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Safety Awareness



KNOCKING HAZARDS OUT 1 BY 1: PIPER LEADERSHIP JOB SITE VISITS

One of the key elements to a successful safety system is Management & Leadership Commitment. Following a series of team member injuries, Chris Johnson and his leadership team recognized the need for a different approach to safety.

Chris and his leadership team made a commitment to develop a system where all leaders set goals to conduct job site visits, identifying and addressing hazards while also reinforcing positive safety practices they observe.

This initiative started on January 1, 2024, and by the end of February, the leadership team had identified 105 hazards. During their site visits, leaders complete a form detailing identified hazards, positive reinforcement given, and actions taken to mitigate risks. If they are unable to resolve an issue, it is documented in a database for further action tracking.

Through their proactive engagement and genuine concern for their team members, our Piper leaders are actively contributing to the safety and well-being of their team members.

A Branch Leadership Perspective: Chris Johnson Shares Insights on the Advantages of This Initiative

I think all our leadership has visited jobs in the past. We were typically there for job meetings, perhaps to discuss a challenging situation, or to come to a topping off party or some other reason. I can't tell you how much scheduling job site visits specifically to discuss safety challenges with our field team has significantly sharpened our focus on safety as a fundamental Fortis Value.

It's evident that our team values when supervisors or Safety Committee leaders visit their job sites. They appreciate the support and resources provided by our Leadership Team including time, to get every job done safely.

I have had it reported many, many times that our Piper Family has refocused our attention to making sure we send our teams home every night safely. Embracing safety as a core value has reshaped our perspective on acceptable practices to achieve project goals and get the job done.

Identifying hazards and discussing how to proceed or not proceed on work is becoming a normal everyday discussion in our branches and I could not be prouder of our team for embracing this shift in our daily operations as a positive and necessary step for us all.

This is a journey. We acknowledge we're not there yet. However, this new tool will certainly accelerate us down this road to our goal of zero harm.

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ACR-3062017

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1515 Woodfield Road
Suite 630
Schaumburg, IL 60173

(833) 3-FORTIS
contact@fortisfire.com



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Leadership Insights



RICH ENNIS
CEO & Founder

During our recent Fortis Town Hall, Jennifer Courtney-Trice shared the details found in the engagement survey completed in February. The results were impressive when compared to the Great Places to Work benchmarks for the top 100 companies to work for. It's a reflection of bringing together like cultures from around the country to join Fortis. Inevitably, some of the feedback paints a less than flattering picture of Fortis and highlights the need to improve. On our journey to build Fortis into a great company to work for, there are times when gaps exist between what we are trying to build and the reality on the ground in parts of our business. As an organization, we must seek to uncover these gaps and commit to doing whatever is necessary to eliminate them.

Fortis is a place where we want great people to flourish – people who are highly trained, well-managed and challenged such that they are accomplishing great things on a regular basis. A steadfast and uncompromising commitment to addressing anything that jeopardizes what we are trying to build will help ensure that we retain our people and attract the very best in our industry.

We have a unique and special culture at Fortis. As we bring together companies already 20 to 30 years in the making, we want to perpetuate what makes us tick as we unify the companies and culture into one Fortis. The survey results highlighted the need to improve recognition, career advancement opportunities and to eliminate some of the job frustrations associated with resourcing and lack of consistent process. You should expect to see improvements in each of these areas quickly. I look forward to reporting back to you the impact of our actions on these items at our next Town Hall meeting. Make no mistake, we are serious about our people and culture at Fortis. Again, although there may be gaps that exist as we build a company with People First as its #1 Guiding Principle, we are committed to closing them. We owe it to one another to work together to fix them and to make Fortis a great place to work. I welcome your input and ideas.

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Celebrate Achievements

MILESTONE ANNIVERSARIES – CONGRATULATIONS ON YOUR ACHIEVEMENT!



Ellen Poole
General Counsel
Corporate
10 Year Anniversary

Most Memorable Fortis Moment:
Undoubtedly, growing with Piper into the Fortis family.

Fortis Differentiator:
The Fortis Town Hall meetings have been a great communication tool, giving insight into how we are growing, areas we are working on, and providing an opportunity to answer questions openly. I have appreciated the transparency and genuineness of these meetings.

