

Showing Our APPRECIATION

AND CELEBRATING YOU

NATIONAL EMPLOYEE APPRECIATION DAY 3.1.24

DOWNLOAD AS PDF



SAFETY
AWARENESS



LEADERSHIP
INSIGHTS



CELEBRATE
ACHIEVEMENTS



OPERATIONAL
EXCELLENCE



STATE OF THE INDUSTRY
& COMPANY INITIATIVES



HR-
CORNER

Safety Awareness



WORKPLACE EYE AWARENESS MONTH

Unfortunately, eye injuries in the workplace are very common. More than 2,000 people injure their eyes at work each day. About 1 in 10 injuries require one or more missed workdays to recover from. Of the total amount of work-related injuries, 10-20% will cause temporary or permanent vision loss.

Experts believe that the right eye protection could have lessened the severity or even prevented 90% of eye injuries in accidents.

LET'S LEARN MORE!

What are the Common Causes of Workplace Eye Injuries?

Common causes for eye injuries are:

- Flying objects (bits of metal, glass)
- Tools
- Particles
- Chemicals
- Harmful radiation
- Any combination of these or other hazards

WHAT IS MY BEST DEFENSE AGAINST AN EYE INJURY?

There are three things you can do to help prevent an eye injury:

- Know the eye safety dangers at work. Complete an eye hazard assessment.
- Eliminate hazards before starting work. Use machine guarding, work screens, or other engineering controls.
- Use proper eye protection.

WHEN SHOULD I PROTECT MY EYES AT WORK?

You should wear safety eyewear whenever there is a chance of eye injury. Anyone working in or passing through areas that pose eye hazards should wear protective eyewear.

WHAT TYPE OF SAFETY EYEWEAR IS AVAILABLE TO ME?

Safety eyewear protection includes:

- Non-prescription and prescription safety glasses
- Goggles
- Face shields
- Welding helmets
- Full-face respirators

WHAT TYPE OF SAFETY EYE PROTECTION SHOULD I WEAR?

The type of safety eye protection you should wear depends on the hazards in your workplace. If you are working in an area that has particles, flying objects, or dust, you must at least wear safety glasses with side protection (side shields). If you are working with chemicals, you should wear goggles. If you are working near hazardous radiation (welding, lasers, or fiber optics) you must use special-purpose safety glasses, goggles, face shields, or helmets designed for that task.

WHAT IS THE DIFFERENCE BETWEEN GLASS, PLASTIC, AND POLYCARBONATE LENSES?

All three types of safety lenses meet or exceed the requirements for protecting your eyes.

GLASS LENSES

- Are not easily scratched
- Can be used around harsh chemicals
- Can be made in your corrective prescription
- Are sometimes heavy and uncomfortable

PLASTIC LENSES

- Are lighter weight
- Protect against welding splatter
- Are not likely to fog
- Are not as scratch-resistant as glass

POLYCARBONATE LENSES

- Are lightweight
- Protect against welding splatter
- Are not likely to fog
- Are stronger than glass and plastic
- Are more impact resistant than glass or plastic
- Are not as scratch resistant as glass

We care about you and your eyesight! Please look around carefully in your work area, access routes and near equipment for hazards that could hurt your eyes. If you do not know what to do to mitigate the hazard, please pause work and contact your supervisor.

Content sourced from: [Prevent Blindness Organization](#)

[VIEW THE 1/30/24 SAFETY ALERT](#)



[VIEW THE 2/26/24 SAFETY ALERT](#)

Leadership Insights



STAN KLAKULAK
VP of Business Development &
Marketing

ACQUISITION – PART OF OUR FORTIS FIRE NATIONAL FIRE PROTECTION SERVICE STRATEGY

As Fortis Fire & Safety works to achieve being the “Next Generation of Fire Protection” on a nationwide scale, we have the benefit and financial resources to expand our national fire protection footprint through acquisition. To date, we have been fortunate to incorporate founding partner brands located in Southern California, Texas, and Florida. Our acquisition strategy at Fortis is to acquire companies that align with our cultural guiding principles of prioritizing People First, fostering Lifetime Customers, striving for Excellence, pursuing Growth, and consistently Delivering on our Promises.

