

May 2020



FEATURING:
Family Time

THIS EDITION'S TOPIC:
**COVID-19 AND
FIRELINE**

ALSO IN THIS ISSUE:

- HR IS HERE FOR YOU
- SERVICE SALES
- QUOTING DURING COVID-19
- AND MORE!

FIRELINE STRONG

BY ANNA GAVIN

It has been a time like no other. The world has been turned upside down. And yet Fireline carries on, the strongest we have ever been despite the fear and concerns facing our nation.

When it was announced that schools were closing, we knew this would be a major impact to our business and our community.

That night we held an emergency meeting with the executive team to discuss strategies for business continuity. How do we get the office staff working from home? What protocols do we implement? How do we get PPE? How will this affect our customers? Our business?

As many of you know we took action early. Doing what we could to curb costs in preparation for a quick drop off. Those early weeks were full of questions, changing laws, constant decision making and creating new policies. We beefed up our cashflow management tools and our metrics so we could track the impact this would have on our workflow.

We were able to get the entire office staff able to work remote very quickly thanks to new technology we had implemented (thank you VOIP Phones and

Microsoft Teams!). We still kept a few personnel onsite as a skeleton crew and the warehouse and shop teams. Safety measures and PPE were provided to shop and field teams. Many many memos were released as our world changed dramatically hour by hour.

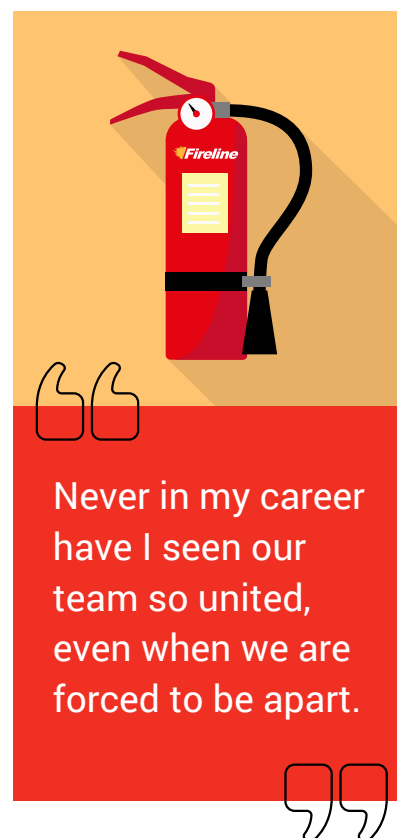
In the early weeks we had quite a bit of cancellations – many reactions to the uncertainty. Service took the bigger hit, with customers closing their own doors or refusing to allow us to do inspections. While some installation jobs were delayed, we were able to keep those teams steady with work. Fortunately, after the initial reactions, things have started to level out and we have found a rhythm in this new world. Are we as busy as we were before? In some departments yes, in others no. But we are maintaining strong levels that are sustainable as we navigate through this crisis. And we will be ready when things do open back up.

All of those early actions have really paid off for us. We are in a good place and have found footing in uncertain times. Because of the actions we have taken, the hard work and dedication of our team, we feel confident that we will be able

to handle this crisis even if it continues throughout the year.

In our April team meeting, I asked the management team, “What are you grateful for?”. All agreed that we are grateful for being in an essential business, for having our jobs, our health. We know we are fortunate in a time when many are not. Many of you recognize that as well and the result has been remarkable.

And what am I grateful for? I hope you all know the answer to that. I am grateful for the Fireline Family. For all of you. We really are Fireline Strong. ■



YES, YOU CONDUIT!

With a little bit of training, you can step up to the next level!
If you are a seasoned tech looking for knowledge on new systems, or a new tech looking to brush up on old equipment; we have something for you! For training and suggestions for new training ideas, please contact:

Matt Meyers, Training Coordinator
mmeyers@fireline.com, 410-247-1422 x245



THIS EDITION'S TOPIC: COVID-19 and Fireline – Where Do We Go From Here?

BY ANNA GAVIN

Well folks, it's been a wild ride these past couple of months.

The COVID-19 crisis has changed so much in our daily lives, personally and professionally. This has been a stress like no other we have ever experienced as a community. And how did we handle it? Simply put, we have been amazing in a time of crisis. We were proactive, we protected many jobs, our teams worked hard to adjust and kept positive even during the highest peaks of fear and uncertainty. We still have a long road ahead, but I have never been more confident in our ability to succeed. Our resilience. Our strength. We truly are Fireline Strong.

So what does the future hold for us? What will the long-term effects of COVID-19 be? How will it change how we interact with one another? How will our customers be affected?

