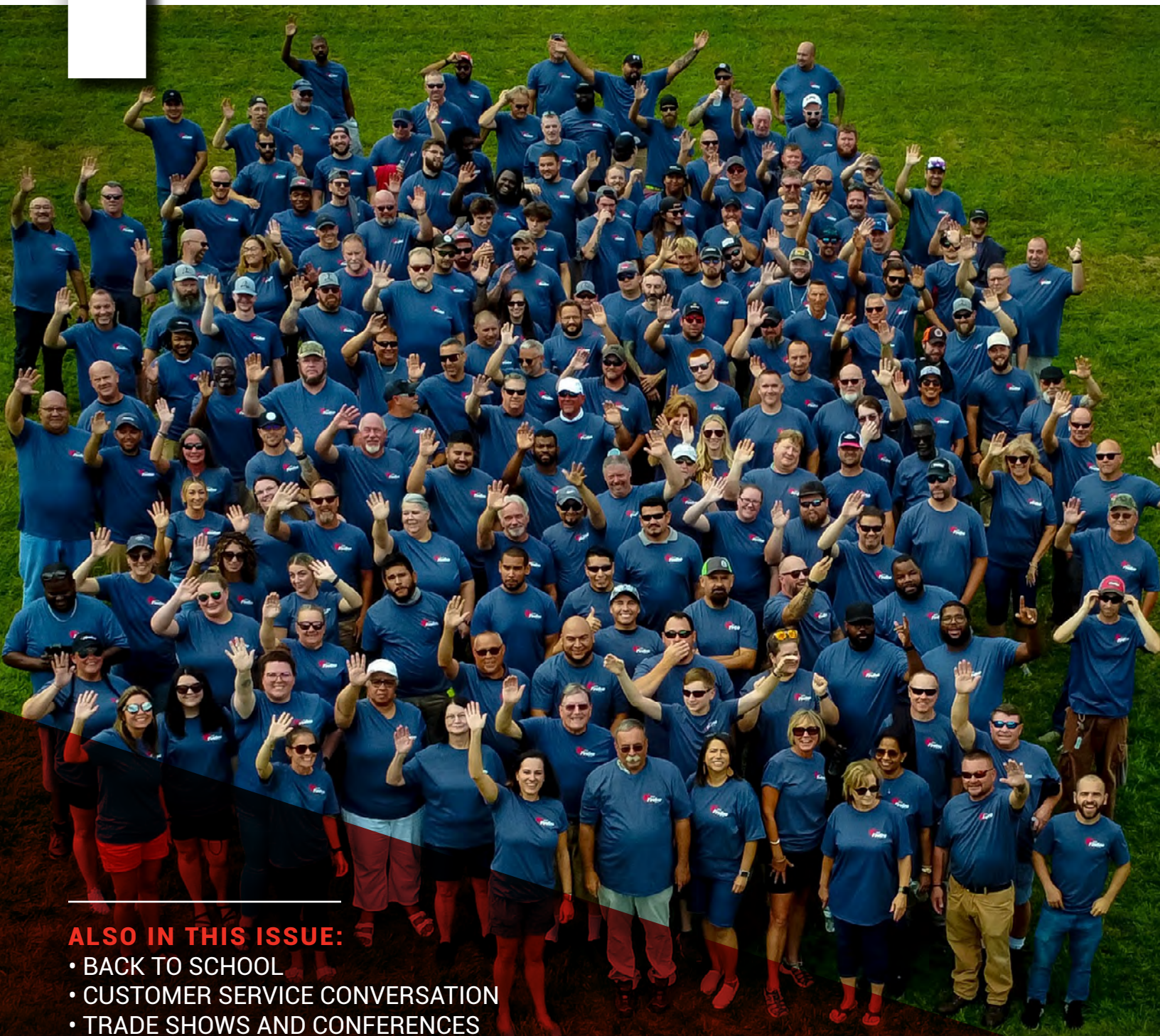


September 2022



Fireline FireFlyer

FEATURING: 75th Anniversary Employee Picnic



ALSO IN THIS ISSUE:

- BACK TO SCHOOL
- CUSTOMER SERVICE CONVERSATION
- TRADE SHOWS AND CONFERENCES
- MOVING UP AND MORE!