You might imagine building a national business comprised of multiple companies is not an easy task and requires both discipline in cultural alignment and staying true to the business profile of what we aspire to build as a national brand. Consequently, vetting potential owners interested in joining Fortis entails ensuring they align with our focused Fire Protection Service’s profile, covering Fire Alarm, Sprinkler, Suppression and Special Hazards. This process requires patience and persistence as we establish industry connections with hundreds of prospective private owners.

In today’s competitive Fire Protection acquisition market, which includes players like Pye-Barker, Summit Fire, Marmic Fire, and others, distinguishing oneself requires a compelling story and a robust business strategy. At Fortis, our commitment to our People First culture and Lifetime Customer approach demonstrated through every employee’s embodiment of onSPEC every day, sets us apart from the competition and inspires other company owners to consider joining the Fortis team in building a National Brand.

HOW GROWING THROUGH ACQUISITION HELPS EACH OF US?

As Fortis expands within our current markets and ventures into new major markets, the pursuit of acquisitions presents numerous opportunities to enhance our organizational infrastructure and scale it to accommodate the needs of a larger customer base. Company growth opens avenues for expanded career paths and succession opportunities, enabling additional investments at regional and national levels across various facets of the business, including Training, Sales, Supervision, Administration, Benefits, and more.

HOW CAN YOU HELP?

The best way to help is to continue to support the collaborative direction of sharing best practices among peers and colleagues. Embrace the cultural unification approach of onSPEC in how we create an amazing customer experience every time. Be willing to work with new team members that join Fortis through acquisition, serving as both peers and mentors. Lastly, if you know of a local or regional fire protection service company that would be a good fit, please share the company name and any insights you may have with your branch manager. I can then work with them to explore a potential partnership in a confidential manner.





SAFETY
AWARENESS



LEADERSHIP
INSIGHTS



CELEBRATE
ACHIEVEMENTS



OPERATIONAL
EXCELLENCE



STATE OF THE INDUSTRY
& COMPANY INITIATIVES



HR-
CORNER

Celebrate Achievements

National Employee Appreciation Day | Appreciation Gram Submission Form | Fortis Employee Appreciation Raffle | Milestone Anniversaries | Welcome to The Fortis Team

NATIONAL EMPLOYEE APPRECIATION DAY - MARCH 1



NATIONAL EMPLOYEE APPRECIATION GRAM

Now through March 1, you can complete a digital appreciation gram with a message for someone you work with. Your message will be delivered via email on March 1.



NATIONAL EMPLOYEE APPRECIATION DAY 3.1.24

First Name*

of the person you are sending the employee appreciation gram to.

Last Name

of the person you are sending the employee appreciation gram to.

Email*

This is the email the employee appreciation gram will be sent to.

From Name:*

Your name as you'd like it to appear on the employee appreciation gram.

I appreciate you because...

Submit

ENTER THE FORTIS EMPLOYEE APPRECIATION RAFFLE FOR A CHANCE TO WIN A \$25 GIFT CARD

First Name

Last Name

Email*

Fortis Brand - Office Location

Please Select

Submit

MILESTONE ANNIVERSARIES – CONGRATULATIONS ON YOUR ACHIEVEMENT!



Bill Cain
Account Executive
Corona, CA
10 Year Anniversary



Oscar Ponce
Sprinkler Service Fitter
Corona, CA
10 Year Anniversary



Matt Proffer
Sprinkler Service Fitter
Clearwater, FL
5 Year Anniversary

Most Memorable Fortis Moment:

There's been many, most recent winning 2023 customer service award.

Fortis Differentiator:

They are very family oriented and willing to help with anything employees might need. always helping employees better them selves and there careers.

Fun Fact About Yourself:

I'm an avid fisherman and try to fish or boat any chance I get.

Favorite Quote:

"Through all life's ups and downs, count your blessings. If you're alive today, you are lucky to be. Don't let all the opportunity you have today pass you by."



