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SAFETY AWARENESS

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Safety Awareness



GET READY! FORTIS IS PARTICIPATING IN NATIONAL SAFETY STAND-DOWN WEEK TO PREVENT FALLS

May 6 – 10 is National Safety Stand-Down week. The goal of Safety Stand-Down week is to pause work to focus on fall safety and prevention. Fatalities caused by falls from elevation continue to be a leading cause of death for construction employees, accounting for 395 of 1,069 construction fatalities recorded in 2022 (BLS data). **Those deaths were preventable.**

Fortis has chosen to participate in this event across our branch locations to talk directly to all our team members about safety. We are committed to working together to provide a safe workplace where there is zero harm, and nobody gets hurt. We care about the safety of all our team members. Together, we will focus on "Fall Hazards" and reinforcing the importance of "Fall Prevention" at work and at home.

Falls can be prevented:

- **PLANNING** ahead to get the job done safely.
- **PROVIDING** the right equipment.
- **TRAINING** everyone to use the equipment safely.

What you can expect the week of May 6 – 10:

- A Safety Stand-Down meeting at your branch location or job site.
- Soft launch of our new employee resource center, onSPEC Connect, designed to acquaint team members with the platform as we expand our content and functionality.
- Cool Fortis swag.

MEET OUR SAFETY COUNCIL

Our Fortis Safety Council brings together a group of passionate and skilled leaders from across all our locations to lead our safety initiative development and drive continuous improvement in our safety standards. We thank them for their commitment to safeguarding our team members and customers. Together, we strive to create a culture of Zero Harm, where no one gets hurt.

Our Safety Council members include Rich Ennis, Lisa Horn, Jennifer Courtney-Trice, Brian Lombardo, Richard Lagunas, Walt Baskerville, Mike Corbett, Michael Sharf, Bruce Chalkley, Zylor Reed, Paul Belbin, James Peel, Mike Corbett, and Jenny Nelson.



VIEW THE 4/30/24 SAFETY ALERT

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Leadership Insights



HENRY FONTANA
Branch Manager
Orange, CA

BRANCH LEADERSHIP HIGHLIGHT

Henry Fontana's experience in fire safety systems goes back to his humble beginnings.

More than 25 years ago, he started as a pipe fitter at a fire sprinkler company in New York City, installing fire sprinkler systems. It's there that his passion for this industry began.

"Eager to delve deeper, I transitioned into the office, where I found my calling in design," he said, where he also learned about management and operations. His enthusiasm and dedication was quickly noticed by his employers, who increased his responsibilities over time. Eventually, he would go on to become VP of operations, overseeing a prominent firm in a dynamic, bustling market.

He would later seek new challenges and growth opportunities, so he joined another firm and served as head of operations. "Drawing upon my leadership and strategic vision, I successfully revitalized a struggling market, demonstrating my ability to drive impactful change," he said.

However, as life evolved, so did his aspirations. After his son enlisted in the Army, Henry sought a change of scenery. He relocated to Ohio for a VP of sales position, managing a portfolio that exceeded \$500 million in new sales. His recent move to California is a decision that wasn't made lightly. His younger son is in elementary school, so his wife and son will join him in California when the time is right.

"Despite the logistical considerations, I am genuinely excited about this new chapter in our lives," he said. "From the breathtaking landscapes to the vibrant culture, there's so much to experience and appreciate about California."

Leadership Goals

"Now, armed with a wealth of experience, knowledge, and a deep-rooted passion for the fire protection industry, I embark on a new chapter with Fortis. I am excited to leverage my expertise and leadership skills to contribute to the growth and enhancement of the business, bringing forth innovative solutions and driving sustainable success."

Henry's primary goal with Fortis is to lead the team to greatness while fostering an environment of growth and development, as well as a positive and inclusive culture. He'll also share his extensive knowledge of the fire protection industry and influence the team by sharing best practices and innovative approaches to the work.

By leading with empathy and focusing on clear communication, he aims to inspire and motivate the team with a positive and inclusive culture. "By actively listening to my team members' concerns, ideas, and feedback, I strive to create an inclusive environment where everyone feels valued and empowered to contribute their best work," he said.

Henry's father actually inspired his servant leadership principles. As a carpenter-turned-construction VP, Henry's father showed how to work hard and grow in the construction industry. "As a child, I watched my father navigate the complexities of the construction world with integrity, resilience, and a commitment to excellence. He wasn't just a leader in his field; he was also a mentor and role model to me, shaping my values and work ethic from a young age," Henry remembered.