Fun Fact About Yourself:
I love to cook, but I oddly don't have a microwave.

Favorite Quote:
"Its what you do in the dark that puts you in the light."



Chad Collins
Suppression Technician
Clearwater, FL
5 Year Anniversary

Most Memorable Fortis Moment:
In 2022 Chris Johnson Awarded me with the Presidents Award. I was honored to receive the award.

Fortis Differentiator:
From other companies I have worked for, Fortis is understanding of my family life and helps drive my career to success.

Fun Fact About Yourself:
I can solve Rubiks Cubes and play guitar.

Favorite Quote:
"I have nowhere to go and I've got all day to get there."



David Bueno
Alarm Service Technician
Orange, CA
5 Year Anniversary

Most Memorable Fortis Moment:
Being awarded Alarm Service Technician of the Year in 2023.

Fortis Differentiator:
The focus that Fortis puts on employee safety is something that is definitely not seen at every company in this industry.

Fun Fact About Yourself:
My wife and I just celebrated our 5th wedding anniversary but have been together for 17 years now. We met in the 7th grade.

Favorite Quote:
"There is no more powerful leadership tool than your own personal example." – John Wooden

PROMOTIONS – RECOGNIZING OUR TEAM MEMBERS



Ryan Carter
Marketing Communications Specialist
Corporate



Peter Shull
Sr. Director of Operations
Boynton Beach, FL



Kristie Bector
Sarasota Office Manager
Sarasota, FL



Ryan Sherman
Alarm Department Supervisor
Sarasota, FL



Paul Belbin
Suppression Manager
Clearwater, FL



Jesse Taylor
Assistant Superintendent
Clearwater, FL



Ronnie Rodriguez
Assistant Superintendent
Clearwater, FL



Kris Maya
Sales Support Specialist
Orange, CA



Michelle Day
Account Executive
Orange, CA



Julian Ngo
Customer Service Specialist
Orange, CA

WELCOME TO THE FORTIS TEAM

Sam Schoel
Alarm Apprentice 1, Clearwater, FL

Sharese Pierce-Boshers
Coordinator, Clearwater, FL

Maggie Rose
Coordinator, Clearwater, FL

Henry Sorto
Sprinkler Service Fitter, Clearwater, FL

Augustus Rogers
Suppression Fulfillment Technician, Clearwater, FL

Elizabeth Meng
Coordinator, Clearwater, FL

Ryan Lemmons
Alarm Service Technician, Sarasota, FL

Maria Carrascal Llerena
Alarm Apprentice 1, Sarasota, FL

Jessica Byam
Deficiency Specialist, Sarasota, FL

Corey Matter
Inspector, Sarasota, FL

Courtney Davis
Alarm Service Technician, Boynton Beach, FL

Shawn Skowronski
Inspector, Boynton Beach, FL

Shane Wright
Inspector, Orange, CA

Freddie Aguilar
Alarm Construction Foreman, Orange, CA

Diana Vazques
Inspector, Orange, CA

Shawn Wright
Inspector, Orange, CA

Fidel Torres
Alarm Apprentice 1, Orange, CA

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[onSPEC Awards](#) | [IT Hub](#) | [Supply Chain](#)



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.

CORY FINCH, CONTRACTS SPECIALIST, ORANGE, CA

I'm excited to share an outstanding onSPEC moment from the past few days. Recently, we encountered a challenge with generating hydraulic calculation plates in the office. This issue had the potential to affect not only our internal operations but also our customers. Cory Finch identified this issue and took proactive steps to address it. Not only did Cory lead the training on the machine in question, but he also developed a new template process to streamline and replicate the procedure with other staff members. Cory, your dedication, initiative, and commitment to the team and VFS are truly commendable.

Additionally, Cory was recognized by the Houston branch as a great team member and his commitment to being onSPEC. Thank you for stepping up and making a difference!

ALBERT HERNANDEZ, SPRINKLER CONSTRUCTION SUPERINTENDENT, ORANGE, CA

Albert's positive attitude and leadership have been instrumental in our success. He has exhibited the utmost professionalism and effective communication, especially during the recent realignment of resources to bolster our Sprinkler construction department. Albert has shown exceptional leadership by meeting with each team member individually and emphasizing their significance to the future of our Orange team. He genuinely cares about every member of our VFS team and recognizes the crucial role they play in serving our customers daily.