Fire Flyer Vol. LXXV No. 3

BUSY SUMMER DAYS

Anna Gavin
September 2022

I feel like this has been the longest and shortest summer ever! I look back and cannot believe summer is already over, but I also look back and realize how much we have done in that time!

Our PMO has been working double time getting two major technology projects out the door. One is the V2 mobile forms from Profitzoom that our tech teams are using for inspection reports. These are live with some teams already and going live with the rest this fall. It will be a game changer for our customers and technicians alike as it speeds up the inspection reporting process. Our sales team also is going live with a new process by implementing DocuSign! The team worked all summer to build out the content and sales teams are going live with the process this month.

Sales quieted down a bit this summer as it typically does during vacation season. It is allowing our operations teams to get a few breaths in before the fall wave. After the incredibly high sales in the first half of the year, the design and operations teams have been busy trying to keep up. Even with the summer slow down, we still closed on several large projects – both in install and service. Our service sales team welcomed Brett Carter who is taking over the Baltimore City, Baltimore County and Harford County area from the recently retired Robin Busch. Brett has been a great addition to the sales team and we are really excited to see what a great energy he has brought to the team.

Service has spent the summer hiring like crazy! Technicians and support staff alike. A dozen new team members join the service departments including Restaurant, Fire Alarm, Sprinkler and Fire Extinguisher Shop technicians as well as a new Service Coordinator and Customer Advocate. This is a direct result of the high sales activity we had at the beginning of the year. It will help us get caught up on the large amount of work we have coming in.

To help enhance the customer service experience we also created a new VIP designation for customers and a process to identify customers needing that extra care. Service is working hard to improve the flow of information to make the

best experience for both our internal and external customers.

Our install teams have had multiple large installation projects wrap this summer. Some of the Special Hazard projects were ones that took quite a lot of work to cross the finish line! Meanwhile, all the install teams have been working hard to wrap their own work while also assisting with the overflow of work in the service departments. And while the constant price increases from vendors seems to have slowed a bit over the summer, we are aware several more are looming. We continue to fight the battle with shipping delays, particularly in the fire alarm industry. It's been a crazy few years for install and we likely have a few more crazy years ahead.

Between the increased gas prices and material prices, the accounting team has been working on cost savings projects. This summer we finalized the credit card fee analysis project that is saving us quite a bit and allowing us to use those funds elsewhere. They are also working closely with the warehouse team to prepare for our annual inventory count this month. It takes a big team effort to get through inventory each year. Will be hard to beat last year's amazing numbers!

And in the middle of it all we came together as a company and celebrated our 75th anniversary with a great company picnic. More on that later in the newsletter!

I am looking forward to fall, my favorite season. The cooler weather and pumpkin lattes are of course part of the reason. But I love the fall also because it's a time when we all work together to finish out the year strong. We refocus after the summer vacations and really move milestones forward. Thanks to everyone for a busy and productive summer!

New to the Team

Join us in welcoming all of our new Fireline employees. Lots of new faces to learn, so take note!



05/23/22



Billy Johnson
Restaurant Service
Technician

06/06/22



Sean Harper
Fire Alarm Service
Technician

06/06/22



Mike Jones
Fire Alarm Service
Technician

07/11/22



Brett Carter
Service Sales
Representative

07/11/22



Chase Redden
Shop Technician

07/18/22



Logan Stegall
Suppression Service
Technician

08/01/22



Ryan Malloy
Monitoring Administrator

08/08/22



Michael Romingo
Restaurant Service
Technician

08/29/22



Sierra Acree
Customer Advocate

08/29/22



Mike Jeffers
Fire Alarm Service
Technician

08/29/22



Ralph Lauredan
Fire Alarm Service
Technician

09/06/22



Devin Dunnington
Service Coordinator

09/06/22



Brandon Dayhoff
Sprinkler Service Technician

09/06/22



Drew Parr
Sprinkler Service Technician



Congratulations!