Chris Rivera
Alarm Construction Technician
Clearwater, FL
5 Year Anniversary



Matt Carson
Sprinkler Construction Foreman
Corona, CA
5 Year Anniversary



Sara Cotter
Service Accounts Manager
Corona, CA
5 Year Anniversary



Lance Shattuck
Sprinkler Construction Foreman
Orange, CA
5 Year Anniversary

Donald Ball
Inspections Supervisor
Clearwater, FL
15 Year Anniversary

Daniel Moreno
Alarm Construction Foreman
Orange, CA
5 Year Anniversary

WELCOME TO THE FORTIS TEAM

Erica Robertson

Paralegal, Corporate

Jenny Nelson

Business Process & Project Manager, Corporate

Robert Woodruff

Operations Manager, Orange, CA

Christina Gonzalez

Billing Specialist, Orange, CA

Rebecca Bermudez

Procurement Specialist, Orange, CA

Kayden Deerdoff

Customer Service Specialist, Houston, TX

Josh Ortiz

Sprinkler Service Fitter, Clearwater, FL

Sarah Fisk

Sales Coordinator, Clearwater, FL

Danny Merryweather

Sprinkler Service Fitter, Clearwater, FL

Gleideer Casales

Sprinkler Service Fitter, Boynton Beach, FL

Anthony Carrasco

Inspector, Boynton Beach, FL



SAFETY
AWARENESS



LEADERSHIP
INSIGHTS



CELEBRATE
ACHIEVEMENTS



OPERATIONAL
EXCELLENCE



STATE OF THE INDUSTRY
& COMPANY INITIATIVES



HR-
CORNER

Operational Excellence

[Congratulations to Service/ITM | onSPEC Awards | IT Hub](#)



RICH ENNIS
CEO & Founder

CONGRATULATIONS TO OUR SERVICE/ITM DEPARTMENTS

Congratulations to our Service/ITM departments for an absolutely stellar year in 2023. Our Service business grew by \$22.3 million last year, in part due to Piper Fire merging with Fortis and to 20% Service growth in our branches. Thank you to the sales, ops and support teams who made it happen!

Have you ever wondered why we place such importance on our service business? First, recurring revenue is good business. Inspections are regulated for all businesses as are the repairs associated with those inspections. Focusing on regulated recurring revenue ensures our business is stable in both good and challenging economic times. Second and equally important, inspecting and maintaining life safety systems is of critical importance. Customers are willing to pay for experience, expertise and better service which is a sweet spot for our branches given our training and apprenticeship programs. Once inspections are sold, onSPEC service will ensure we keep the customer for years to come. And finally, our investors will continue to support the investment necessary to grow in all aspects of service because an increase in our overall service business increases the enterprise value of our company.

Service growth will continue to be a priority for us in the future. It was a beautiful thing in all our branches for 2023, and again, thank you to all for making it happen.



ANNOUNCING OUR ONSPEC AWARD WINNERS

Thank you for nominating your colleagues this past month for embodying the onSPEC Service Principles and recognizing them for going above and beyond in their daily work.

We are excited to announce our monthly winners for demonstrating a specific situation that was truly above and beyond expectations based on work circumstances, actions taken, or customer response and feedback.

The winners highlighted below will receive a recognition award and a \$100 gift card. Please take a moment to congratulate our onSPEC Award winners as we build a strong service culture together.



SHAWN ROY, SPRINKLER SERVICE FITTER, CLEARWATER, FL

DANIEL MERRYWEATHER, SPRINKLER SERVICE APPRENTICE, CLEARWATER, FL

Shawn and Danny form an outstanding team, and the accolades we consistently receive from our customers speak volumes about their exceptional work in the field. A recent testament to their onSPEC excellence in craftsmanship and professionalism is highlighted in a Google review received on Feb. 15.

This glowing review comes from a satisfied service customer who shared their experience with Shawn and Danny:

"Shawn R and Danny M came out to our property Friday to help diagnose a leak. They returned today, Monday, to dig into mud and dirt to get to the root of the problem (pun intended as it was a huge root that caused the pipe issue). They worked tirelessly all morning to get to the source of the leak and were able to spare us a community wide water shut down by finding the local shut off valve. Best case scenario in this situation! They were in communications the whole day and cleaned up after a messy ordeal. Thank you for sending amazing techs!"

