

September 2021



Fireline FireFlyer

FEATURING: Kelly's Retirement

ALSO IN THIS ISSUE:

- BACK TO SCHOOL
- NAFED 2021
- SALES TRAINING PROGRAM AND MORE!

Fireline

Fire Flyer Vol. LXXIV No. 3

GOOD THINGS AHEAD

BY ANNA GAVIN



How does the saying go again? *Ah yes, good things come to those who wait.* Well, we are getting pretty good at waiting when it comes to the construction in Baltimore. Our contractors have been doing a great job moving things along, but as you know we had a good two month hold up from some red tape with the County and City. We are finally moving on though and the light is at the end of the tunnel. Within the month we hope to have occupancy in Building 1. Buildings 3 and 4 are wrapping demo and now being framed up. I know the accounting folks are excited to see their new offices finally come to life.

In the meantime, business at Fireline has been incredibly busy. No lazy days of summer here. Every department has been hard at work. **System Service** reports some of the highest volume of trouble calls in history. **Leesburg** brought on new members in both the service and install teams and are still looking for more to keep up with demands. The new team has been great and they are working closely with the Baltimore Restaurant Systems departments as well. The **Baltimore Restaurant** team added several staff members at the beginning of the year to build up the department and the team is the strongest it has ever been thanks to some great new hires. **Vehicle Systems** has seemed to have leveled out and contracts and team members are working together seamlessly to meet customers needs. **Fire Alarm** is battling

some serious shipping challenges from our vendors but they continue to execute projects and find solutions for customers. Construction projects slowed a bit in the spring and summer but you wouldn't know it from the amazing output of the team. **Monitoring** sales have been very strong the past few months, which June seeing the most ever accounts in a single month. The **Sprinkler Install** team has been through a bit of a transition with management, but the team is meeting regularly to make sure things stay on track. In July they had their strongest sales month this year (great work Kevin!) and there are several nice projects on the horizon. The **Special Hazards** team is racking up those hotel points working at several large jobs outside our normal territory. These projects are complex and yet the process and communication with the customer has been flowing nicely thanks to a lot of collaboration from the whole team. **Portables** in Baltimore picked up a sizeable account that required us to purchase a sea container just to stock it full of extinguishers!

September is already here we all know that end of year time sneaks up on us fast. I continue to be grateful for everyone's hard work. Thank you for keeping Fireline running while I have been working on this construction project. This project too will be behind us soon and then onward to the next big thing!



New to the Team

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

6/1/21



Cameron Justice
System Service Helper

6/1/21



Daven Gunther
System Service Helper

6/1/21



**Morgan Kotanko-
Wattersmith**
Sprinkler Service Technician

6/1/21



Thomas Gardner
System Service Helper

7/12/21



Alexander Evans
Service Technician -
Fire Extinguishers

7/12/21



Candace Slagle
System Service Coordinator

7/12/21



Joseph Dantoni IV
System Service Helper

7/12/21



Kelsey Payne
Restaurant Systems
Technician

7/12/21



Mario Castillo
Sprinkler Service Technician

7/19/21



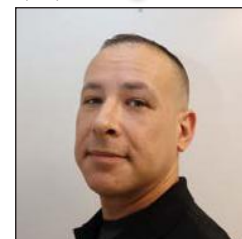
Brandon Wright
System Service Helper

7/19/21



Eric McCloud, Jr.
System Service Helper

7/19/21



Jason Havelt
Restaurant Systems
Technician

7/26/21



Leonel Cartagena
Suppression System
Mechanical Technician



Congratulations!



NEWBORN

Seth Ryan

Ras Wisidagama's Grandson

07-09-2021 | 7lbs, 4oz



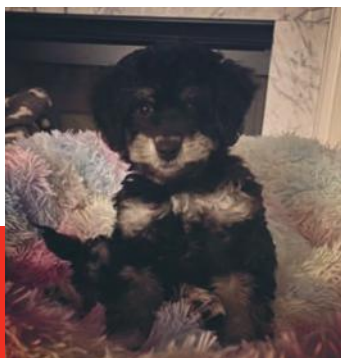
NEWLYWED

Deion and Shana Minor

Married

06-26-2021

PETS



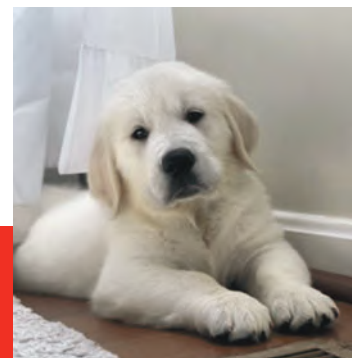
Nova

Ashley Reddinger's new
bernedoodle puppy



Storm

Deion Minor's new Siberian
husky puppy



Jettson (Jet for short)

Matt Adams' new English
Cream Golden Retriever
puppy

KELLY COON – 41 YEARS

Fireline's Warehouse Manager Kelly Coon went out with a bang for his retirement. On June 9th we celebrated all things Kelly with a luau and pig roast outside Fireline's Baltimore warehouse. Everyone had a great time and it was so nice to see so many faces on campus. Special guest appearance by some of the old school crew made for an extra special treat!

