

The Fire Flyer SINCE 1947 **QUALITY FIRE PROTECTION NEWS**

October 1, 2013

Quarterly Edition—Fall

Vol. LXVI, No. 4

Happy Fall!

In This Issue...
Sizzlin' Summer Fun,
Billy's Beetle,
Mrs. Griffin, More!



Fireline prepares for a **ZOMBIE APOCALYPSE**



The President's Pen



What is your DISC profile?

By ANNA GAVIN, President

A common business tool I find to be useful are DISC profiles. I was given an opportunity to have the management team do them a few years back. We learned their immense value in how they can help us to be better managers and communicators.

Understanding your DISC profile is a great way to better understand yourself, your co-workers and your customers. The general concept is this; everyone has a different level in the four categories- Dominance, Influencing, Steadiness, and Compliance. Being high in certain categories and low in other categories results in a detailed analysis of the type of person you are. However everyone tends to be "high" in certain categories. So often when discussing DISC profiles you say so-and-so is a "High D" or "High S", etc. Here are some characteristics of those people:

High "D"- Driven, Ambitious, Strong-Willed, Decisive, Determined, Demanding, Egocentric

High "I"- Inspiring, Magnetic, Demonstrative, Warm, Friendly, Trusting, Sociable, Poised, Optimistic

High "S" - Relaxed, Resistant to Change, Passive, Patient, Consistent, Deliberate, Stable, Predictable

High "C" – Careful, Analytical, Cautious, Exacting, Neat, Conventional, Accurate, Tactful, Diplomatic

In order for a company and a team to be successful you need to have people that represent **all** these traits so there is balance. Everyone is a little mix of these things and has different tendencies based on the situation. But we all default somewhere. Keep DISC characteristics in mind when trying to communicate or work with someone.

So next time you want to talk to your manager, or your big client, try to think about what type of person they are and then think about what your approach to them should be to get the best out of your conversation.

D When communicating with a person who is ambitious, forceful, decisive, strong willed, independent, and goal-oriented:

- Be clear, specific, brief and to the point
- Stick to business
- Be prepared with support material

Factors that will create tension or dissatisfaction:

- Talking about things not relevant to the issue
- Leaving loopholes or cloudy issues
- Appearing disorganized

S When communicating with a person who is patient, predictable, reliable, steady, relaxed, and modest:

- Begin with a personal comment – break the ice.
- Present your case softly, nonthreateningly
- Ask "how?" questions to draw their opinions

Factors that will create tension or dissatisfaction:

- Rushing headlong into business
- Being domineering or demanding
- Forcing them to respond quickly

I When communicating with a person who is magnetic, enthusiastic, mystic, friendly, demonstrative and political:

- Provide a warm and friendly environment
- Don't deal with a lot of details (put them in writing)
- Ask "feeling" questions to draw their opinions or comments.

Factors that will create tension or dissatisfaction:

- Being curt, cold, or tight lipped
- Controlling the conversation
- Driving on facts and figures and alternatives

C When communicating with a person who is dependent, neat, conservative, perfectionist, careful and compliant:

- Prepare your "case" in advance
- Stick to business
- Be accurate and realistic

Factors that will create tension or dissatisfaction:

- Being giddy, casual, informal or loud
- Pushing too hard or being unrealistic with deadlines
- Being disorganized or messy

Kudos from Colleagues & Customers

Customer Email, Ref: **Fire Alarm Team**

The Project Manager for Amber Enterprises wanted to complement us on the fine job that the Fireline team did on their project. He said that it was a pleasure to work with us and will be calling us regarding future projects.



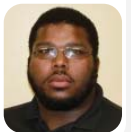
Customer Email, Ref: **Jeff Smith**

"I have to tell you, the technician (Jeff Smith) you sent me today, AMAZING. Please know that he is representing your company very, very well. He is so patient and knowledgeable. He went through the entire system with me and explained everything. He's a great employee and you are lucky to have him."



Customer Email, Ref: **Dave Henson**

"Had to send KUDOS your way for Dave from Fireline. He took it upon himself to go to all the loading bridges and update ALL the fire extinguishers in a rotation, as we had requested last year. Here I was trying to plan it and it was already done."

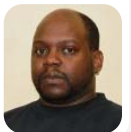


Customer Email, Ref: **Sprinkler Systems Team**

"Your crew did an excellent job and although I was not present during their work window, I received excellent feedback about them. It was a pleasure doing business with Fireline."

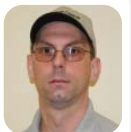
Customer Email, Ref: **Daryl Blow**

Deborah Oldewurtel, Project Manager with Whiting Turner Contracting, complimented Daryl Blow on his fine work on a recent project for Baltimore City Schools. As always, it is great to hear this from customers. Way to go Daryl!



Customer Email, Ref: **Steve Bilz**

"Fireline Service Technician, Steve Bilz, came to our office today to perform the annual service for our two buildings. We had some changes to be made, and he took care of our requests in an extremely efficient and professional manner. Mr. Bilz possesses excellent customer service skills, and I wanted to express my appreciation for this."



Customer Email, Ref: **Misha Green**

"Friday afternoon I had the pleasure of working with Misha Green on a tricky situation with one of our homeowners at Vista of Bowie.

When I explained the urgency of the situation, there is no doubt in my mind that Ms. Green stepped outside her box and took the task to hand. Her level of follow-through was excellent.

All too often when service exceeds the expectations, we fail to take the time to thank the person and let their supervisors know what a great job the person did. However, if the reverse were true, you would know right away.

Customer service is becoming a feature of the past. All too often we play phone messages. It was great to work with a company that recognizes the value of person to person contact. It was wonderful that I was able to work with someone as caring as Ms. Green.