Shawn and Danny consistently receive praise for their excellent communication, and we frequently hear from customers expressing that they left the job site in better condition than they found it. We strive to instill in all our teams the principle of leaving any situation better than they found it, and Shawn and Danny do just that. A plumber had previously dug into this area and left it a mess. Shawn and Danny cleaned up, did extra research and digging to locate a sectional valve to minimize impact, and communicated to our customer throughout the process. These guys exemplify what onSPEC should look like from a customers point of view...I am very, very proud to have these guys on our team!!!

MELISSA POWER, CONTROLLER, ORANGE, CA

Melissa personifies the essence of onSPEC. Her pivotal role in establishing the monthly operations cadence in Orange, CA, is evident through her creation of the presentation deck, meticulous scheduling of sessions, and diligent follow-up on action items arising from the reviews. Melissa demonstrates a profound understanding of the necessity for such meetings, displays professionalism in executing follow-through tasks, and excels in communication to ensure accountability among action holders.

JAMES PEEL, SPRINKLER SUPERINTENDENT, SARASOTA, FL

James addressed a jobsite with lax safety conditions where our technicians were recently deployed. Taking swift action, he composed an email to the contractor outlining the observed safety issues and urging prompt resolution. James went to the extent of temporarily relocating the crew from the site until the identified hazards were rectified.

James also efficiently redirected his crew to other tasks on a different project, ensuring no loss of hours. Upon receiving James' communication, the contractor promptly engaged with the discrepancy list, actively working towards bringing the jobsite back into compliance. This proactive approach had a notably positive impact on the safety and well-being of the crews operating at the site. James' commitment to safety and decisive actions shows that he exemplifies the onSPEC Service Principles.

ONSPEC AWARD WINNERS MODELING THE WAY

We are excited to feature our onSPEC employees and hear first-hand how they embody the onSPEC Service Principles.

Q: As an onSPEC award winner, how do you live the onSPEC Service Principles, and what advice or tips would you share with your Fortis team members?



Michelle Day, Account Executive, Orange, CA

A: Always be willing to learn, grow and help each other.

Motto: "Travel and explore the beauty of the world....cause there will come a time when you won't be able to!"



Kendall Womble, Administrator, Houston, TX

A: Communicate efficiently with team members and strive to maintain a professional demeanor in all interactions, from customers to internal situations.

Motto: "All growth depends upon activity. There is no development physically or intellectually without effort, and effort means work." – Calvin Coolidge

Brianna Marx, Account Representative, Clearwater, FL

A: Building and maintaining a positive environment for customers with clear communication, as well as aiding in a positive work atmosphere.

Motto: "Be yourself; everyone else is already taken."

Corey Busher, Lead Foreman, Clearwater, FL

A: Always be on top of your game. Always look ahead. Always make sure that everybody is doing what they need to do to make the team work properly inefficiently.

Motto: "If you're going to do something, do it right."





IT HUB

BACK TO THE BASICS: 5 REASONS TO RESTART/ REBOOT YOUR ELECTRONIC DEVICE(S)

There are many important reasons to restart/ reboot your computer, phone or tablet. Can you remember the last time you restarted them? A week, a month, six months? For some of us keeping files, browser windows, tabs, and programs open is the norm. If you haven't experienced the disaster of losing work or a less catastrophic slow computer, count yourself lucky and use these five reasons to restart your device(s).

WHY DOES RESTARTING/ REBOOTING YOUR DEVICE(S) HELP? REASONS TO RESTART/ REBOOT YOUR DEVICE(S)

1. Slowness or RAM Problems
2. Application Errors or Memory Leaks
3. Connectivity (Wi-Fi, Bluetooth, ...)
4. Performance Issues
5. Updates

1. SLOWNESS OR RAM PROBLEMS

One of the most common reasons to restart your device(s) is to clear the RAM cache. Your device(s) contain decades worth of technology advancements, one of those is called RAM. Without going into too much detail, RAM provides temporary storage for applications and programs as they run. Unfortunately, as they run, some of this data begins to pile up even though it's not being used. A restart can clear the RAM cache (unnecessary saved data) and have your device(s) back to work at full capacity.