One thing his father taught him is to never ask anyone to do something you're not willing to do yourself.

"Looking to the future, I aspire to emulate the qualities of leadership, integrity, and compassion that my father exemplifies. I hope to continue his legacy of excellence and make him proud by becoming the kind of leader he has always been to me."

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Celebrate Achievements

MILESTONE ANNIVERSARIES – CONGRATULATIONS ON YOUR ACHIEVEMENT!



Joshua Claxton
IT Manager
Clearwater, FL
5 Year Anniversary

Most Memorable Fortis Moment:

The most memorable moments for me have been the various projects for migrating branches technology infrastructure to cloud based solutions. As well as training and helping people be as effective as possible.

Fortis Differentiator:

Fortis is constantly learning and making changes in effort to keep staff and customers happy.

Fun Fact About Yourself:

I was born on the 10th day of the 10th month at 10 mins till 10:00am and weighed 10lbs 10oz.

Favorite Quote:

"Life is full of ups and downs. How we get through the ups and downs is what truly make us unique."



Liam Sadorf
Suppression Coordinator
Clearwater, FL
5 Year Anniversary

Most Memorable Fortis Moment:

I think one of the most memorable moments I have had is getting to work out in the field with one of our department's techs. It was nice to see how office and field work coincide.

Fortis Differentiator:

Fortis stands out in their commitment to safety.

Fun Fact About Yourself:

I like driving on long road trips.

Favorite Quote:

"Above all else, guard your heart, for everything you do flows from it." – Proverbs 4:23

PROMOTIONS – RECOGNIZING OUR TEAM MEMBERS



Stephanie Flores
Accounting Specialist
Corona, CA

WELCOME TO THE FORTIS TEAM

Kimberly Duesberg
Collections Specialist, Orange, CA

Grant Vanderdonck
Billing Specialist, Orange, CA

Dean Custer
Alarm Estimator, Orange, CA

Henry Ferrari Fontana
Branch Manager, Orange, CA

John Kenneth Tamayor
Sprinkler Designer, Orange, CA

Adam Gordon
Senior Accountant, Orange, CA

Michael Feinner
Account Executive, Orange, CA

Karen Kramer
Senior Accountant, Clearwater, FL

Shane Lyttle
Hood Cleaner, Clearwater, FL

Tyson Stolley
Suppression Technician, Clearwater, FL

Michael Lamas
Sprinkler Apprentice, Sarasota, FL

Christopher Wilkinson
Sprinkler Service Fitter, Boynton Beach, FL

Hector Diaz
Alarm Service Technician, Boynton Beach, FL

Jimmy Edington
Inspector, Houston, TX

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Operational Excellence

onSPEC Awards | Construction Best Practice Initiative | Fortis Family Apprentice Shares His Training Experience | IT Hub



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.

JOSH GREENE, SPRINKLER INSPECTOR, CLEARWATER, FL JANDRIA INTERIAN, ALARM INSPECTOR, CLEARWATER, FL

Ensuring the satisfaction of unit owners while conducting inspections for fire sprinkler and alarm systems can pose quite a challenge. It often disrupts their routines, with bells ringing and technicians walking through their living spaces. At Piper, we mitigate this disruption by inviting board member or maintenance personnel to accompany us, fostering a smoother process.

During a recent inspection at the Heritage Oaks Club Homes, Josh and Jandria teamed up to conduct an inspection of condominium units, with the assistance of a board member. The board member was impressed by the professionalism of our team, noting their seamless communication with residents, efficient execution of tasks, and their ability to turn what could be a nuisance into a positive interaction.

Additionally, Josh and Jandria demonstrated their expertise by troubleshooting persistent issues in one of the buildings, reassuring the customer that our aim was not solely to uncover problems but also to provide solutions. Their clear communication during this process alleviated any concerns the residents had.

We extend our gratitude to Josh and Jandria for their exemplary service, which left a lasting impression on the board member and their fellow residents. Their dedication to effective communication and problem-solving prompted the customer to express their appreciation, underscoring the value they bring to our team. Great work!

CHARLIE O'NEIL, SUPPRESSION TECHNICIAN, CLEARWATER, FL

Charlie consistently receives excellent feedback from customers, and three weeks ago, his skills were put to the test when a kitchen hood suppression system accidentally discharged at a local country club over the weekend. Our Department Manager, Paul Belbin, was unable to attend to the situation himself, so he reached out to Charlie for assistance. Charlie promptly responded and delivered outstanding service from the customer's perspective.