Again, thanks for a great job performed by one of your valued employees."



Cookout & Cruise-In Summer 2013



ERA

Congratulations to our recent Employee Recognition Award (ERA) winners. Debbie Lanham, Sharon Rose and Steve Hale won in July. Matt Williams, Jim Colgan and Eric Noffsinger won in August. Walter Crawley, Matt Losignor and Neil Walters won in September.

Recurring Themes



Resources the Right Way—Human Resources That Is By Elizabeth Zeledon, Human Resources

FSA: Use It or Lose It!

The end of the year is quickly approaching, which means that time is running out for you to use your FSA dollars! Remember, FSA dollars are “use it or lose it” funds. Account balances cannot be carried over from year to year. If you have any unused funds at the end of the plan year (**Nov 30, 2013**), those funds will be **forfeited**. Claims can be submitted through Feb 2014, but the dates of the claims must fall before Nov 30, 2013 in order to be processed. For a complete listing of eligible expenses that can be purchased with your FSA, please look under Firenet’s home page in the Announcements section. To check your balance, please call the customer service number on the back of your Choice Strategies Card. Use those funds!

Fireline’s Flu Shot Clinic

Fireline will be hosting a Flu Shot Clinic this year! It will be held on **Wednesday, October 9, 2013** from **7:00 am-10:00 am** in the Building 1 Conference Room. If you would like to sign up for a flu shot, please complete the survey found under Firenet>HR, or by filling out the sign-up sheet found on the wall inside my office door.

Here are a few suggestions to keep yourself (and your co-workers!) healthy during the upcoming cold and flu season:

- Avoid close contact with people who are sick.
- Cover your mouth and nose with a tissue/arm sleeve when coughing or sneezing.
- Wash your hands often, or use hand sanitizer often, to protect yourself from germs.
- Avoid touching your eyes, nose or mouth to help reduce the spreading of germs.
- Clean and disinfect frequently touched surfaces at home or work, especially when someone is sick.
- Get plenty of sleep, be physically active, manage your stress, drink plenty of fluids, and eat nutritious food to stay healthy!



Executive Direction—*Administrative Notes for All*

By CINDY RUEPPEL, Executive Director

I hope everyone had an enjoyable and relaxing summer – it really seemed to fly by this year! I’d like to thank our entire admin staff for covering for their fellow co-workers while they took well deserved vacations.

As fall approaches so does our yearly task of renewing or shopping for medical insurance. We hope to be able to have a smooth renewal. We are waiting for the percentage increase from our insurance reps and they are ready to market our plan if needed. We will keep you informed of our decision. Please be assured that we do our best to provide our employees with quality health care.

Our healthcare brokers are also keeping us informed of the new Health Care Reform requirements. You will receive notices regarding “Obamacare” as deadlines approach. Please read these notices and feel free to ask questions.

Looking ahead – please see following 2013 Holiday Schedule.

Thanksgiving Day – November 28th

Day after Thanksgiving – November 29th

Christmas Eve – December 24th close early (time to be determined)

Christmas Day – December 25th

New Year’s Day – January 1st

Please remember that vacation days cannot be carried over into the next year. Please check your remaining vacation hours on “My Payscale”. If you have any questions regarding your time please feel free to contact Elizabeth or myself.

**Financial Feng Shui—Mind on the Money****Retirement Planning Should Start NOW!** By LINDA ABDOW, *Controller*

If you're in your 40's or 50's, it's time to think "retirement tune-up" and, if you are younger, it's time to get ahead of the game. Unfortunately, there will be a retirement "wreck" for those who are placing too much reliance on Social Security because you'll probably fall short of what you will really need in retirement.

Time is everything when planning for retirement—30 year olds have much more time in terms of retirement to prepare than 50 year olds but it's never too late. So what's the plan? First, get your paperwork in order. If you have children, it's important to have a will and a medical power of attorney --- a simple directive which makes it much easier for your family in the event of a serious medical event. Second, do the recommended medical screenings particularly in your 50's. Once you're clear, it's time to focus on financial matters.

Reassess how much you are saving for retirement both in and out of your 401(k) plan. The basic assumption that expenses drop substantially in retirement is not necessarily true. Will you retire with a mortgage balance or will you retire with significant consumer debt? One of the biggest debates is whether to pay down the mortgage before retiring or carrying a mortgage balance into retirement. There's no easy answer here. Some financial advisors believe if you have a 3.5% mortgage but can get an investment return 5% to 6% over the long term in your 401(k), you're better off investing in the 401(k). Others say there is a certain emotional freedom at having no mortgage or debt when you finally do retire but it may mean less cash in the bank when you do retire.

For most of us, Social Security kicks in at age 67 but you can get about 80% of the benefits at age 62 if you decide to retire earlier. For those who are 50 and older, it's probable you will see full Social Security benefits. For those younger than 50, the outlook is somewhat murky. So those of you under 50 --- you need to be putting aside a fixed percentage of your paycheck every two weeks and doing it on a consistent basis.

There are many financial calculators that can guide you along. Try your hand at <http://cgi.money.cnn.com/tools/retirementplanner/retirementplanner.jsp> to see where you could end up. Good luck and focus on saving for your retirement!



We have a new representative, Brian Kuhn, from Planning Solutions Group (our 401K advisors). Brian can be reached at 301-543-6035 for any employees interested in financial planning. In addition to explaining the benefits of the 401(k), he will be available to conduct one on one 30 minute planning sessions to discuss any topic you would like. These sessions are free, confidential, and available because of our firm's relationship with PSG. Please check out Planning Solutions Website www.psgplanning.com.