2. APPLICATION ERRORS OR MEMORY LEAKS

Why does restarting your device(s) help? Because application developers are human, too, and sometimes the software they create can have some unintended side effects. A memory leak is one of these, where a program doesn't allow its unused memory to be overwritten. This can lead to slowness, like our first example, or even prevent the software from operating correctly. While a restart can't fix the leak itself, it may clear the cache associated with it.

3. CONNECTIVITY (WI-FI, BLUETOOTH, ...)

Sometimes the Wi-Fi, Bluetooth, ... just doesn't work, try restarting! Connectivity is another common reason to restart your computer. This can refresh the network settings for your device(s) without completely resetting them. It can be easy to get bogged down in all of your network settings, so try this before taking any additional, complex steps.

4. PERFORMANCE ISSUES

100% CPU usage? Is RAM full? Any idea what this means? Restart. Our device(s) are complex, and for the untrained individual, it could take hours to reach a solution. Restarting has the benefit of doing this for you. You may not know exactly what caused the issue, but there's a good chance a restart will clear it up.

5. UPDATES

Your device(s) live on patches and updates. Whether it's security, usability, or otherwise, the most recent updates are paramount to your device(s) operating as expected and are most likely one of the first things your IT department will look at when you bring a device(s) issue to them. Most of the time these updates download automatically but require a reboot to install. Recently downloaded updates are one of the most common reasons to restart your computer.

OTHER THINGS TO DO

While there are many reasons to restart your device(s), it's not just the only thing that can help save the day. Here are a few other tips to keep you secure and your work uninterrupted:

Lock Your Device(s) – If you step away for coffee or to speak to a coworker, it's best to lock your device(s). If you're logged in, anyone on your device(s) can have free reign. Locking it provides one additional roadblock.

Password/ Passcode Protection – Don't write your passwords/ passcodes down. It's worse than leaving your device(s) unlocked. Try using a password manager to keep track of all the different passwords/ passcodes. These keep your passwords/ passcodes secure on encrypted servers/ files. They have handy apps that you can install on your device(s), so you have access to them wherever you are. It's a great way to avoid any wandering eyes or shoulder peekers.





SAFETY
AWARENESS



LEADERSHIP
INSIGHTS



CELEBRATE
ACHIEVEMENTS



OPERATIONAL
EXCELLENCE



STATE OF THE INDUSTRY
& COMPANY INITIATIVES



HR-
CORNER

State of the Industry & Company Initiatives

Performance Metrics & ACT Dashboard | Golf Galaxy Winner Announced | City of Largo Fire Rescue Open House | Fire 101 Lunch & Learn | Prologis Demo | Town Hall

PERFORMANCE METRICS & ACT DASHBOARD



Top performing companies in any industry depend on straightforward methods to monitor business performance using metrics, or KPIs (Key Performance Indicators). At Fortis, our approach involves ensuring every employee understands the expectations of their role at every level of the organization.

Developing KPIs for Fortis entails a collaborative process aimed at identifying the 3-4 critical elements for measuring success across departments and roles. This approach creates a common language as we harmonize the various company brands under the Fortis umbrella with a universal business tool for seamless process tracking.

Utilizing ACT as our business process tool to manage the information flow and processes at Fortis marks a significant stride towards adopting a simplified approach in establishing an “easy button” to information sharing on a daily, weekly, and monthly basis. We will be developing ACT dashboards tailored to the specific needs of our various departments that are relevant to the work that they perform, focusing on optimizing customer service and enhancing overall customer satisfaction.

While Piper’s full integration into ACT is not expected until mid-2024, they will actively participate in defining our Fortis KPIs and identifying items which they can or cannot track in their current systems.