I have spent many hours talking to other business owners about these questions. There is a lot of speculation that we still have yet to see the full impact of this crisis. There is no doubt that some businesses will not survive. They may make it a few more months, but the long term effects to cashflow, resources and changes to customer behavior may be more than some can handle. Additionally we anticipate that funds for new construction will see a decline in the next 12-18 months as companies

recover. And who knows what all this emergency funding from the government is going to do in the future. There is no doubt it will affect taxes, interest rates, lending and development.

What about property management, how will that change now that so many people have learned they can effectively work from home? Will businesses require smaller footprints? Less office space? Yes, this will probably be the case as well. Though we won't see this impact initially, it is likely to happen over time.

Our customers are likely to change their behaviors as well. You may notice less repair work being authorized, or customers only doing repairs to systems that would normally be upgraded. Competitors too will change their behavior, changing sales tactics and pricing to keep work. This is normal behavior in any downturn, even ones that are not caused by a pandemic.

We have overcome challenges like these before (hello 2008!) and we will do so again. It is one of the benefits of being in a code required business. Building owners have to have many of our products. It means we have thick skin when we take these hits from the economy. With a good staff and strong customer relationships we continue to move forward.

Many more businesses are not so fortunate, and we should do our part. Please support local businesses everywhere you can. Go buy gift cards to restaurants, use cash instead of credit, pick the local vegetable stand over the grocery chain. These actions make a difference.

Of course, there are some silver linings in this as well. People around the world have learned to be more comfortable with video conferencing which will allow us to hold more efficient meetings and stay better connected to those who are far away. Telemedicine is now significantly more utilized. Doctor's visits that only require consultations will be easier to schedule and will save people from having to take time off work. And of course, more companies (including Fireline) will be comfortable with various work-from-home arrangements for staff that can help manage the work-life balance.

I cannot predict how this year will play out. But I can say this- Fireline is stronger than we have ever been before and we will continue to overcome every challenge thrown at us. Pandemic be damned. We've got this.

COVID- Weekly Pictures

In order to get a few smiles during this worrisome time, we made weekly pictures of various members of the onsite skeleton crew on site. It's been fun (and at times challenging). We hope you have enjoyed! ■



Week 1



Week 2



Week 3



Week 4



Week 5



Week 6



Week 7



Week 8

Never search for your paystub again.

See Elizabeth Zeledon
x270 for more information.

<https://workforcenow.adp.com>

Connected?



Search for
"Fireline Corporation"
to find us on these
social media sites.



New to the Team

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



Steven Gore
Systems Service
1/27/20



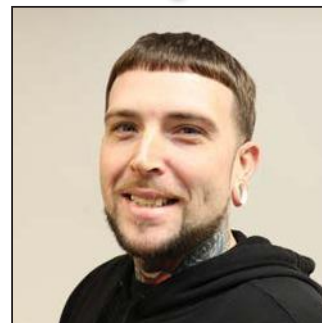
Jim Mathews
Systems Service
1/27/20



Loren Crookshanks
Systems Service
2/17/20



Michele Flanagan
Systems Service
2/17/20



Justin Fultz
Baltimore Portables
2/17/20



Congratulations!



Blake Bankston – Baby Boy

Cole Michael Bankston

Feb 2nd, 2020; 7lb, 13ozs



Garrett Radke – Baby Boy

Maverick Radke

Feb 3rd, 2020; 8lbs, 4ozs



Bridget Easton – Baby Girl

Ava Linnea Easton

Feb 7th, 2020; 7lbs, 5ozs

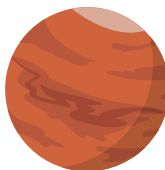
Family Time

The quarantine combined with lots of rainy weather has led to a lot of us being stuck inside the house. If you have kids at home that time at home can become a bit.....challenging. Many of you have probably exhausted every idea on activities at home, done every puzzle in the house and watched all your backlist of movies, but fear not! Check out below for new inspiration on activities at home:



Travel (virtually) – many of us missed spring break trips due to travel restrictions. Check out this link to travel virtually to places all over the world: <https://blog.rvtrader.com/2020/04/how-to-virtually-spring-break-in.html?m=1>.

And if you want to travel out of this world, you can visit Mars here: <https://accessmars.withgoogle.com/>.



Learn Computer Coding: Lets face it- computer coding is a skill all kids will be learning – better start now. Coding teaches kids communication, creativity, math, and writing skills. Mommy Poppins



<https://mommypoppins.com/coding-kids-free-websites-teach-learn-programming> has a great site for this as does Scratch from MIT <https://scratch.mit.edu/>.

Do a Science Experiment – This is not just your average baking soda and vinegar volcano. Check out this link to get ideas for science experiments you can do at home: <https://sciencebob.com/category/experiments/>.