Quarterly Eats

Garlic Pumpkin Seeds



Ingredients

- 1 Tablespoon canola oil
- 1/2 tsp. celery salt
- 1/2 tsp. garlic powder
- 1/2 tsp. seasoned salt
- 2 cups fresh pumpkin seeds

Directions

In a small bowl, combine the oil, celery salt, garlic powder and seasoned salt. Add pumpkin seeds; toss to coat. Spread a quarter of the seeds in a single layer on a microwave-safe plate. Microwave, uncovered, on high for 1 minute; stir.

Microwave 2-3 minutes longer or until seeds are crunchy and lightly browned, stirring after each minute. Repeat with remaining pumpkin seeds. Serve warm, or cool before storing in an airtight container.

Yield: 2 cups

NEW

Please help us welcome the newest members of the Fireline team. Kevin Federline Jr. (Restaurant Systems Technician) and Keith Knickman (Portables Dry-Chem Shop Technician).



PMO - Helping Fireline achieve its mission since 2011

Synergy 2013 By *Shannon Adkins, PMP*

It has been a busy but fun third quarter in the PMO.

Firenet is *finally* live and has received a warm reception from Fireline employees. The transition was smooth and there has been lots of positive feedback regarding layout, design and the improved navigation and search functionality. I want to give special thanks to Julia Mooney who worked long hours to complete necessary tasks on time, she did this with a smile and no complaints, it is a pleasure to work with her.

Next on the agenda is our EMS upgrade. We will begin the fourth quarter with an in-depth analysis of current processes and data residing on our system. Early first quarter will be the beginning of many meetings with our software implementation team, who Julia, Cindy and I were lucky enough to meet and spend some time with during the conference we recently attended. The product looks great and we are confident it is going to be an integral part of Fireline's continued success.

You will be hearing much more about this upgrade soon!

Now you know...

EMS stands for Enterprise Management Software. Services provided by an EMS are typically business oriented tools, such as invoicing, accounts receivable and accounts payable, designed to collect, manipulate and produce analytical results used to make informed business decisions.



Upcoming Events at Fireline

- **Technician Breakfast**
Oct. 18 6:00 AM
- **Halloween Luncheon & Costume Contest**
Oct. 31 12:00 PM
- **Holiday Party**
TBA

Check out the Fireline Fun Committee Site for upcoming events, the latest planning notes and to share your fun idea:

[Fireline Fun Committee](#)

Birthdays

October

Nicole Baublitz
Paul DeMaria
Dan Evangelisti
Tim Francis
Mike Grow
Steve Hale
Mike Levasseur
Norm Mason
Rick Mohney
James Porter
Ken Scholl
TJ Smallwood
TJ Timpson
Ken Barnhart

November

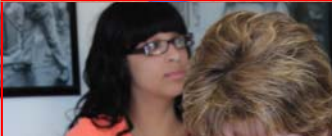
George Armstrong
Denise Campbell
Art Decker
Fawn Dyson
Dave Krenzer
Barb Haas
Robbie Kershner
Debbie Lanham
Jeremy Mohney
Craig Steinbock
Sharon Waters

Continued on Page 10

PMO

The Project Management Office (PMO) is here to help you establish and maintain efficient and effective processes in conjunction with formal project management methodologies, company-wide training and development, information management, and automation initiatives. If you need assistance with any Fireline approved applications stop by the PMO or call Shannon Adkins (ext. 326) or Julia Mooney (ext. 247).

Quarterly Recap Summer 2013



SOP

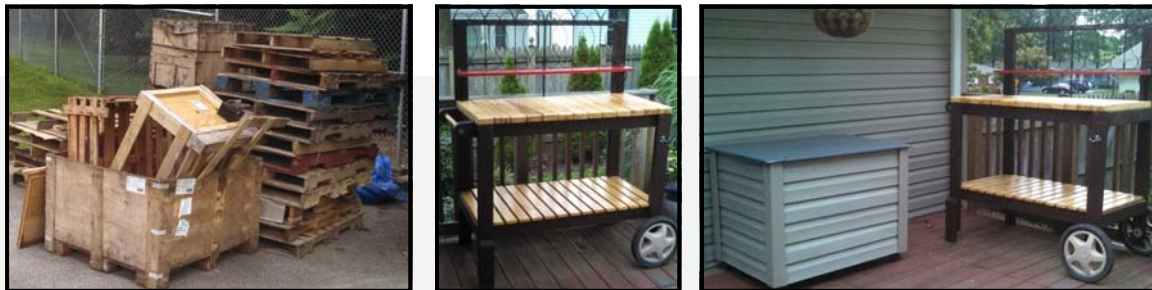
A Standard Operating Procedure (SOP) is a written procedure prescribed for repetitive use as a practice, aimed at increasing productivity and accuracy. Has your department documented your SOP's? In preparation for new and improved software, integrated systems and technology upgrades the PMO will be focused on assisting you with this task in 2013. Complete SOP's are posted on SharePoint and can be referred to for instruction or as an example when creating your own.