NEWBORN



Raelyn Grace Haas

Barb Haas' Granddaughter

Get Yourself on the NICET Wall!

For more information about NICET and NICET prep, contact Matt Meyers at mmeyers@fireline.com

Getting NICET certified is a big achievement in the fire protection industry.
Congratulations to those who achieved their NICET recently.



Edwin Montano

Water Based Systems Layout
– Level I



Joey Hipkins

Water Based Test and Inspect
– Level I and II

75TH ANNIVERSARY EMPLOYEE PICNIC



Fireline Day – August 1, 2022

In addition to our open house for customers earlier this year, Fireline celebrated our 75th Anniversary with our employees on our formal anniversary date – August 1, 2022. John Waters Sr. incorporated the company on this day in 1947 and Fireline has been a part of the community ever since.

Employees gathered to have some BBQ, play some games and spend time with one another outside of the normal workday. Over 185 of our 240 employees were able to make it. A great turnout considering vacation season was in full swing.

President Anna Gavin gave a speech highlighting the legacy of her father and grandfather, as well as the many employees who have helped to build the company over the years. "I see Fireline as a gift. One that has put me on a path to work with some truly incredible people," said Gavin. "Everyone here makes me so proud. Our Fireline family still stands strong, 75 years later."

Because it was outside in the middle of summer, employees were allowed to wear shorts for the day. A petition was started on social media for "National Fireline Shorts Day" to be August 1st every year. After much encouragement, Anna Gavin has agreed to allow shorts on August 1st every year in recognition of the company anniversary. 😊



75TH ANNIVERSARY EMPLOYEE PICNIC



Moving Up!



Ross Dyott
System Service Supervisor



Ted Richter
Monitoring Department
Supervisor





CUSTOMER SERVICE CONVERSATION

w/ Danica Crum

Q) What does customer service mean to you?

A) Providing our customers, a great experience from start to finish.

Q) Give an example of great customer service you have witnessed while at Fireline.

A) An emergency afterhours call came into the service department for one of our customers. The way the team rallied from admin to technicians to handle the customers need was a great experience. It showed me teamwork does make the dreamwork, not to sound too cheesy.

Q) Give a time when you demonstrated great customer service.

A) A customer had an issue with some work we quoted and invoiced. I reached out to her to assist her with her needs. After the call she was so happy that I first of all listened to her needs, didn't push her off to another department or colleague and was able to give her the answers she needed. After the call we were able to complete the work, invoice it and make an unhappy customer thankful for our service.

Q) Give a time when someone provided great customer service to you and how that made you feel?

A) One of our wedding vendors providing the best communication, problem solving and experiences of my entire wedding. They were present during the whole ceremony and some of my guests even commented on how nice, friendly and accommodating they were. They even made sure to follow up after the wedding to thank me for allowing them to be a part of my special day. They made me feel relaxed and worry free throughout the whole experience.

Q) Who at Fireline do you feel provides excellent customer service?

A) I can't just pick one. We have a lot of people

here who care about our customers internally and externally and how they interact with them. But if I have to pick someone off the top of my head, Heather Meyer has always impressed me with how she interacts with everyone.

Q) How do you feel Fireline as a company does with their customer service strategy?

A) Great! Especially with all the classes and the induction of the Customer Service Committee.

Q) What do you think is the most important aspect of customer service?

A) Courtesy. It all starts with how you begin your interaction with your customers. Showing courtesy by listening, understanding and acknowledging their situations and trying to put myself in their shoes.

-

Q) How important is customer service to you?

A) Very important. The golden rule, Treat others as you want to be treated.

Q. What would you do to help others adopt a great customer service attitude?

A. It all goes back to what we have discussed during this conversation. Expressing to my team and peers the importance of understanding, listening, hearing, and communicating to our customers in the same manner you want them to do that with you. As mentioned in question 8, Treat others as you want to be treated. Be empathetic to people and their needs.