ERIKA MORSE, SPRINKLER SERVICE COORDINATOR, SARASOTA, FL

Erika has been the cornerstone of the Sarasota branch for well over a decade. She is our go-to person for ensuring our customers remain happy, informed, and satisfied. Beyond serving our customers, Erika equips our technicians, administrators, and management across all departments with the resources necessary to keep our operations on track. She consistently handles these responsibilities with a remarkably positive and professional demeanor. Erika truly embodies all the onSPEC principles we aim for. For instance, when the branch recently faced an unexpected change in personnel, Erika proactively stepped in to bridge the gap and maintain smooth operations without being prompted.

NOMINATE A COLLEAGUE FOR THE ONSPEC AWARDS

Each month we are excited to recognize team members whose actions demonstrate our onSPEC Service Principles. Nominate your peers with specific examples of how they take the initiative to go above and beyond in their daily responsibilities to bring value to our customers and organization.

[NOMINATE A COLLEAGUE BY APRIL 16](#)

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?



James Peel, Construction Superintendent, Sarasota, FL

A: Lend a helping hand when you see the need. Look out for you Piper/Fortis family.

Motto: "If you don't like something change it. If you can't change it, change your attitude."



IT HUB

WHAT IS FILE MANAGEMENT? WHY IS IT IMPORTANT?

Fortis strives to become a cloud-based company to increase productivity, collaboration, and security across all branches. To achieve this goal, we must eliminate the on-premises servers and services. File servers and electronic files/documents are an important part of the business and one of the most difficult services to move to the cloud. For this reason, proper file management is very important for all of us.

File management refers to the process of organizing, storing, securing, manipulating, and backing up electronic files/documents on a computer/server/cloud system. Good file management can make a difference in how easy it is to find and access files you need.

It can be done manually or utilizing a software program/service. There are many file management systems/ services available, but they all have the same basic functions:

- Organizing – Understandable folder structure
- Storing – Keeping the files saved in proper storage location (local computer or storage system)
- Naming – Proper file naming for easy identification
- Deleting – Deleting old or unnecessary files

What are the benefits of file management?

- Increased productivity: When files are properly managed, it becomes easier and faster to find files that you need. This increases productivity as you will not have to waste time files.
- Improved organization: This makes it easier to find files that you need. Using file management software/ service helps you organize your files and electronic documents in a very easy way.
- Reduced costs: Proper file management can help reduce the costs associated with file storage and easy retrieval. When an effective file is properly managed, it can be stored in a more efficient manner, which can lead to reduced costs and increases efficiency.
- Enhanced security: It can help enhance security by preventing unauthorized access to digital files. A good file management system or cloud storage service make it secure and efficient to complete the file sharing process while providing full capabilities to control access.
- Improved collaboration: It can improve collaboration by allowing multiple users to access and edit files. When digital files are properly managed, they can be stored in a way that allows multiple users to access and edit them.
- Reduced risk of losing important files: Proper management of files can reduce the risk of losing important files by organizing them into multiple folders and subfolders. Backing up files regularly can also help prevent data loss.
- Maintained document versions: A good file management system helps with audit trail by maintaining document versions. The most recent document version is accessible, but it is easy to view/ retrieve older versions.

Help Fortis reach our goal of becoming a cloud-based company with an efficient file management solution. Start today and audit your personal and departmental files. Are your files still required, properly named, and organized?



SUPPLY CHAIN

At long last, we have merged the duplicate sprinkler masters across Fortis in ACT and changed the descriptions to be consistent. The merger has resulted in a more user-friendly new master numbering system that the legacy masters were merged into. A steering committee consisting of folks from sales, supply chain, construction, service, and design were engaged from all branches, including Piper, to agree on the master number and description formats. This is a big win for the sales and operations teams as there will be consistent, easily searchable descriptions for when sprinkler materials need to be added to projects or calls.

Our branch warehouses will be relabeling their shelves with the new masters in the next few weeks. The next step in getting our sprinkler master data fully cleaned up is to adjust any standard cost discrepancies. Please be patient as we do this cleanup. Once we complete this, we will move onto Alarm and Suppression masters in due course.