Mixed Bag Reduce, Reuse, Recycle & Fireline's Added Energy Source



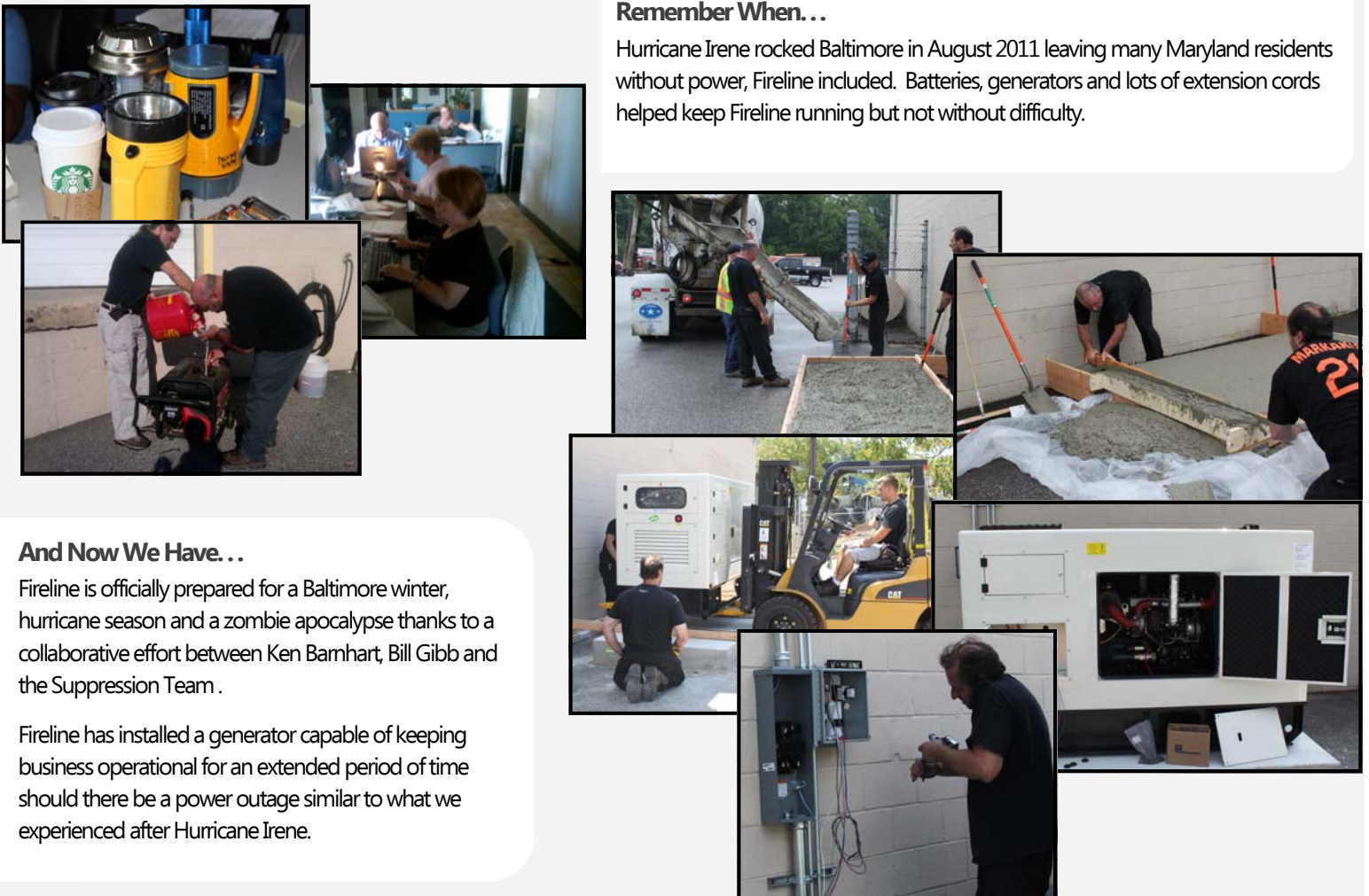
Reduce, Reuse, Recycle Inspired by Sam Sudano

Recycling is the process of collecting and processing materials that would otherwise be thrown away as trash and turning them into new products. Recycling can benefit your community and the environment. Do you recognize the pallets and crates from the dumpster area? Sam Sudano (System Service Technician) got creative and reformed these waste materials into a gardener's work table and a house matching deck box/toy box on wheels!



Remember When...

Hurricane Irene rocked Baltimore in August 2011 leaving many Maryland residents without power, Fireline included. Batteries, generators and lots of extension cords helped keep Fireline running but not without difficulty.



And Now We Have...

Fireline is officially prepared for a Baltimore winter, hurricane season and a zombie apocalypse thanks to a collaborative effort between Ken Bamhart, Bill Gibb and the Suppression Team.

Fireline has installed a generator capable of keeping business operational for an extended period of time should there be a power outage similar to what we experienced after Hurricane Irene.

Messages from the Managers



Systems Service By KAREN COBB, *Department Manager*

The summer months were very productive for the System Service Department. I look forward to keeping it going through the fall/winter months and ending the year on a positive note. Thank you to everyone who works hard and takes pride in a job well done. I have had the pleasure of taking the following people out to lunch this quarter, Jeremy Mohney, Rupert Mangal, Brad Mays, Jim Colgan, Lou Killmeyer and Tim Francis – keep turning those tickets in.

In my summer article I noted that we were implementing zones to improve dispatching and customer service but that has proven to be easier said than done. There have been some issues with getting the plan in place and determining the zones but I hope to have it in affect by the time this newsletter is published. My goal is that this will improve efficiency and customer service. Thank you to Matt Meyers and Dennis Perez for their assistance on this.

Frank has been visiting our customers performing QAQC checks and the majority of his visits have proven positive and the customers appreciate that we take the time and effort to ensure they are getting the best service possible. Our truck inventories have also steadily improved, keep in mind we have the company wide inventory coming up later this month and we have a limited time to do all the department trucks so please keep them in order so that task will go a bit quicker for everyone.

Looking forward to a great end of the year!