Want to Learn how to draw like one of your favorite Children's Authors? Hang out with Mo Willems for Lunch Doodles with Mo Willems, available on YouTube: Lunch Doodles with Mo Willems https://www.youtube.com/playlist?list=PL14hRqd0PELGbKihHuTqx_pbvCLqGbOkF

Sidewalk Chalk – there is more to sidewalk chalk than drawing pictures- check out this article for ideas on sidewalk chalk activities: <https://www.makeandtakes.com/sidewalk-chalk-activities-and-games>.



Indoor Ideas:

- Make a fort
- Pretend Restaurant (kids or parents as the waiters and chefs)
- Charades
- Fashion Show with dress up costumes
- Learn origami
- Write Letters to Family and Friends
- Draw a comic
- Make pasta jewelry
- Stair hiking (burns calories and little kid energy – how many times can you climb?)
- Take apart an old appliance and see how it works
- Learn Morse Code

Outdoor Ideas:

- Puddle splashing walk in the rain
- Make a garden – plant fruits and veggies
- Wash the Car
- Camp out in backyard
- Outdoor movie
- Build a birdhouse
- Picnic in the yard
- Build a Fairy house <http://www.mykidsadventures.com/elf-or-fairy-house/>

Anna's favorites:



Rock Painting!

We painted rocks for our garden plants as well as some for decoration.



Potions!

Water, multiple containers, food dye. This kept my daughter busy for at least an hour. You're welcome.

HR is Here for You

Most of all we look forward to getting back to the office where we can assist employees face to face!

Your HR department has been quite busy during the COVID-19 pandemic! We are adjusting to the “new normal” of working from home. Instead of working together in Cindy’s office on “Payroll Wednesdays”, we are now checking payroll over Teams. The hardest part of working from home is not being able to interact with employees that stop by the office with questions, requests for assistance, or just to say hello. We are still only a phone call (or email, text, Teams meeting) away if anyone needs us during this time.

FFCRA. CARES. PPP. EPSL. EFMLA. As if we did not already have enough acronyms to remember, we had to add these to our vocabulary – all thanks to COVID-19. Elizabeth has joined many webinars on the subject trying to understand the ever-changing laws affecting the workforce. The many changes to the HR world have led to a lot of questions. If you need assistance, please reach out to Elizabeth and she will help you.

Most of all we look forward to getting back to the office where we can assist employees face to face! ■





SERVICE SALES

Quoting During COVID-19

BY DAVE TAYLOR

With the restrictions put in place by COVID-19 I am amazed how everyone at Fireline has been able to function as close to “business as usual” during these difficult times. Service Sales Representatives have been closing contracts when most site visits and personal contact are not possible. The service sales staff is used to working from home but, not used to site visit restrictions. Here are some of the ways we have been able to keep the quoting activity robust:

Here are some of the ways we have been able to keep the quoting activity robust:

- ✓ **Contacting customers and revising proposals, as necessary**
- ✓ **Performing “Facetime” site-surveys to avoid personal contact and maximizing**

the use of Microsoft Teams with customers

- ✓ **Prioritizing site visits in buildings where there is little or no human activity**
- ✓ **Using PPE to perform site visits where personal site visits are unavoidable**
- ✓ **Using photographs and building plans to craft service proposals**
- ✓ **Being able to rely on excellent support from the Service Department to fill information gaps and respond to customer requests**
- ✓ **Being able to capitalize on excellent inter-departmental cooperation**
- ✓ **Because of proactive corporate preparation, much administrative and IT activity has been “business as usual”, giving us a leg up on the competition**
- ✓ **Being empathetic with customers who are working at home (often with toddlers in the background) has helped to forge better relationships**
- ✓ **Being responsive to customers needs while other companies have not is**

raising our profile and reputation, improving future sales prospects

- ✓ **Sharpening “telemarketing” skills. Lightening the mood by asking what kind of dog is barking in the background or discussing COVID-19 “war” stories. One sales representative remarked that “talking about toilet paper issues is not something I ever thought I would discuss with a customer”**
- ✓ **Trying to always maintain “Phase One” prospecting so that the pipeline stays full**
- ✓ **Pursuing add on services or sites with existing customers**
- ✓ **Having Fireline support to set up home offices so that business is really “as usual” (contractor fire extinguisher sales)**

These things may seem to be intuitive but when so many are working remotely the chain of cooperation and support can break easily, causing significant business and sales interruption. With continuing effort, we will be able to move past this and thrive. ■

DEPARTMENT UPDATES

Baltimore Hoods, Shannon Adkins

Everyone is staying positive and working together to stay busy. We are excited to announce the return of Industrial Dry Chem inspections to the department, and welcome Dan Whiteaker as the Industrial Dry Chem Lead Technician. He is working with Reggie, Deanna and Matt Meyers to get the department and Leesburg field team up to speed on these inspections.

Vehicle Systems, Shannon Adkins

It has been business as usual in the Vehicles Department if anything COVID has given us an advantage. More buses being on the lot means less coordination and headache for the techs, our inspection numbers increased in March. Some bus divisions have implemented access schedules, and some have closed but the techs are rolling with the punches and going wherever they are needed. Thank you all for being flexible.