Remember. What Matters to the Customer, Matters to Us. Because life safety matters!



PERSONAL IS:

Getting more than you expected.

WELCOME TO WORKPLACE BANKING

Among the many benefits of Workplace Banking is access to special discounts usually unavailable to the general public. Like our **no minimum balance checking account**.

- Interest paid on a minimum daily balance of \$1,000 or more
- Five, no-fee ATM transactions per statement cycle at non-Fulton Bank ATMs (Other banks may charge you a fee for using their ATMs)
- One order of specialty checks or 50% discount for personal checks per year (must be ordered through bank vendor-up to \$35 value)
- Minimum age to open this account is 18

So when you open a Team Advantage Banking checking account today, you not only get the benefits of our no minimum balance checking account, you'll also get a **\$200 BONUS**—when you make 15 debit card purchases or set up recurring direct deposit in the cumulative amount of \$250 or more within 60 days.¹

To get started follow this link to open a new account:
fultonbank.com/JoinWorkplaceBanking



For more information contact:

Tim Thornton
410-427-3516 Ext. 12314 | 443-907-9566
TThornton@FultonBank.com

Fulton Bank

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Fulton Bank, N.A. Member FDIC. Message and data rates may apply. Promotion only available to employees of companies participating in the Workplace Banking Program provided by Fulton Bank. Terms and conditions subject to change. These accounts are subject to other account-related fees, including non-sufficient funds or standard overdraft fees. Existing checking account customers are not eligible for this offer.

¹This offer is valid for new consumer checking account customers only that have not had a checking account with any affiliate of Fulton Bank, N.A. within the last 12 months. Promotion is limited to one \$200 cash bonus per person. Fulton Financial Corporation employees and immediate family members sharing a household are not eligible. May not be combined with any other offer. Offer may be withdrawn without notice.

This offer is valid when you open a new Team Advantage Banking checking account, and complete a minimum of 15 debit card purchases within 60 days after account opening (transactions must be posted to the account within the 60 day timeframe); or, set up recurring direct deposit in the cumulative amount of \$250 or more within 60 days after account opening. The direct deposit must post to your account within this timeframe and is limited to Social Security, pension, or payroll. \$200 cash bonus will be credited to your checking account four to six weeks after the conditions above have been met. Customers are responsible for possible tax implications.

\$0 minimum deposit to open a Team Advantage Banking checking account in branch (\$25 to open online). Minimum balance to obtain Annual Percentage Yield (APY) is \$1,000. As of May 5, 2021, the APY is 0.02% and is subject to change at any time. Rate is variable and may change after the account is opened. Fees may reduce earnings.

TRADE SHOW SEASON

Dave Taylor

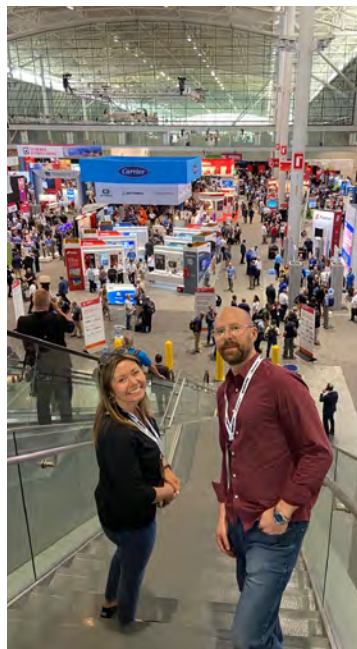
The last four months have been quite busy with respect to Fireline's presence at various industry conferences. In May, we attended the American Association of Museums (AAM) conference in Boston, MA. This is one of the largest museum related events in North America. So far, we have had two opportunities from this event. Concurrent with the AAM conference, we exhibited at PowerGen International in Dallas, TX. Later in May, we attended the Data Center Investment East ("DICE") in Reston, VA. We are working on two (2) large service opportunities from this event. In July, we exhibited at DICE Northeast in New York. All of these events have provided Fireline with increased visibility in three (3) prominent target markets as well as concrete project opportunities. Upcoming events include a 7x24 Exchange (mission critical facilities) regional conference as well as the Mid-Atlantic Association of Museums (MAAM) Annual Meeting in Washington, DC.