Go RAVENS!!! (or insert appropriate team name here)



Vehicles Service By DAVE TAYLOR, *Department Manager*

The Vehicle Systems Department has experienced a very heavy workload over the summer as they started several system replacement projects. These system replacements have strained the ability of the technicians to complete all of the scheduled inspections, but I'm happy to report that they have stepped up to the plate, put in some overtime and kept pace with the hectic schedule. In the fall, we have training certifications scheduled for several members of the team, a necessary activity. It will surely place greater demands on maintaining the schedule but I'm sure Dan Davidson, Travis Shirkey, Derrick Meilhammer, Armando Morales and Chris Tarr are up to the task. I'd also like to recognize Vehicle Systems Supervisor, T.J. Smallwood, for his efforts to improve his department's inventory performance.

Birthdays

Continued from page 7

December

Melanie Ambridge
Daryl Blow
Dustin Breeden
Selvin Carcamo
Julio Castro
KC Chanthapa
Karen Cobb
Walter Crawley
Jay Doyle
Ross Dyott
Jared Fishback
Robert Harich
Rupert Mangal
Derrick Meilhammer
Randy Parsons
Laurie Pryor
Ted Reitterer
Lino Rivera-Lopez
Eric Robertson
Cindy Rueppel
Jackie Ulloa
Lane Villers
Elizabeth Zeledon

Oops! The editors would like to apologize for missing Steve Clarke's birthday on August 14! Happy Birthday Steve!





Sprinkler & Suppression By **TED REITTERER**, *Department Manager*

Well we are three quarters of the way through the year already and things are going well. Due to delays in scheduling we had a few slow months and I want to thank Karen Cobb, Phil Bowers, Dave Taylor, Bill Gibb, and Norm Mason for helping out and keeping my guys busy until the jobs opened up.

After working in the suppression division for 11 years Harry Lowman has taken a position in the fire alarm division and will be assisting their design group. Harry is a good electrician and takes pride in his work, he will be missed but I know that he will be an asset to department 2150.

Matt Losignor has taken on the sprinkler sales position and has been out making some good contacts. This has resulted in some decent sized projects and should keep us busy into 2014. Although Matt is still designing, when he has the time, we are currently looking for a NICET certified designer to replace him. This will allow Matt to focus on just sprinkler sales and create a nice backlog of work.

Dennis and Pat continue to make new contacts through networking events and have been able to keep the special hazards work rolling in.

Fireline
is a proud distributor of...



The Importance of a Proper Inspection

Inspired by the **Sprinkler Install Department**

Fire Protection equipment, like other systems, needs to be inspected, tested and maintained to ensure it will function properly in the event of a fire. Recently, our Sprinkler Install department was replacing dry system piping for a customer and found a pipe full of "gunk".

The fire protection company who was servicing the facility was obviously not doing their job. This is why businesses need companies like Fireline to routinely test their sprinkler systems.

PAY

Remember that your SI Web Tools online schedule and paystub username may not be the same as your workstation, email/webmail and SharePoint username. For access and permissions, contact Shannon (Ext.326). For password reminders and resets, contact Cindy. For time or compensation disputes, contact your Supervisor and/or your Department Manager before contacting the Human Resources Manager.



Fire Alarm By NORM MASON, Vice President & General Manager

I hope that everyone had an enjoyable summer and were able to get away for a while and spend some time with your families. I had the privilege this summer to visit Washington D.C. for a day along with my wife Shirley and some members of Glen Burnie American Legion Post 40. We visited the World War II, Korea, & Vietnam Veterans Memorial. This is something that all of us should try to do to honor those that served in defense of our country. Veterans Day is November 11th. Be sure to thank a veteran for their service on that special day. There are many veterans in the Fireline family. Take time to recognize them.

The Fire Alarm Department would like to welcome Harry Lowman to our team. Harry has transferred from the Suppression Department & will now be working in the fire alarm design group led by Ken Scholl.

Laura Smith has assumed additional duties within the department. Laura now distributes our job bid list to electrical contractors on a weekly basis and also acts as a back up to Sharon Rose performing new job entries into the Fireline accounting system.

The fire alarm sales force has been extremely busy this summer quoting & pursuing new work. In the last four months over 500 different projects have been quoted by the team and the number of jobs awarded to us is starting to pick up. We hope to have a strong finish to 2013.

Both the design group and the field tech groups have been putting in extra hours on nights & weekends to keep up with the project schedules. A special thanks to Al Riefflin, Chris Troutman, Billy Carter, Rich Sigethy, Eric Robertson, Gary Cox, Dwon Bess, Fawn Dyson, & Mark Dyson for their contributions. Hope I didn't fail to mention anyone.

Have a great rest of 2013. See all of you at the soon to be announced Fireline Holiday function.

Anniversaries

Fireline is extremely grateful to these employees for their years of dedicated service:

October

- Frank Chenoweth—29 Years
- Bob Turner—14 Years
- Bill Donohue—13 Years
- Jim Colgan—8 Years
- Selvin Carcamo—8 Years
- Dennis Perez—7 Years
- Laurie Pryor—7 Years
- Ken Humphrey—5 Years
- Dan Vecchioni—4 Years
- Shannon Adkins—4 Years
- Matt Benfield—2 Years
- Mike Levasseur—2 Years
- Armando Morales—1 Year
- Misha Green—1 Year

November

- Kelly Coon—34 Years
- Bill Gibb—17 Years
- Ralph Mason—17 Years
- Dan Davidson—15 Years
- Jon Pegg—5 Years
- Ron Eure—5 Years
- Jared Fishback—3 Years
- Yetty Oreagba—3 Years
- Chris Tarr—1 Year

December

- Todd Everitt—30 Years
- Ike Austin—29 Years
- Nancy Larsen—27 Years
- Dennis Bryant—17 Years
- Jeremy Mohney—11 Years
- Lou Killmeyer—10 Years
- Lane Villers—9 Years