Baltimore Portables, Mike Levasseur

The portables techs are working hard to keep busy, and the shop has been working on testing and clean up. The field techs on the street have been affected the most by small non-essential business being closed. These little jobs give our techs filler work between the big jobs. Even with the slow downs, the techs have all stayed positive and keep doing their best in this situation. Alley and Mark have been doing a lot of small projects on PZ, updating notes, accounts and contracts. All projects we have wanted to complete for some time now. For the most part I'd say all the guys and girls have stayed very positive and helpful through this. The dept. and guys are taking it one day at a time.

Leesburg, Shannon Adkins

Leesburg is chugging along. New hood jobs have increased but scheduling installation has been a strategic game Troy has had to master to accommodate customer requests for night work and the on and off job closures due to COVID. Service work seems to ebb and flow and everyone has really come together as a team to make sure everyone is staying busy. They are sharing work, splitting commission and working on various projects together around the office. At the end of this the shop is going to be a fine-

tuned machine and the Branch will be able to host an awesome hands-on Suppression/Industrial Dry Chem training room.

System Service, Anthony Campos

The best word to describe Systems Service during this time of crisis is "resiliency".

The technicians out on the road dealing with unknown situations and circumstances have adapted amazingly well. Customers have repeatedly thanked us for the outstanding performance of our field staff during this difficult time. The dispatchers forced to work from home completely isolated from all the normal support systems have continued to fill schedules and keep our technicians busy. They have been at their best, despite customers' uncertainty during the earliest stages of the pandemic. Fireline has a long history and certainly has a bright future ahead, but the actions of this current generation of Fireliners, who held fast during this outbreak will hold a special place in the story of Fireline.

PMO, Shannon Adkins

Special Kudos to the admin staff in my service departments as well as the PMO for fielding the massive amount of projects I have been throwing their way. Everyone is eager and anxious to knock out even the most boring projects in order to put us in a better place when we get back to the "new normal".

Accounting, Linda Abdow

Foremost, I want to thank the technicians and certain office staff who are interacting with the public daily as you are the Fireline "unsung" heroes who are keeping Fireline operational and strong.

The transition to a remote office setting has been a fairly easy transition for the accounting staff. With the support of our amazing IT group and the dedication of the accounting team, we are making our processes work with limited visits to the office. Fireline's forward focus on technology and new processes which includes Profit Zoom, Microsoft Teams and electronic storage of documentation has not only prepared us to



work from home but has enabled us to work “together” from home. All in all, a fairly smooth transition, but we do look forward to the day when we can return to our normal daily interaction.

Sprinkler, Ted Reitterer

Working from home has been a challenge to say the least. The normal everyday things that you have in an office setting and take for granted are suddenly gone. Something as simple as asking a coworker their thoughts or opinion on how they would address an issue now require a phone call or email. For the first week of the stay at home order, things were a little slow but that quickly changed. Bid invites and site surveys are still being requested. As for the field, other than wearing a mask and trying their best to social distance, it seems to be business as usual. You can see some of the pictures of our installation crews in the Photos

from the Field section of the newsletter. They are continuing to bring in revenue for the company during this pandemic.

Special shout out to the service department for their help in supplying manpower allowing us to meet the aggressive deadlines on a new sprinkler install in Sparks, MD. I sent out an email asking for help and within hours had responses from Anthony, Ken R., Fred, and Heather ready to line up service techs and subcontract labor if needed.

Fire Alarm, Rich Sigethy

2019 was a great year for the Fire Alarm installation teams and the first quarter of 2020 has been no different. The sales teams are finding new customers and opportunities and keeping pace with the sales from the prior year. With the abundance of new work, this creates A LOT of stress for the design team as customers want their submittals yesterday! Our design team primarily works onsite at Fireline, and we were concerned about the challenges that would arise with them working remote. Could the VPN handle the traffic, how can they review drawings without being able to print them out, who would make the submittal books. With all the possible challenges, the design team has barely skipped a beat. The technical installation teams are still in business in normal mode. Projects are still moving forward in the field, FM inspections are still

occurring. Biggest differences now, people are wearing masks and gloves at jobsites, FM inspections are sometimes happening with FACETIME or similar video apps.

Special Hazards, Rich Sigethy

The beginning of 2020 was supposed to be a time to close out some of the large projects that were installed last year and a time to catch their breath. Only if things worked out the way you plan! The Special Hazards team has been stretched thin with manpower, and logistics with projects from Pennsylvania to North Carolina have made scheduling and coordination quite an issue. Many thanks to everyone involved for the way they have handled the additional stress placed on them. The reputation that has been building within this department is showing as we are seeing new project opportunities.

