger Force is to work with." – **Tammy at Freehold Line Shop**





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### **Flagger Force Foundation: Salvation Army Angel Trees**

**One great way to give thanks for what you have been blessed with is to give to others.** This holiday season, Flagger Force Foundation will host a Salvation Army Angel Tree in each of our three main branch offices: Baltimore, Harrisburg and King of Prussia. The trees will be in place by November 15th, and filled with Angel Tags for a child or adult in need. The tag will list a gift or clothing item they'd like to receive. If you would like to participate, please choose a tag from the tree and notify our branch operations team of which tag you've

selected. Please note, by selecting a tag, you are now responsible for purchasing an item listed on it and returning the gift with the Angel Tag attached to your branch by December 6th, 2012.

We will deliver the gifts to the Salvation Army in early December, so that they can be distributed at their holiday parties. Some of the Salvation Army locations may need a few volunteers to assist in passing out the donated presents. If you would like to participate, please notify your branch office.