Quarterly Value

Quarterly Value: Respect

Respect—Models ethical behavior by:

- Upholding company values
- Showing consideration for fellow employees, customers, suppliers, and partners
- Maintaining a positive and productive work environment

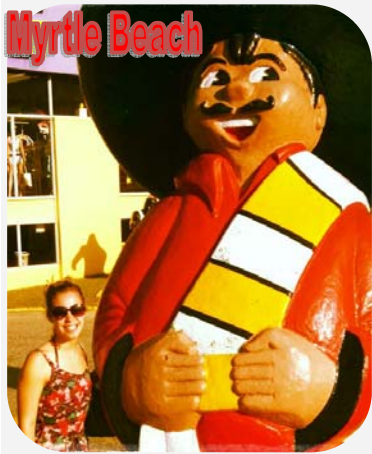
"Every human being, of whatever origin, of whatever station, deserves respect. We must each respect others even as we respect ourselves."

—Ralph Waldo Emerson

JOB

Fireline is seeking an experienced Sprinkler Designer in the Baltimore Area. NICET III preferred with 5 years experience required. Fireline is also hiring experienced Sprinkler and Fire Alarm Service Technicians in the Northern Virginia/Southern MD/DC area.

Vacation Photos Summer 2013



DAD

Congratulations to Pat Fitzgerald and his wife. They celebrated the arrival of their son Kyle Vincent Fitzgerald on August 1st. He weighed in at 7 lbs. 10 oz.



Portables & Restaurant Hoods By PHIL BOWERS, *Department Manager*

Winter is coming... Is your home and family protected with Fire Extinguishers, Smoke and Carbon Monoxide detectors?

Everywhere you go, you hear about how it is always a good idea to have a fire extinguisher in your house. You never want to be unprepared if an accident happens. Even though you may call your local fire department for assistance, some small fires you can actually put out before they become a much larger problem. It is important to know where you should keep this type of equipment, so if the situation arises, you have access to it right away.

Take a walk around your home and make note of places where you can store a fire extinguisher that is easily accessible to everyone who lives in the house. Make sure the locations you choose are easily visible as well. Even though they aren't the most attractive type of home decor, do not try to camouflage or hide them with curtains or underneath the cabinets. In the event of an emergency, time is of the essence and the time you spent uncovering a fire extinguisher can mean the difference between getting a small fire under control or it quickly getting out of hand. Some good places to store your equipment are near exits and doorways. They should also be placed no higher than shoulder height, which is approximately five feet off of the ground.

Did you know that the kitchen is the part of the home that is the most susceptible to fires? This is where most of the cooking and food preparation are done, and unfortunately a large majority of house fires start here. That is why it is very important to keep a fire extinguisher in your kitchen. It may seem like a good idea to keep it near the stove, but if a situation was to occur where you needed to use this piece of equipment, you may have trouble getting it. You could get injured and lose your home in the process. The best place for storage is actually near the entrances and exits of the room.

Another very important place that often gets overlooked is the basement. It's an area people tend to use for storage. Some of the items that get stored are very flammable. In the event of an emergency, you can't afford to go looking around for a fire extinguisher to save your treasured possessions. Fires can easily get out of control when there are suitable conditions and combustible items in a secluded area. In addition to extinguishers, you should take extra precautions and place smoke detectors and Carbon monoxide detector in strategic areas of your home.

Make sure that everyone knows where the extinguishers are in your house and how to properly use them. Remember to look at the extinguishers monthly to make sure they are recharged. Even if you use only a little of the extinguishers chemical the pressure will leak out. The better you are prepared to handle the different types of emergency situations in your home, the more you reduce your risks for loss.



Fireline offers our customers training on usage of portable fire extinguishers. How many of you have fire extinguishers at home and how many of you or your family members would know how to use it in time of an emergency?

October is fire awareness month and Fireline would like to schedule a day this fall to do training with our employees and their families. If you are interested please contact Lisa Malone.

Fireline offers our employees a 10% over cost pricing for purchases of fire extinguishers, smoke detectors and carbon monoxide detectors. If you are interested in purchasing any of the above contact Phil Bowers at extension 235.

SIP

Lou Killmeyer won the \$500 SIP Award in July, KC Chanthapa won the \$600 SIP Award in August. There was a recordable incident in September so no SIP award was given. Stay safe out there, and do your part to help *Fireline* avoid recordable incidents. By doing so, you become eligible to win cash prize drawings which increase with extended accident-free periods.



Leesburg Branch Office By JUSTIN FISHBACK, Branch Manager

“Employees are a company’s greatest asset—they’re your competitive advantage. You want to attract and retain the best; provide them with encouragement, stimulus, and make them feel they are an integral part of the company’s mission.”

-Anne M. Mulcahy

Fireline is committed to giving back to its employees. We do this many different ways; cook-outs, family nights; holiday parties and 401 K retirement packages are just a few. Another way Fireline gives support to its working family is through career development. We encourage everyone to seek out training opportunities, whether it is a webinar, an in-house class, or a manufacturer’s certification class. We are willing to cover the fees for classes and allow employees time out of their work schedule to complete the courses. Fireline does this because we want everyone to be the best they can be and we want to be the most knowledgeable staff in the industry. With knowledge comes progress, growth, and success throughout a working career. This knowledge belongs to the employee who continues with Fireline or chooses to explore other employment opportunities.

I have had the privilege and opportunity to attend many classes while working for Fireline and will continue to take advantage of many more throughout my career. I am now in a position to share the knowledge I have gained and to make sure these same opportunities for training are offered to my technicians. In October, three technicians will be attending Amerex School. In October, Kevin Federline and I will be attending Pyro-Chem School. We will also be conducting an Ansul R-102 and Piranha pre-engineered restaurant suppression class in November at our Leesburg office. Anyone who is interested in attending, please let me know.