About Kelly:

Kelly came to Fireline as a technician, working with suppression systems. He has held several roles at Fireline but is most well known to many here as the Warehouse Manager who helped transform the warehouse into what it is today. Since taking over the warehouse Kelly has helped to transition the stock from the old warehouse to the new one, has made many improvements to inventory tracking and management, and has helped to decrease inventory outages by keeping the warehouse significantly more organized. He is always looking for ways to improve the warehouse and the inventory process.

Kind and thoughtful, Kelly has been an important part of Fireline's history and we are honored he choose to be a part of Fireline.

Best of luck in retirement Kelly!





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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.



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

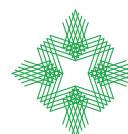
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Bobby Hewitt, CFP®
bhewitt@wealthenhancement.com
(301) 543-6000

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Back to School

School is back! If last school year taught us parents anything, it is that we are really really grateful for all the work that teachers do. While we are still not yet fully "back to normal" it is good to see kids interacting and having an opportunity to be with their teachers and classmates. Here are some of Fireline's junior family members off to school.

Here's to a healthy and happy school year!



Aaron Austin
Kindergarten



Adeline Reddinger
Pre-K



Alexa Reddinger
7th Grade



Arihanna Slagle
4th Grade



Ava Reddinger
Kindergarten



Azlynn Scott
Kindergarten



Ben Gavin
7th Grade



Cam Miller
2nd Grade



**Cayden and
Logan Pierce**

6th Grade



**Chares
McDermott**

2nd Grade



David Henson Jr



**Dominic
Romano**



Emma Richards

Pre-K



Evan Richards

Pre-K



**Fisher and
Finn Dyott**

Pre-K



Gabby Adkins

1st Grade



Grace Miskimon



Hannah Williams



Jase Hampton

2nd Grade



Jesse Drury

10th Grade



Joelynn Cox



**Kai Roulhac
(Burton)**

Kindergarten



Kinsley Litten

2nd Grade

Landon Litten

4th Grade



Laila Slagle

2nd Grade



Lexi Williams



Libby Gavin

Kindergarten



Lola Austin

9th Grade



**McKenzie
Swander**



Molly Anders



Ryan Miller

Pre-K



Sophia Drury

4th Grade



**Tyler Herbert
(Meyer)**

8th Grade



NAFED 2021

We went to a conference! In what feels like the first time in forever, Fireline employees made their way back to Atlantic City to attend the 2021 NAFED conference. Topics included – the change in customer requirements, reinterpreting NFPA 10, selling clean agents, business analytics and KPI's, food truck installations and regulations, and capitalizing on common system deficiencies. It was definitely a different feel this year, but everyone learned a thing or two, got some face time with vendors and discussed new products coming to market. Reggie Burton even tried out the new virtual reality kitchen system training. Overall a successful trip (and everyone stayed healthy- extra bonus!).



NAFED Crew



Greg and Troy



Cousins Mark and Mike



Reggie



Reggie getting VR kitchen System Training



Selfie Crew



Safety Incentive Program



Terence
Kirks

**SUPPRESSION
SYSTEMS**

MAY 2021



Daniel
Jackson

**FIRE
EXTINGUISHERS**

JULY 2021



Eric
Robertson

**FIRE ALARM
SYSTEMS**

AUG 2021

Safety Incentive Program Award Winners have no lost time accidents.

REMEMBER, STAY SAFE!





Employee Recognition Awards



Jimmy Keedy

Systems Service
Q2 – 2021



Jeff Richards

Fire Alarm Systems
Q2 – 2021



Dennis Burns Jr.

Fire Alarm Systems
Q2 – 2021



Justin Fultz

Extinguisher & System Tank Shop
Q2 – 2021

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!



Lane Villers, Tim Gott, Mike Stewart, Tyler Confer, Charlie Harris

FROM A CUSTOMER

Gentleman,

I would like to thank you for the exceptional job you did today while performing the annual fire pump test at Cove Point. You conducted 5 fire pump flow test at 2500 GPM in less than five hours with all of the OPS and the EPA personnel standing over your shoulder. This was by far not the standard or normal fire pump test that we conduct. We got praises from the EPA inspector for the amount of water usage that we DID NOT use, as well as the way we conducted the test by not damaging anything environmental and coming out ahead with the Cove Point personnel in the same way. I appreciate all the hard work that you put in today to make this job happen without any damages, fines or injuries.