A big thank you to the steering committee and Beth Cannon for their support in finalizing this important productivity enhancement!

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Operational Leadership: Peter Shull Shares His Story | Industry News – Merit Shop | Google Customer Reviews Campaign | Industry Tradeshows



PETER SHULL
Senior Director of Operations

OPERATIONAL LEADERSHIP: PETER SHULL SHARES HIS STORY

Peter Shull started his career with LifeSafety Management, Inc. in 1997 when he was in high school, helping the company network its computers and run wire in the Boynton Beach, Florida, area.

"Upon graduating college, I called the owner of LifeSafety at the time and said I needed a job and a place to live," Peter said, adding that the owner shared his guest house, along with a job as a fire sprinkler and suppression manager. "I left the guest house two years later when I got married, but I have been at the job ever since!"

Now, Peter has recently been promoted as our senior director of operations and a crucial part of the Fortis Family of Brands.

"Personally, I have had numerous roles in a number of different areas of the business, allowing me to challenge myself and grow. Some of the most rewarding moments in my career are watching and helping others grow into positions far beyond what they originally started doing," he said.

Leadership at LifeSafety

Also top of mind for Peter is having a balance in leadership.

"It's important to lay out goals and objectives and let people do the work they need to do to get the job done. It's equally important to inspect what you expect on a routine basis through constantly communicating with the members of your team," he said.

Strong leaders need to understand how to do the job, because "sometimes you have to roll up your sleeves to help push things along," he said. It's also the responsibility of leaders to share expertise with their staff and understand the business they're responsible for. It's also about gaining the respect and trust of the people who work with you, he added.

"Something I've recently been working on is trying to actively listen and take in the issues that are being presented and then challenging the team to come up with solutions. I think this creates a stronger environment of buy-in and accountability."

Customer Service and Safety

Peter's goal is to be better than the day before. Continuous improvements and adoption of new technologies, constant learning, and new processes help to fulfill that goal.

And getting better isn't just for internal mobility. It's for the customers. "Service has always been our foundation since the inception of LifeSafety Management," he said.

Customer service comes from the many highly skilled technical individuals on the team. They're empowered to provide sound problem-solving solutions for customers and then champion the completion of those solutions on behalf of the customer internally. Programs like LifeSafety's KEY account program emphasize the success of critically identified customers to ensure their work is done promptly, efficiently, and satisfactorily.

LifeSafety performs inspections, installations, and services in compliance with the applicable NFPA or other regulatory standards, with these standards always being the focus of training.

Transitions in the Business

The Fortis Fire & Safety Family of Brands has added ACT, or Advanced Customer Technology, a system that helps the organization better serve customers.

Coming from around 10 different, non-connected software systems meant that data mismatched between systems. Plus, the business in Boynton Beach has grown substantially over the past couple of years, so keeping up with current data is critical, he said.

Today, the accuracy and transparency of LifeSafety's information is higher than ever. "Our sales team is fully utilizing ACT to create opportunities, track activities, build quotes, and then using reports in ACT to track data such as critical deficiencies requiring follow-up or if quotes haven't been viewed when sent electronically," he said.

Additional improvements in 2024 will include using that data from ACT to make strong decisions, add sales team headcount, and continue to scale and fill in holes that have developed from growing at the high rate we've seen. Last — but certainly not least — training the LifeSafety team ensures safe operations every day and provides the highest level and quality of service.



CHRIS JOHNSON
Co-Founder & President of Piper Fire Protection

INDUSTRY NEWS – MERIT SHOP

This month I attended the Associated Builders and Contractors (ABC) National Convention, National Board Meeting, and National Craft Championships. I love the camaraderie and messaging we get while we are here on how the Merit Shop way of doing business has become the predominant way buildings are constructed in our country. In fact, 89% of all construction workforce are Merit Shop Contractors.

In case you haven't heard the term, Merit Shop or Open Shop refers to companies that don't require union affiliation and where the employees work for the company, not a labor union. As such, every merit shop employee will be paid on merit and every employer can choose their compensation plan, benefits, and leadership structure to suit the needs to attract and retain the workforce they desire to install, service, or inspect the types of work that for which they compete. Every team member isn't equal and pay scale can be based on many factors including experience, quality of work, safety, and effort. Fortis is a Merit Shop Contractor.