The NICET incentive program was just re-released. I challenge everyone interested in gaining NICET accreditation to do so. This is a great accomplishment for our employees to complete. Enhance your career path; take advantage of Fireline’s many opportunities to gain knowledge, whatever your goals may be.

“You are your greatest asset. Put your time, effort, and money into training, grooming, and encouraging your greatest asset.”

-Tom Hopkins



Check out the re-released NICET incentive program on Firenet: [NICET—Training & Development](#).

All NICET Certificates have been uploaded to SharePoint. When the Certificate expires you will be sent an email notification reminding you to bring the renewed Certificate in to Elizabeth Zeledon for Fireline to file on record.

Follow Fireline On...



Fireline is now on Facebook, YouTube, LinkedIn, Google +, Flickr and Twitter. Click on the logos above to follow and share with friends today.



Service Sales By DAVE TAYLOR, *Department Manager*

The Service Sales Department has been focusing on several strategic goals. First of all, Fireline's fantastic Service Department Technicians have been furiously providing leads where we can expand our service offerings to existing customers. Second, the sales staff is working diligently to raise Fireline's profile with various trade and industry associations in the Baltimore-Washington Area by becoming active on committees and at events. Kudos to Janet Werner, Melanie Ambridge and Robin Busch for this effort. Finally, we are also working with a number of new Property Management firms in the region, introducing them to Fireline and the services we provide. In addition, Lisa Malone is performing a record number of live fire extinguisher training classes and these classes have been a hit with both new and existing customers. Overall, service sales have remained strong in a difficult economy and that reflects well on the efforts of the sales team.



System Sales By RON EURE, *Department Manager*

Matt Losignor is nearing the completion of his transformation from a designer in the sprinkler division, to lead sales person. Matt began this short journey at the beginning of July after accepting the sprinkler sales position. The last couple of months have been difficult on Matt as he has been pulling double duty as both a designer and also filling the sprinkler project pipeline.

Through August 2013, sprinkler sales quantities have been virtually equal to that of 2012 and the prior five-year average. This has been accomplished through the leadership of Ted Reitterer and Charlie Moore. Ted and Charlie have both continued to perform their duties while also going to site surveys, creating estimates, and closing sales. With Matt ready to go to full time sales, hopefully everyone can concentrate on their primary duties. Please give all of the guys a thanks for keeping the sprinkler division rolling during this period of change.

Now, does anyone know a good sprinkler designer???.....

CO₂ Tank Replacement

Have you noticed that Fireline replaced the large CO₂ tank outside building 1? Fireline removed the Cardox—13 ton tank and replaced it with a Tomco—14 ton tank.

The original tank has been around for over forty years and was wearing out. It did not meet current codes and would have been a significant cost to upgrade. So replacement was the best option.

It was quite a show to see the crane remove the old tank and replace it with the slightly larger new tank. This was not an easy task but in the end all went well and we should be good for another forty years.



PDO

A Professional Development Outline (PDO) is a list of tasks that are necessary for an employee to effectively perform their job. They are an excellent resource to track annual goals and career advancement. Many Professional Development Outlines (PDO's) have been finalized and published on Firenet. Review your PDO to make any necessary additions or updates.

Photo Hunt Can you spot the differences between these two images?



Photos taken at [Vince's Farm & Nursery](#) in Linthicum, MD



Affairs To Remember October, November & December

Fireline Funny's

Baltimore

[Autumn Glory Festival](#)
October 9—13

[Pumpkinfest](#)
October 12—13

[Baltimore Beer Week](#)
October 18—27

[OktoBEARfest](#)
October 19

[Fright Fest](#)
Weekends October 5—27

[Festival of Trees](#)
November 29—December 1

[Miracle on 34th Street](#)
November 24—January 1

[Christmas Village in Baltimore](#)
November 28—December 24

District of Columbia

[Wicked-Woods Haunted Forest](#)
October 4—November 2

[Night of the Living Zoo](#)
October 30

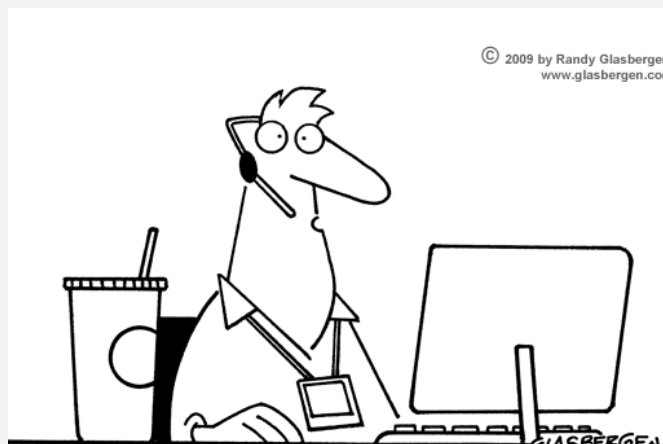
[Manassas Veterans Day Parade](#)
November 9

Presidential Turkey Pardon
November 28

[Silver Spring Thanksgiving Parade](#)
November 23

[Leesburg Holiday Parade and Festival](#)
December 9

[Manassas Christmas Parade](#)
December 7



© 2009 by Randy Glasbergen
www.glasbergen.com

“When you click ‘reply to all’ on your e-mail, your message goes to everyone in the company, plus their past lives and evil twins in a parallel universe.”

Want to win a prize?

Be the first to spot at least 5 differences in the Photo Hunt on pg. 17 and complete the Fall 2013 Fire Flyer crossword puzzle.