I attached a few pictures of just 1 of the fire pumps that was tested today, they were all tested in the same manner and completed without any problems. Thanks Pump Team.





Loren, Rupert, Tyler, Greg

FROM A CUSTOMER

The list of repairs is considerably smaller than the one from January 13th as a result of the partnership between Fireline and Cove Point. The committing of personnel and funding allowed us to accomplish this milestone. Loren has been instrumental in making this happen by taking ownership. Between Loren, Rupert and Tyler our backlog of maintenance orders is more manageable and we haven't experienced any impairments. As a result of the improved performance, attention to detail and attendance of the scheduled Technicians, I'm requesting going forward that our Compliance Inspection team consist of Loren, Rupert, Greg and Tyler! I look forward to working with you and the professionals at Fireline to ensure our Fire protection System is tested and maintained and ready to perform as designed if needed.



Danny Nieves

FROM A COWORKER

Danny is one of the hardest working people that we have in the company, but you all know that.

A situation recently occurred that reminded me, Danny is so much more than a salesman who puts up big numbers. Danny is a partner, a partner who cares about the people that work with him and understands and sympathizes with everyone's perspective. Danny is passionate about what he does, but he tempers that passion with a good natured manner.

Even if we disagree in the moment, Danny will always find common ground on which we do agree. Most importantly, Danny is willing to do the hard work to maintain relationships and make sure that we are all moving in the same direction.



Todd Bates

FROM A CUSTOMER

I have to commend the man who did the inspections – he was prompt, polite and professional, and I would highly recommend him to others needing this service.



Chris Borkoski

FROM A COWORKER

Good Afternoon,
Just wanted to send kudos over for Chris Borkoski. Chris is always very detailed with his notes, always calls me to make sure he has XYZ added onto tickets if he thinks it may have been forgotten and today, a customer said he was very helpful on site.



Jason Litten, Julio Castro

FROM A CUSTOMER

On behalf of our team I wanted to express our thanks to Jason and Julio for the recent servicing of our fire extinguishers here at the TSA Compliance office. Both technicians were extremely accommodating and professional throughout the inspection. Once again thank you and your staff for a job well done.



Rich Sigethy, Gary Cox, Tony Cadogan, Davon Bess

FROM A COWORKER

Thank you thank you thank you. Well, our house went on the market Friday and Sharon, the dogs and myself were heading out of town so the agent could have an open house this weekend.

I woke up Friday to electricity not working in 3 of the rooms of the house. No breakers were tripped and I had no idea what the problem was. Knowing Rich had a long history in the industry, I called him and asked if he knew any electricians that could help in an emergency.

Rich had me contact Gary Cox who sent out Tony Cadogan and Davon Bess. Both were amazing. Tony was in the attic searching for the culprit and pulling switches and outlets off the wall. They could not figure out what was wrong but they patched around the issue and got the electricity back on and the open house went on as planned. I can not tell you how much it meant to us that Fireline came to our rescue during this stressful time. Life savers. Huge appreciation.



Robert McDermott

FROM A CUSTOMER

Customer called to say he wanted to let us know that Rob was awesome at his church today! Rob explained everything he did and was very courteous and thorough with the suppression system in the kitchen to the fire extinguishers!

He also said most times we would probably get complaints and hardly ever does anyone call to give praise. Today he wanted to make sure Rob received praise and for us to know since Rob has been with Fireline for about 5 months!



Angela Lester

FROM A COWORKER

Angela, Thank you for always willing to help, it doesn't go unnoticed with me anyways. I know it gets exhausting sometimes and thankless. You are appreciated.



Photos



Dwon keeping cool



Building 4 break down crew



CSC leads



Gates sampling customers products - looking good!



Frank the wall art guy



Little helper



Now that is a hair day



Glacier National Park



Management team meeting



Anna at glass board

Photos



Team meeting with a view



Vacation bottles



Preschoolers thank you art



Shannon on site



Team breakfast burrito poster child



Twinning!