NIFAD and NFPA

This June, Anna Gavin, Rich Sigethy, and Shannon Adkins attended the National Independent Fire Alarm Distributors (NIFAD) Conference in Boston. The conference brings together Fire Alarm distributors across the country to discuss the fire alarm market and best practices. After 10 years on the board and serving as President, Anna Gavin is stepping down. In her place, Rich Sigethy joined the NIFAD board this year and at this year's meeting he was elected President of the Board. Rich is leading the association as it transitions into the next generation of members.

While there they also attended the Annual National Fire Protection Association (NFPA) Conference Expo. This year NFPA celebrated 125 years – what a milestone!





Power Gen International 2022

In May of 2022, Fireline attended the POWERGEN International exhibition and summit in Dallas Texas. Power Gen International brings together electricity generators and solution providers engaged in power generation with a big focus on producing clean and renewable energy. Fireline was able to meet with Energy suppliers and vendors to discuss their fire protection needs as well as how we can assist with this movement.





Safety Incentive Program



Howard
Gross

MAY



Tyler
Smith

JUNE



Jesse
Jimenez

JULY



Gary
Cardoza

AUGUST

Safety Incentive Program Award Winners have no lost time accidents.

REMEMBER, STAY SAFE!





Employee Recognition Awards



**Frank
Bernadzikowski**



**Dwon
Bess Jr.**



**Laurie
Pryor**



**Chris
Troutman**



HAVE A TEAMMATE WHO'S *On Fire?*

Nominate him/her for the quarterly
Employee Recognition Awards (ERA)!

Your nomination can be made on
the form on *Firenet* or by emailing
ERA@fireline.com with your nominee
and a brief description of why they
deserve the award.



Kudos!



Ryan Malloy

FROM A CO-WORKER

I just wanted to praise Ryan. Please see her response below to our customer. Don't get involved too much in the trail of mail. This was for a building being sold and immediate need for transfer of contracts and monitoring information. I think she has what it takes, as you already know. This is customer service at its best.



Morgan Wattersmith and Kelsey Payne

FROM A CO-WORKER

Just want to say how badass two females are. Morgan Watersmith, this lady is non stop. I see her working from sun up to sun down seven days a week it seems like. And she always has a positive attitude and always a huge smile. Truly an inspiration!

Kelsey Payne, this lady here is just as strong as an ox and brains like Marilyn vos Savant. She never fails to amaze us all. From her dedication in the field to her wit in the classroom. Always positive about every situation and ready for any interaction. Truly another inspiration. These two field lady's are really paving the way for women in the workforce. Move over macho men and make way for a couple super women!



Matt Myers

FROM A CO-WORKER

I just wanted to say this this MF is money. He is very knowledgeable, a very good instructor, he is attentive and well versed. I think that it was a very good idea putting him in this position. That's it everyone have a good day today.



Robin Busch, Janet Werner and Kenneth Radke

FROM A CUSTOMER

Thank you all for having guys out on Tuesday to get the repair done. The guys were great to work with as always. I appreciate the relationship we've had over the last 7+ years from when I was at the Convention Center and hope to continue for time to come.



Joe Dantoni

FROM A CUSTOMER

I need to bring big thanks for Fireline team in the way they performed first day of 5 years internal testing. Joe Dantoni was above and beyond with managing the task, showing confidence when directing the project, although not quite easy due to the size of the system, and considering additional changes he had to make to the existing layout, in order to perform the test per Job Plan and NFPA 25. OPFire Marshalls had no objections in regards with methods of testing and the equipment used for test, being Code compliant. I also noticed the remarkable preparedness of tools, materials and protective equipment that very much facilitated a very good performance, with no safety incidents. This is just the beginning of the road though, please encourage Joseph Dantoni for the excellent job we know he can perform, as I noticed on him the high skill level paired with a determination to get the job done safely, in time, and at high performance levels. From my side, he will have all the enthusiastic help and assistance he needs.