GOLF GALAXY WINNER ANNOUNCED

We conducted a golf giveaway targeting potential prospects and existing customers as part of our Conferences and Tradeshows and Florida United campaign. This initiative provided our Florida branches with the opportunity to actively connect and engage with their local communities. Delighted to present our winner, Dana Mulray, Vendor Relations Manager, Dennis Property Management, captured in a photo alongside Ryan Carter from the Clearwater, FL branch.



CITY OF LARGO FIRE RESCUE OPEN HOUSE

In showcasing the efficiency of our fire sprinkler systems, we teamed up with the City of Largo Fire Rescue for their Open House event to showcase a side by side burn demo. Two identical rooms were set up, as depicted in the image, with one equipped with a fire alarm and sprinkler system. A controlled fire was initiated to draw comparisons. During Burn Awareness Week, we were proud to emphasize the significance of fire safety and its life-saving impact.





FIRE 101 LUNCH & LEARN

The Fire 101 Lunch & Learn with our Corona, CA branch was a successful event! The enlightening session with Athena Property Management not only empowered our team but also showcased our expertise. Following the event, we are thrilled to announce an invitation to participate in Athena Property Management's Vendor Day, despite the presence of existing fire protection vendors they are connected with. Our outstanding Fire 101 presentation earned us this opportunity, as their Operations Manager acknowledged it as a "really, really great presentation." This underlines our commitment to not only educating our team but also contributing valuable insights to the community. Great job Richard Jones!



PROLOGIS DEMO

Our Orange, CA branch recently provided an educational demo for more than 20 property managers in the area. Our expert team shared insights and practical demonstrations, ensuring that property managers gained valuable knowledge to enhance the safety measures within their respective properties. This initiative underscores our commitment to not only providing top-notch fire and safety solutions but also actively engaging with the community to create a safer living and working environment for everyone.



UPCOMING TOWN HALL

2023 YEAR IN REVIEW & THE YEAR AHEAD
TOWN HALL MEETING
Wednesday, March 6
Location:
Broadcast via Teams
Check your Outlook Email for the meeting invites and accept your preferred time.
7:00-8:00 a.m. CST 10:00-11:00 a.m. CST

RICH ENNIS

JENNIFER COURTNEY-TRICE

ASK US ANYTHING!

ANY UPCOMING TRAININGS?

WHAT'S NEXT WITH THE NATIONAL ACCOUNTS TEAM?

ANY UPDATE ON ACT?

[SUBMIT YOUR QUESTIONS >](#)



SAFETY
AWARENESS



LEADERSHIP
INSIGHTS



CELEBRATE
ACHIEVEMENTS



OPERATIONAL
EXCELLENCE

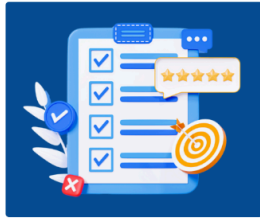


STATE OF THE INDUSTRY
& COMPANY INITIATIVES



HR-
CORNER

HR Corner



IT'S A WRAP!

Fortis launched its first company-wide employee survey in early February. Thank you to all of you who took the time to complete it. Gathering feedback from team members is critical in understanding what we're doing well and what we can improve on as a company and an employer. Your feedback will help us enhance our culture and identify and address issues that may be impacting productivity and morale. Employee surveys are important for a number of reasons according to Quantum Workplace.

First, they help quantify things like organizational culture and employee morale which can often feel intangible. If we're able to measure them, it becomes easier to identify our strengths and opportunities for improvement.

Second, surveys provide the opportunity to uncover insights that might otherwise remain hidden. They provide an opportunity for team members to express their thoughts on various aspects of their work life—from their relationship with their manager to their alignment with the company's vision. These insights are invaluable for understanding employee motivation, satisfaction, and productivity.

Finally, surveys have the ability to highlight actionable next steps. Fortis will review the data and use it to shape everything from policy changes and training programs to initiatives aimed at improving work-life balance, communication, and career development.

More information on survey results will be shared during the Town Hall meetings. Thanks again to all that participated!

SPARK ARCHIVE

January – 2024 | Archive – 2023