To win this month's prize email: sadkins@fireline.com

Last quarter's winner was Sharon Rose.



Are you ready for some football?

Check out the schedule and start planning your tailgate now:

<http://www.baltimoreravens.com/gameday/season-schedule.html>

Old News

If you missed any of our issues or would just like to look back in time, the Fire Flyer is always available at

www.fireline.com/news-room

Coming Soon

Vol. LXVII No. 1 (Quarterly Edition—Winter) arrives Friday, January 3, 2013

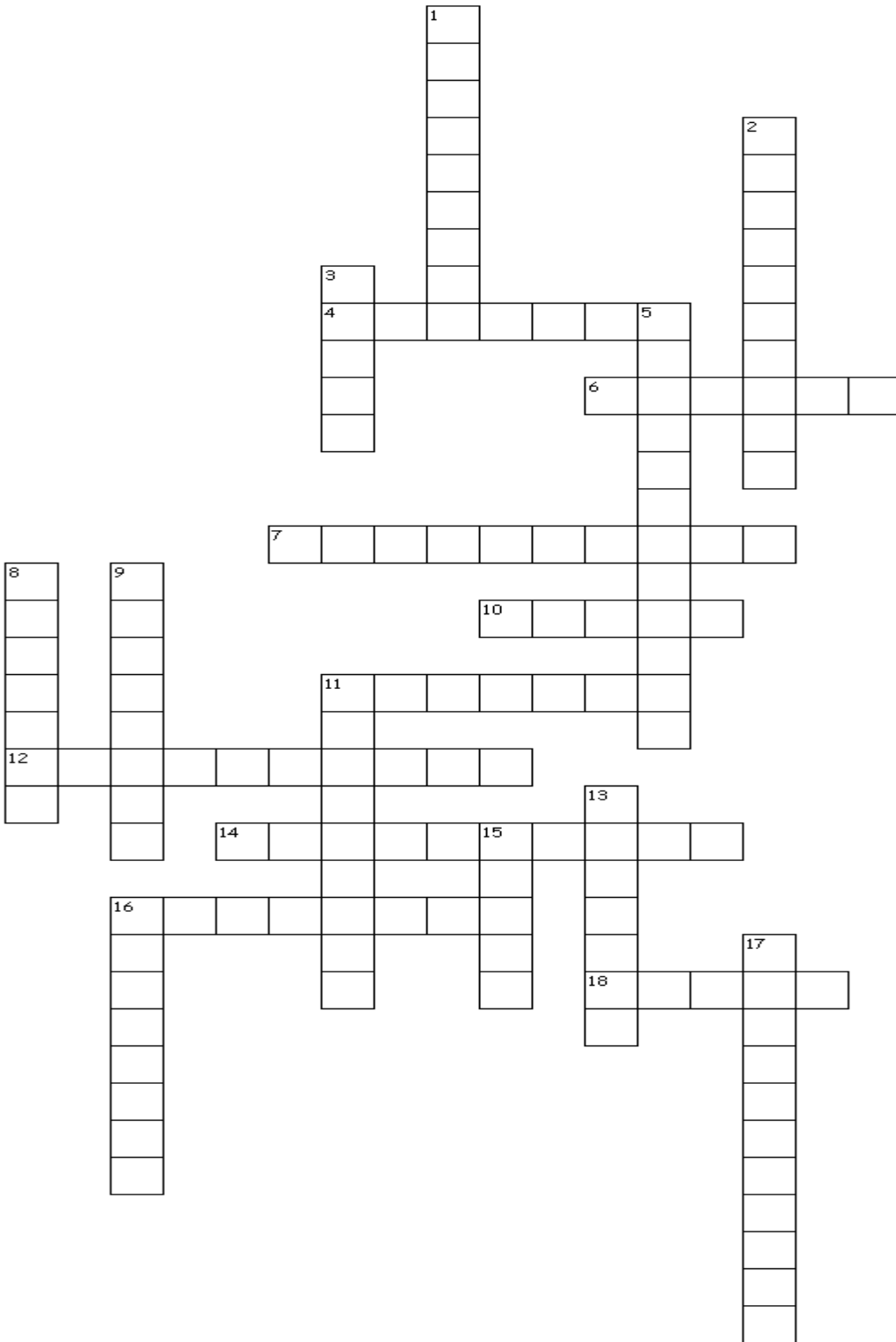
Although some contributors maintain recurring articles or features in the newsletter, any *Fireline* employee may submit ideas or material for publication (content may be edited).

The deadline for submissions is Friday, December 13, 2013.

BYE

Fireline would like to wish our summer interns Amy Misera and Amanda Haas best of luck as they continue their education and begin their careers. We would like to add a special well wishes and thank you to Tommy Frankhouser.

Did *you* read the newsletter?



Across

4. Employee (Last Name) who celebrated 35 years with Fireline
6. Capital is Athens
7. Employee (Last Name) who celebrated the arrival of his son
10. Method to improve dispatching and customer service
11. Employee (Last Name) who was married this September
12. "C" in DISC stands for
14. 150th National Civil War Battle Reenactment
16. Island country in the northern Indian Ocean
18. Hurricane that left Fireline without power for days in 2011

Down

1. "D" in DISC stands for
2. "S" in DISC stands for
3. Island located off the coast of Venezuela
5. Famous for stalactite and stalagmite formations
8. Quarterly Value
9. Employee (Last Name) hired to work as a Dry-Chem Shop Technician
11. SIP Award winner in August
13. Famous fall fruit. In fact, a berry.
15. Capital is Madrid
16. Fright Fest is hosted at this venue
17. "I" in DISC stands for