Frank Chenoweth

FROM A CO-WORKER

Frank is unique at Fireline. He is literally like a fire extinguisher. You don't need him every day, but when you do need him there is no other substitute.



Dan Towle, Charlie Harris, George Hampton and Marty Ibbott

FROM A CUSTOMER

Dan Towle, Dan has been coming out to Health Care for the Homeless to inspect and test our fire alarm system for many years. Dan is always professional, Always lets me know he is here, the outcome and if I have to do anything. Dan Always represents Fireline with expertise knowledge and with a positive attitude. You are very fortunate to have him on your team. Please let him know that we appreciate him and respect him and look forward to many years of service with him.

Charlie, Charlie comes out once a month to perform our Fire Pump Churn Test. He always tells me that he is here and follows up at the end telling me the outcome of the test. He is always in a good mood, very professional and very knowledgeable. Please let him know that we appreciate him and respect him and look forward to many years of service with him.

George, George comes out for our annual back flow test. We don't get to see George as much BUT he is as important as the rest of the team. He explains why he is here, what he is going to do, the outcome and does this with a great attitude and a professional attitude. Please let him know that he is appreciated and respected and we will look for him next year.

Last but not least, Marty. Marty is the man that fixes the problems. He trouble shoots the problems and fixes them. This is the second time that we have had a issue with a fire alarm circuit. After investigation Marty told us what we needed to do to help find the problem. we did and all is well. The new problem we just found out what is the potential problem and Marty is being schedule. Marty always is professional, supportive, explains how the system works and what is needed to fix the issue. I appreciate him and respect him and his knowledge. Your fortunate to have him servicing these fire alarm system. Please let him know We appreciate him.



Elizabeth Bolton

FROM A CUSTOMER

Elizabeth was very kind and patient with my numerous questions.



Nicholas Dom and Terence Kirks

FROM A CO-WORKER

I had a conversation with Collin Creighton earlier today regarding the weekend work performed by Nick and Terence. He expressed how impressed he was with their work and wanted to make sure that they were recognized for their efforts. He said that it was an absolute disaster before they stepped on site. They put in a ton of hours correcting the problems created by the electrical contractor. I had a quick conversation with Nick last night. He told me that they worked on Saturday from 7am until 4am Sunday morning. Then went back in Sunday afternoon for a few more hours. Collin and I want to give both Nick and Terence kudos for all their hard work. Thanks for everything that you do. It does not go unnoticed.