Monitoring, Rich Sigethy

Out of the gate this year we have had many new positive ideas on cost savings and ideas on growing this department. So many of our customers have had phone line failures on their fire alarm systems due to the communications companies abandoning old phone technologies with digital phone lines. This has kept the entire department VERY busy. Customers are constantly calling the office about their fire alarm systems going into trouble due to phone issues and that we need to stop the fire alarm system from beeping. This has been a constant this year keeping everyone involved busy during this time.

System Sales, Ron Eure

The install sales departments have continued to perform well during the first six weeks of the Coronavirus Era. The sales group for Fire Alarm, Special Hazards, and Sprinkler have been extremely busy quoting new opportunities. Sales have remained strong. Even though the virus has devastated several vertical markets like Restaurants; markets such as Server Buildings for Internet Traffic, Military Sites, Essential Government Facilities, and Electrical Grid Complex Renovations are now even in greater demand than before. Fireline is well positioned within these markets to move forward with quotes, close jobs, and carry out the necessary skills to successfully complete these types of projects. We believe this will keep Fireline strong through this difficult period. ■



UPDATE

Have an idea?

Submit it in the Suggestion Box
located in the Employee Resource
Center on Firenet



Safety Incentive Program



Abe
Anderson
JANUARY



Blake
Bankston
FEBRUARY



Michael
Stewart
MARCH



Tony
Cadogan
APRIL

Safety Incentive Program Award Winners have no lost time accidents. Remember, **STAY SAFE!**



Employee Recognition Awards



Q1 2020
Dennis Tetso
System Service



Q1 2020
Janet Griffin
Key Accounts



Q1 2020
Alex Curtis
Special Hazards Department



Q1 2020
John Pierce
Leesburg Service Department

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.



Fireline

Kudos!



Stephanie Steinacker, Ted Richter,
Angelo Santos

FROM A CO-WORKER

A shout out to Stephanie and her technicians for getting 3 wireless monitoring setup for Boys Latin School this week. Our customer made a special call to me to thank us for turning this around for them. He sincerely appreciated our efforts as the infrastructure on all his fire panel phone lines are failing.

I just wanted you to know what a great job they are doing.

Also, it is a pleasure to work with Stephanie and her tech team.



Large Group (listed below)

FROM A CUSTOMER

I've been meaning to reach out to let you know how impressed I am with your company. Specifically, the personnel I've collaborated with on several occasions which include **Greg Diaz, Ruppert (fire alarm Tech), Tony (fire alarm Tech) Nick Copsey, Dennis Burns, Dwon Bess, Shaun Austin, Ronald Eure and Faith Dewitt**. They have consistently been patient, accommodating, pleasant, courteous, professional and best of all, they know their stuff. I've been in the building operations trade since 1999, have worked with many contractors and vendors and for more than 15 years have only trusted using one of the other popular fire/electric vendors in the area. So, when I came to work for the portfolio, I'm at now I was skeptical about using Fireline, who was already in place. But your team quickly eased those concerns. Now, I'm always confident that Fireline can handle any problem we have. Thanks again for your service and professionalism and please keep up the good work



Joe Parmer

FROM A CUSTOMER

Thanks to all involved. Apparently, there is a sticker in the electrical box for the light test that was performed on a prior visit from a different Fire Marshall. Reggie - your representative from Fire Line was fabulous and so helpful. He helped us get our new fire extinguisher up in the appropriate place and made sure that Cassandra knows how to light all the pilot lights and made sure she knew she kept turning them off. The oven has been preheated and dinner is in process. Thank you to each of you for your help in getting this accomplished today. It's HUGE for us. Please have a blessed weekend – you have blessed us today beyond words.



John Pierce

FROM A CUSTOMER

First let me say John (Pierce) was wonderful, he displayed a work ethic that confirmed I had made the correct choice in choosing Fireline. I had previously worked at Westminster Fire Extinguisher Service, John is the employee they wish they had.



Jason Litten

FROM A CUSTOMER

Tim at the Leesburg Post Office praised Jason (Litten) from one end of the conversation to the end. He said the guy who came out here was great...explained fire extinguishers and walked through the Post Office with him...felt like he got real training on fire extinguishers. He said he did a fantastic job.



Joe Murry and Alex Curtis

FROM A COWORKER

Very strong performance from the entire Fireline team this week at PBS. Lot of positive feedback from other trade foreman on Joe & Alex communication, coordination, and thoughtfulness of work.



Angelo Santos and Mark Meyer

FROM A COWORKER

I spoke with [our customer]. First of all, he was singing **Angelo Santos** praises as Angelo spent time with Myron and explained the need for cellular monitoring. He was very thorough, and Myron was very impressed and appreciated his time.

Myron stated he has been with Fireline a long time and has a warm, fuzzy feeling with Fireline. He also sang **Mark Meyer** praises with the fire extinguisher training.