More sales meetings



sales training

SALES TRAINING PROGRAM ALLOWS SALES TO “RETHINK” OUR APPROACH



Both the Service and Systems Sales Departments have embarked on an intensive sales training program. Fireline has engaged Ray Mutchler of ROI Consulting to help us “rethink” or think out of the box how we approach sales. Much of what we know, or think we know about sales is being challenged. Sales, like many other business functions has evolved over the years. The question is, have we evolved, too? For example, many of us approach a prospect by selling features and benefits. But all legitimate companies are

selling the same features and benefits. What the customer really wants to know is how we are going to solve their problems and make their operations more efficient and streamlined. We are also exploring how to make our sales calls more effective and identifying customers that are a good fit for Fireline and using technology and social media to our advantage. Stay tuned for more effective selling as we continue this ongoing project.

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



Happy Birthday!

SEPTEMBER

Ken Humphrey	1
Lewis Lucas	1
Julio Castillo Sr.	2
Matt Benfield	3
Ashley Jones	4
Faith DeWitt	5
Jacqueline Ulloa	6
Alisa George	7
Harry Lowman	8
Justin Fultz	9
Dwon Bess	13
George Thompson	15
Janet Griffin	18
Emarri Moore	18
Jeff Tressler	21
James Colgan	21
Mark D. Meyer	24
Robert Stallings	24
Tyler Confer	26
Rachel Gibb	29
Alex Curtis	30

OCTOBER

Dennis Burns	1
Jim Malone	1
Marvin Argueta	5
Jesse Jimenez	5
Dan Evangelisti	6
TJ Timpson	10
Ken Barnhart	12
Mike Grow	12
Lisa Tiedemann	13
Michael Levasseur	17
Heather Meyer	18
Ken Scholl	23
Joseph Hipkins	26
Elizabeth Adkins	31

NOVEMBER

Debbie Lanham	1
Rachael DeWitt	2
David Krenzer	3
Rob Kershner	4
Neil Walters	5
Chris Denbow	6
Alexandria Tucker	8
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
Sharon Waters	22
Cleyde Soto	24
Jeremy Mohny	26
Fawn Dyson	27
Joshua Schleupner	28
William Henry Hall	30

DECEMBER

Cierra Nicholson	1
Ted Reitterer	2
Steve Weiss	3
Eric Robertson	5
Julio Castro	5
Cindy Rueppel	6
Tori Cowley	6
Kristi Hampton	9
Laurie Pryor	9
Brian Slacum	11
Matthew Merson	11
Ross Dyott	12
Tommy Welch	14
Rupert Mangal	18
Derrick Meilhammer	19
Julio Castillo Jr.	21
Mario Castillo	21
Danica Crum	22
Lane Villers	25
Diego Soto	26
Johnny Osborne	27
Melinda Miller	28
Brandon O'Connor	31



Happy Anniversary!

SEPTEMBER

Ashley Reddinger.....1 Years
 Richard Zink.....1 Years
 Melinda Miller.....2 Years
 Scott Gore.....2 Years
 Jeremiah Schleupner.....2 Years
 Chris Weaver3 Years
 Diego Soto3 Years
 Rick Preston3 Years
 Terence Kirks.....3 Years
 Angelo Santos.....4 Years
 Chris Pressley4 Years
 Nate English4 Years
 Jason Swieczkowski5 Years
 Alex Curtis.....5 Years

OCTOBER

Luke Schmitt1 Years
 Eric Mayfield.....2 Years
 Julio Castillo Jr.....2 Years
 Julio Castillo Sr.2 Years
 Jeff Brown3 Years
 Dennis Burns.....4 Years
 Daniel Whiteaker.....4 Years
 Brian Slacum.....4 Years
 Sally DeWitt4 Years
 Tommy Welch4 Years
 Tim Gott5 Years
 Matthew Adams5 Years
 Armando Morales.....9 Years
 Michael Levasseur 10 Years
 Matt Benfield..... 10 Years
 Shannon Adkins..... 12 Years
 Ken Humphrey 13 Years
 Laurie Pryor 15 Years
 Jason Litten..... 15 Years
 James Colgan 16 Years
 Frank Chenoweth 37 Years

NOVEMBER

William Henry Hall.....1 Years
 Joseph Dieumegarde1 Years
 Chris Griffin.....3 Years
 Alexandria Tucker.....4 Years
 Joe Parmer5 Years
 Tyler Smith.....6 Years
 Jimmy Keedy7 Years
 Fred Anders7 Years
 Elizabeth Adkins8 Years
 Ronald Eure 13 Years
 Bill Gibb..... 25 Years

DECEMBER

Brandon O'Connor 02 Years
 Stephanie Steinacker.... 04 Years
 Patrick Denbow..... 04 Years
 Ashley Jones 05 Years
 Dan Towle 05 Years
 Lane Villers 17 Years
 Jeremy Mohney 19 Years
 Dennis Bryant..... 25 Years
 Ike Austin 37 Years
 Todd Everitt..... 38 Years