David Gates

FROM A CUSTOMER

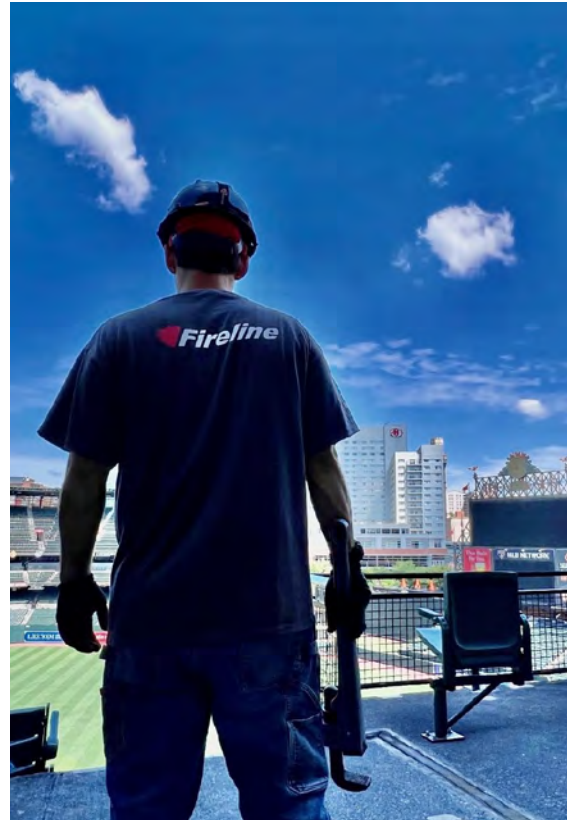
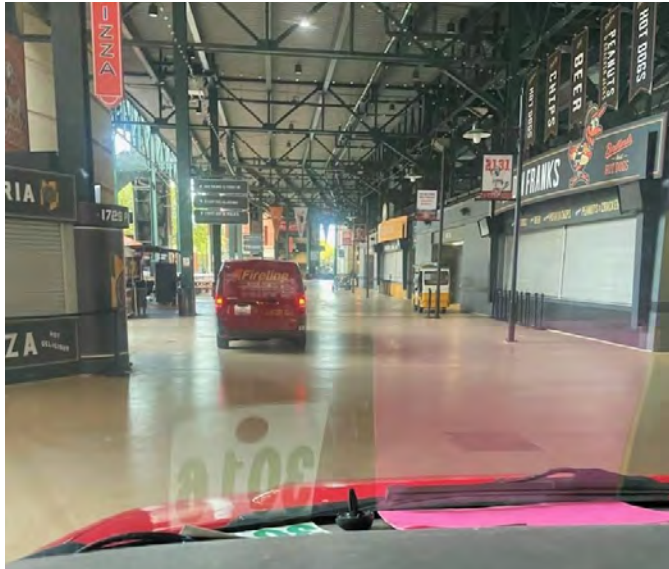
I just wanted to thank you very much for coming to the new hire lunch that we do on the second day of everyone's time with Fireline. You did a great job of representing the sales team.

It means so much for new hires to understand the depth and breadth of support they have when they get out there.

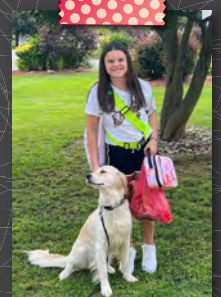
We constantly talk about partnerships and it was good to set the tone right from the very beginning that we are in a partnership with the sales team.

CAMDEN YARDS

Fireline was recently asked to perform a repair at Camden yards, Home of the Orioles. The technicians on site really enjoyed getting to drive the vans inside the stadium past all the concessions. A unique jobsite visit for sure! Go O's!



BACK TO SCHOOL



Photos



Another beautiful shot from Dave Henson



A-Gas reps in for a visit



Employee Extinguisher Training



Downtown Baltimore - Mt Washington



Happy 45th Anniversary Steve Clark!



Employee Extinguisher Training



Sales Training With Ray Mutchler



Flushing underground vault hydrants at BWI



Team breakfast

Photos



Cool van



Danny and Brett pulling off the beard and hair nets look



Summer cocktail and a cigar



Golf guys



Jim Colgan and baby Saylor



Wants to be like dad



Sales Training With Ray Mutchler



The things you do for a repair...

Photos



Best car wash in town



Matt Meyers, Trainer Extraordinaire



Camp views



Nitrogen Equipment Installation by Cleyde and Diego Soto



Summer cocktails



August Anniversary Pins



Shannon you have something on your back



Representing Fireline



Vehicles team



Happy Birthday!

SEPTEMBER

Ken Humphrey	1
Lewis Lucas	1
Julio Castillo Sr.	2
Matt Benfield	3
Faith DeWitt	5
Jacqueline Ulloa	6
Alisa George	7
Harry Lowman	8
Justin Fultz	9
Logan Stegall	10
Dwon Bess	13
James McGraw	14
George Thompson	15
Janet Griffin	18
James Colgan	21
Jeff Tressler	21
Mark D. Meyer	24
Robert Stallings	24
Tyler Confer	26
Rachel Gibb	29
Alex Curtis	30

OCTOBER

Dennis Burns	1
Elizabeth Bolton	1
Jim Malone	1
Bob Parsons	4
Jesse Jimenez	5
Marvin Argueta	5
Dan Evangelisti	6
TJ Timpson	10
Ken Barnhart	12
Mike Grow	12
Lisa Tiedemann	13