The Portables Department

FROM A COWORKER

I wanted to give a shout out to the **Portables Department**. I have a customer that had 40 - 100lb CO2 cylinders dump last Thursday. Due to Covid regulations and other issues they needed them picked up Monday and returned on Wednesday. I called Mark (Meyer) to see if he could make it happens and he said that it wouldn't be a problem. Fred Anders delivered the bottles to the shop mid-morning on Monday and the guys got to work right away. It turned out that 20 of them needed to be hydro tested and 16 needed new valves. Mark had 24 of the bottles ready to go back Tuesday and with the help of his team had the rest finished up Wednesday around lunch. He told me that he had 5 guys working on rebuilding those valves. The customer is very demanding, and their operations were halted until the cylinders were returned. Mark kept in constant contact with us to keep us informed of any issues that arose and to let us know when the cylinders were ready. The customer was very happy because I honestly believe they didn't think we could do it. This would not have been possible without Mark and his team. They all deserve recognition for their efforts.



Tommy Welch, Jim Colgan, Tommy Cavin

FROM A CO-WORKER

I just wanted to let you know how pleased the customer was with our performance at the last inspection.

Thanks to **Tommy (Welch)**, that scheduled under questionable circumstances due to the small repairs clause and the daily schedule provided. Thanks to my technicians headed by **Jim Colgan** and **Tom Cavin**, that stuck to the daily schedule provided by Darla and myself and went beyond customer expectations.

By providing stellar customer service under stressful situations, you are to be commended. There is no need for a follow up meeting, because you took care of small items that needed attention at the inspections. You eliminated repair quotes for smaller jobs that we would have to return for previously.

This was a win- win!



The Pump Crew

FROM A CUSTOMER

I am writing to express my sincere gratitude for a job well done by Lane's pump crew. I was blown away by the level of service that we received by your employees. They even painted the pump and I have never seen anybody care so much as to make that an effort while performing maintenance on a pump. Their professionalism and fine service is a result of the way you are managing your teams and it is clear that they all share a common vision.



Todd Bates

FROM A CUSTOMER

Too often we only hear the bad so I wanted to drop you a positive note. My experience with every tech visit is always positive. Most recently it was a simple review of our extinguishers at our new location on Hollins Ferry with **Todd Bates**. They arrive on time, are professional and take the time to explain things. Dealing with facilities is my "side job" so anything to create less friction in my day is appreciated.



Abe Anderson

FROM A CUSTOMER

Thank you very much for putting this on your schedule so quickly with zero fuss. I'd also like to let you know how impressed I was with your tech Abraham. From the minute he stepped on my project he was 100% positive and unbelievably helpful navigating the gray areas every project has. He actually offered to run his conduit down inside the wall to the pull station if I was willing to cut his box in for him which is a much cleaner more desirable look vs surface mounting. Abraham was also able to clear up some questions my electrician had in reference to the control wiring of the hoods.

SAVE EARLY AND SAVE OFTEN.

Fireline makes it easy by offering employees a qualified savings plan that allows you to save for retirement directly from your paycheck.



Your 401k contributions and earnings are tax-deferred until you withdraw your money.



To make it even easier, if you do not make an active plan election you will be automatically enrolled at 6% of compensation.



Even if you change jobs, your contributions and earnings belong to you.



Take advantage of compound earnings—the growth on your original contributions, as well as the previous growth earned on those assets. The power of compounding means the sooner you start saving, the more money you may have for retirement.

To sign up for the Fireline 401k plan, or to find out more about the benefits, contact Principal at 1-800-547-7754.

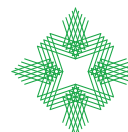
Then, take the next step towards simplifying your financial life with Wealth Enhancement Group. You'll get comprehensive advice so that you can make more confident decisions and stress less about your finances.

Call to schedule a no-obligation introductory appointment.



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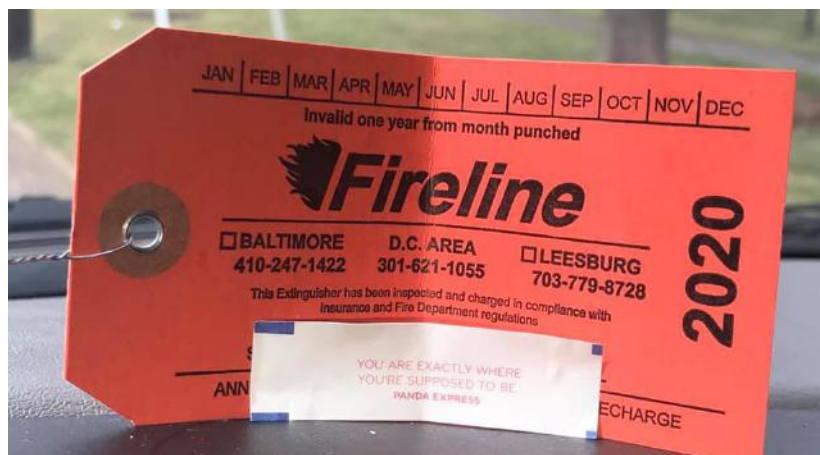
Advisory services offered through Wealth Enhancement Advisory Services, LLC (WEAS), a registered investment advisor. Certain, but not all, investment advisor representatives (IARs) of WEAS are also registered representatives of and offer securities through LPL Financial, member FINRA/SIPC. Wealth Enhancement Group and WEAS are separate entities from LPL. Wealth Enhancement Group is a registered trademark of Wealth Enhancement Group, LLC.