I stay active with both ABC and AFSA at both the State and National level to help ensure that Fortis is able to continue to compete for work to protect our ability to be competitive on any job we might be able to win. Both of these organizations were formed because Merit Shop Contractors were prohibited from doing work in many areas of the country. That has greatly changed today.

Currently, there are areas of our country where whole segments of work quite literally cannot be performed by Merit Shop Contractors. Federal Law and Executive Orders from this administration have crippled our ability to even bid work on Federal Projects, Clean Energy Projects and even some Manufacturing jobs. There are efforts in some states to carve our inspections and service to union only work force.

Thomas Collins from our Clearwater Branch is representing Fortis this year to show off his skills and the benefits of ABC's apprenticeship training program in the Fire Sprinkler Fitter competition. Apprentices from around the country are here in Orlando to compete to see who will be this year's National Craft Champion in their trade.

This competition celebrates the achievements of ABC's Apprenticeship Programs from around the country and the quality training that Merit Shop Contractors provide. Chapters send their best apprentices to this competition to let them compete to see who will win the Gold Medal in their trade.

I am proud to be part of the Fortis Team as well as being a Merit Shop Contractor. Thank you all for continuing to show our customers that our Merit Shop training produces quality craft professionals that are the best in the industry!



GOOGLE CUSTOMER REVIEWS CAMPAIGN

Following the outstanding success of our Google Customer Reviews Campaign last year, we are thrilled to announce its relaunch beginning April 1. This campaign, proven to be highly effective, will once again focus on building brand loyalty, fostering new business opportunities, and upholding our commitment to lifetime clients.



INDUSTRY TRADESHOWS

We recently exhibited at NFMT 2024 in Baltimore, MD, where we had the opportunity to connect with quality and property managers and educate the community about Fortis Fire & Safety's cutting-edge fire protection solutions. It was a great experience engaging with attendees, sharing our expertise, and showcasing our commitment to safety and innovation.

Now, our team is gearing up for the Broward HOA Expo in Broward County, FL, where we are eagerly anticipating another opportunity to network and share our knowledge with HOA professionals and residents alike. Following that, we'll be heading to the Southern California Facilities Expo in Anaheim, CA. The excitement within our team is palpable as we prepare to engage with industry leaders, showcase our latest offerings, and contribute to the discourse on facility management and safety practices. We can't wait to connect, collaborate, and continue making a positive impact in these communities.



ORANGE, CA CELEBRATING ST. PATRICKS DAY



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2024 EMPLOYEE EXPERIENCE SURVEY RESULTS

In early February, we invited all Fortis employees to participate in our first Employee Experience Survey. Thank you to the 290 employees who took the time to complete the survey! The 17 questions in the survey were based on the Great Places to Work survey. In addition to completing the multiple-choice questions, many employees provided thoughtful comments in the open-ended questions that provide additional insight. Here are some highlights from the survey:

- 92% of respondents agreed that “Overall, I would recommend Fortis to potential employees as a good place to work.”
- 97% of respondents agreed that “I understand my role and how it contributes to the company’s goals.”
- 92% of respondents agreed that “I feel a sense of accomplishment from my work.”
- 91% of respondents agreed that “I am proud to tell others I work at Fortis.”
- 84% of respondents agreed that “I am given the resources and equipment to do my job.”
- 82% of respondents agree that “The company gives special recognition to employees who go the extra mile.” and “I feel valued for the work I do.”

The common themes identified based on the survey results and comments fell into the following areas:

- Overall, the results are very encouraging with high job satisfaction
- Areas where we can improve include:
 - Recognition
 - Career opportunities
 - Job frustrations (resourcing and lack of documented process)

We have begun to take the next steps by sharing the results at the Town Hall, sharing individual branch results with the branch leaders, and developing action plans to address areas where we can improve. Each branch will review their results and identify actions they can take to address specific areas of the survey. We will conduct additional company-wide surveys on some regular frequency (likely annually) or when a significant event like an acquisition occurs. Thank you again to everyone who participated.

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