Michael Levasseur	17
Heather Scott	18
Nicholas Clements	24
Juan Esperanza	25
Joseph Hipkins	26
Elizabeth Adkins	31

NOVEMBER

Debbie Lanham	1
David Krenzer	3
Rob Kershner	4
Neil Walters	5
Chris Denbow	6
Alexandria Tucker	8
Greg Granger	9
Mike Sirak	11
Barbara Haas	13
Deion Minor	13
Rick Preston	13
Patrick Denbow	15
Fred Anders	16
Mitch D'Angelo	18
Thomas Jarrell	18
Craig Steinbock	19
Leonel Cartagena	20
Amanda Drury	21
James Mathews	21
Rachael DeWitt	22
Sharon Waters	22
Cleyde Soto	24
Jeremy Mohney	26
Fawn Dyson	27
Joshua Schleupner	28

DECEMBER

Eric Robertson	5
Julio Castro	5
Sierra Acree	5
Cindy Rueppel	6
Tori Cowley	6
John Oliver	8
Kristi Hampton	9
Laurie Pryor	9
Keith Oliver	10
Matthew Merson	11
Ross Dyott	12
Tommy Welch	14
Brett Carter	17
Rupert Mangal	18
Derrick Meilhammer	19
Julio Castillo Jr.	21
Mario Castillo	21
Danica Crum	22
Jake Smallwood	23
Lane Villers	25
Diego Soto	26
Johnny Osborne	27
Melinda Miller	28

Happy Anniversary!

SEPTEMBER

Ashley Reddinger	2 Yrs
Gary Cardoza	1 Yrs
Jason Jarrell	1 Yrs
Richard Zink	2 Yrs
Harlie Brewington	1 Yrs
Matt Williams	16 Yrs
Chris Pressley	5 Yrs
Jeremiah Schleupner	3 Yrs
Landen Barber	1 Yrs
Nick Hall	1 Yrs
Chris Weaver	4 Yrs
Nate English	5 Yrs
Scott Gore	3 Yrs
Terence Kirks	4 Yrs
William Haliko	1 Yrs
Angelo Santos	5 Yrs
Collin Creighton	7 Yrs
Jason Swieczkowski	6 Yrs
Alex Curtis	6 Yrs
Dan Evangelisti	18 Yrs
Rick Preston	4 Yrs
Rob Kershner	12 Yrs
Cindy Rueppel	44 Yrs
Diego Soto	4 Yrs
Melinda Miller	3 Yrs

OCTOBER

Frank Chenoweth	38 Yrs
Sally DeWitt	5 Yrs
Tim Gott	6 Yrs
Daniel Whiteaker	5 Yrs
Justin Baker	1 Yrs
Matthew Adams	6 Yrs
Eric Mayfield	3 Yrs
Jeff Brown	4 Yrs
Susan Hunt	1 Yrs
Jason Litten	16 Yrs
Shannon Adkins	13 Yrs
James Colgan	17 Yrs

Julio Castillo Sr.	3 Yrs
Ken Humphrey	14 Yrs
Matt Benfield	11 Yrs
Dennis Burns	5 Yrs
Michael Levasseur	11 Yrs
Julio Castillo Jr.	3 Yrs
Laurie Pryor	16 Yrs
Tommy Welch	5 Yrs

NOVEMBER

Robert Likens	1 Yrs
Joseph Dieumegarde	2 Yrs
Tyler Smith	7 Yrs
Bill Gibb	26 Yrs
George Clayton	1 Yrs
Jimmy Keedy	8 Yrs
Joe Parmer	6 Yrs
Ronald Eure	14 Yrs
Elizabeth Adkins	9 Yrs
Alexandria Tucker	5 Yrs
Fred Anders	8 Yrs

DECEMBER

Dennis Bryant	26 Yrs
Ike Austin	38 Yrs
Todd Everitt	39 Yrs
Jeremy Mohny	20 Yrs
Patrick Denbow	5 Yrs
Lane Villers	18 Yrs