Wealth
Enhancement
Group®



Company Snapshots



A Good Fortune



Art Gift to Employee



Dennis and David



Bridget and baby Ava using quarantine time to work on their core strength training



Donations to Baltimore Hunger Project



Fireline Love Wall



Company Snapshots



Derrick and Antonio



Combined Sales Meeting



Rich as Mr. Rogers



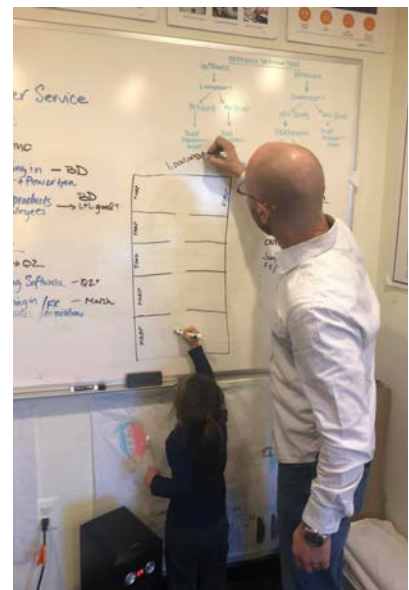
Forklift Crew



Matt and Janet



Fire Museum Family Day



Drawing Schematics with Mr. Rich



Company Snapshots



Matt and Kenny



Training



YMCA Chocolates Event



Shannon, Reggie, Lauren and Gary



Shannon (Vanna) Showing off the Demo Board at Jensen Hughes



Customer Service Shoot

2020 is the year of Customer Service! Unfortunately the recent health crisis has pushed back our timeline for customer service training until August. Prior to all the craziness, the Customer Service Committee was able to film our introductory training video that will be sent out prior to training. Its pretty good so get excited!





i95 Photo Shoot

In February, i95 Business gave Fireline a great honor and highlighted Anna Gavin and Fireline as the cover story of the February “Women in Business” edition. The article was great PR for Fireline. The photo shoot was a fun day for those involved, and it all came out great! Check out the article here. <https://i95business.com/newsletters/59>

Photo Credit: Maximilian Franz Photography





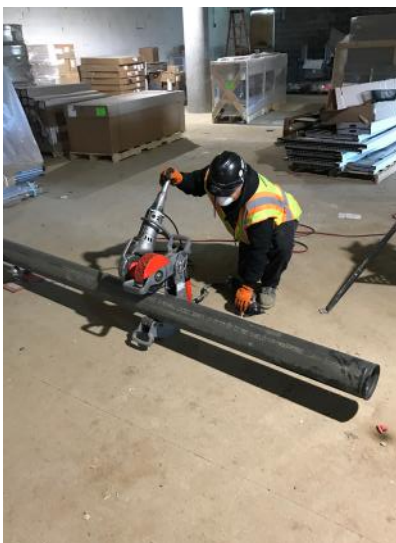
Photos from the Field

Our field team sees all sorts. From bus lots, to tunnels to the zoo!





Photos from the Field (cont'd)





Mask Pictures - Fashion in the Field



Happy Birthday!

MAY

Brittney Schultheis	1
Jeff Brown	1
Matt Meyers	1
Brian Bartholme	3
Deanna White	7
Richard Sigethy	8
Bill Bonney	9
Steve Twain	15
David McKenzie	17
Tyler Smith	17
Gary Cox	18
Greg Smith	20
Eric Mayfield	22
Mike Stewart	23
Timothy Custer	24
Charlie Harris	31
John Pierce	31

JUNE

Caleb Chavis	1
Scott Gore	1
Eric Wing	2
Bridget Easton	5
Nate English	8
Kelly Coon	9
Bill Gibb	12
Ike Austin	12
Terence Kirks	12
Tony Cadogan	15
Loren Cookshanks	16
Chris Troutman	24
Bill Donohue	25
Ted Richter	25
Chris Weaver	28
Robin Busch	29
Steven Gore	30
Trae Hall	30

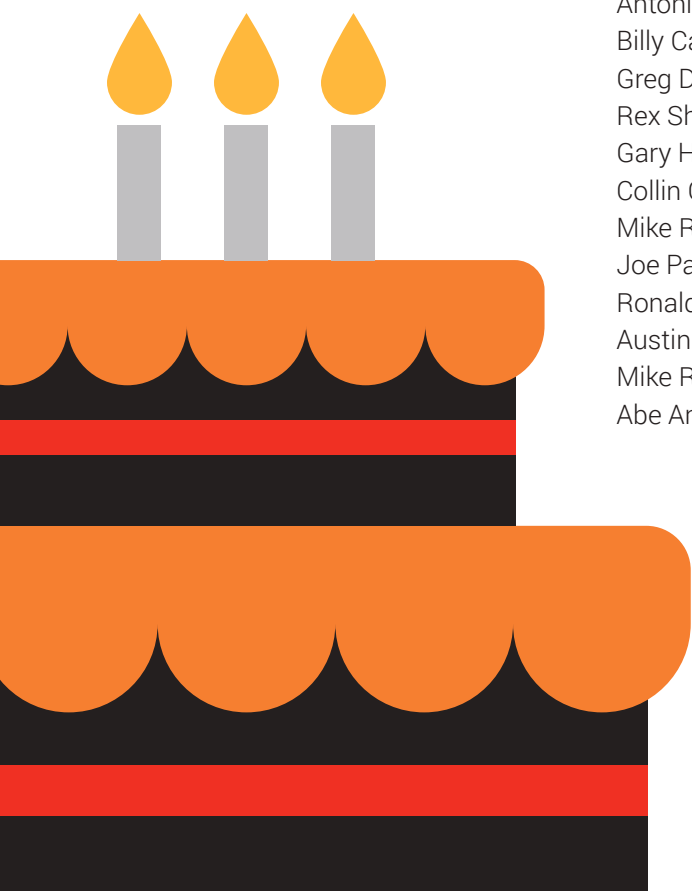
JULY

Elizabeth Zeledon	1
Shaun Austin	1
Antonio Scott	7
Billy Carter	7
Greg Diaz	8
Rex Shell	11
Gary Hoddinott	17
Collin Creighton	18
Mike Ramiro	19
Joe Parmer	20
Ronald Eure	21
Austin J. Tucker	23
Mike Rich	23
Abe Anderson	24

Jimmy Keedy	26
Angelo Santos	29
Chris Griffin	29
Jason Litten	29
John Mosley	30

AUGUST

Anna Gavin	1
Anthony Campos	1
Jason Swieczkowski	5
Joseph Mooney	5
Andre Dengler	9
Brandon Kiser	12
Hermela Solomon	12
Steve Clarke	14
Jeffrey Candelaria	16
Rasanjali Wisidagama	18
Jason Eisele	19
Nick Copsey	22
Shannon Adkins	22
Gorsha Reitterer	25
Todd Everitt	28
Tom Cavin	28
Charlie Miskimon	29
Eric McCloud	29
Todd Bates	29
Natalie Stencil	30



Happy Anniversary!

MAY

Luke Schmitt	2	John Mosley	6
Mike Fuster	2	Mike Maloy	6
Mitch D'Angelo	2	Ken Barnhart	11
Gorsha Reitterer	3	Frank Bernadzikowski	14
Mike D'Angelo	3	Fawn Dyson	22
Mike Rich	3	Steve Imhoff	46
Craig Steinbock	10		
Rupert Mangal	11		
Eric Robertson	12		
Janet Werner	14		
Albert Riefflin	20		
Marty Ibbott	30		

JUNE

Ahmad Harris	2	Eric Wing	1
Deion Minor	2	Anthony Campos	3
Eric McCloud	2	Jim Malone	3
Jeffrey Richards	2	Joe Dantoni	3
Lisa Tiedemann	2	Bladimir Ventura	4
Matthew Merson	2	Greg Smith	5
Kristi Hampton	3	David Krenzer	8
Tori Romano	3	Richard Kavlich	8
Angela Lester	4	Dustin Breeden	9
Stephen Dreyer	5	Ross Dyott	9
Guy Hornig	6	Debbie Lanham	11
Mark D. Meyer	6	David Taylor	12
Joseph Mooney	11	Dwon Bess	13
Chris Troutman, SET	16	Shaun Austin	14
David Gates	18	Greg Diaz	16
Anna Gavin	19	Linda Abdow	16
		Richard Sigethy	16
		Tony Cadogan	16
		Jim Handy	21
		Reggie Burton	26
		Steve Clarke	43

JULY

Laura Papp	1
David McKenzie	2
Marvin Argueta	2
Joe Murry	4
Kyle Miller	4
Nick Copsey	5
Ted Richter	5
Troy Moseley	5
Edwin Montano	6