The customer was particularly impressed by Charlie's clear communication throughout the process, including what needed to be done and the expected timeline. Charlie efficiently restored the customer's kitchen hood system, ensuring fully flushed lines and a recharged and reactivated system in a short amount of time.

We extend our gratitude to Charlie for his dedication to our customers, even sacrificing time with his family to respond promptly and effectively to their needs. Thank you, Charlie, for your exceptional communication and service excellence.

MIRO BERJAN, VP OPERATIONS, HOUSTON, TX BRANDON MARKGRAF, SALES EXECUTIVE, HOUSTON, TX JEFF HESSE, FIRE ALARM ESTIMATOR, CLEARWATER, FL

I'd like to acknowledge Miro and Brandon from our Houston Branch for their exemplary teamwork and customer service. When a customer approached them with inquiries about a fire alarm installation near our office, they took immediate action. Miro reached out to me promptly, and I swiftly connected our Clearwater Fire Alarm Sales Team Member, Jeff Hesse, to the branch.

On the same day, Brandon and Miro provided Jeff with all the necessary information about the job. Jeff wasted no time and promptly contacted the customer, scheduling a site visit for the following day. Their proactive approach and swift response demonstrate our commitment to meeting customer needs.

This collaborative effort across branches exemplifies Fortis's dedication to customer satisfaction and seizing opportunities. By treating the customer's problem as our own and acting with urgency, we have positioned ourselves for a significant opportunity with a new client. The impending closure of this substantial fire alarm job is a testament to our team's ability to capitalize on referrals. It's important to cherish every referral and address them promptly. Failing to do so could result in missed opportunities. This successful collaboration between Miro, Brandon, and Jeff showcases the importance of prioritizing customer referrals and acting swiftly to capitalize on them.

Congratulations to everyone involved in this endeavor for demonstrating the right approach to handling referrals. Great job!

BECKY BERMUDEZ, PROCUREMENT SPECIALIST, ORANGE, CA

Becky exemplifies the onSPEC principle of Professionalism through her work. Recently, she has assumed the responsibility of fleet management for the Orange branch, alongside her existing role in procurement for the Alarm Construction, one of our top and most profitable general contractors, who specifically requested him for their upcoming projects. Similarly, ME&S, a valued client, has consistently sought Terry's expertise for their projects, especially after a demanding installation at Sunnyside ALF. It's evident that Terry is our most sought-after construction foreman, a testament to his exceptional skills and dedication to excellence.

While fleet management is just one aspect of Becky's responsibilities, she has swiftly rectified any disorganization that existed previously. This award nomination acknowledges her rapid progress in this area and aims to recognize her contributions amid the leadership demands within the supply chain department. Additionally, it seeks to alleviate some of the pressures faced by the Alarm Construction team. Becky's dedication and effectiveness in streamlining fleet management demonstrate her commitment to professionalism and contribute significantly to the operational efficiency of our organization.

TERRY COX, SPRINKLER CONSTRUCTION FOREMAN, SARASOTA, FL

Terry consistently surpasses customer service expectations on every project he undertakes, earning him repeated requests from our loyal clients. His exceptional customer service skills have become a hallmark of his work. Moreover, Terry has actively embraced the Fortis Safety Initiative by becoming a member of the Safety Committee for the Sarasota Branch. Leveraging his extensive industry experience, he brings valuable insights to the table in this area.

Simultaneously, Terry mentors and trains the next generation of fitters, ensuring they reach their full potential. Following a particularly challenging retrofit at Braden River Middle School, Terry's outstanding performance caught the attention of NDC Construction, one of our top and most profitable general contractors, who specifically requested him for their upcoming projects. Similarly, ME&S, a valued client, has consistently sought Terry's expertise for their projects, especially after a demanding installation at Sunnyside ALF. It's evident that Terry is our most sought-after construction foreman, a testament to his exceptional skills and dedication to excellence.

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 MAY 15

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?**

Albert Hernandez, Sprinkler Construction Superintendent, Orange, CA

A: This is my second company in the industry. I was brought here as a foreman and quickly recognized as an asset to management level. I was promoted to field superintendent after 4 great years at VFS going on 8 years. Being an onSPEC winner reminds me of being fortunate person to be available to our team for any issues or wins the day may shine on us. My day to day task at work are prioritizing our team and customers first. Always remember be great at your job so at home your free.

Motto: So many to live by. Today's choice is to spread the contagious one, SMILING.

CONSTRUCTION BEST PRACTICE INITIATIVE

To unify our customer best practices across Fortis, we are taking a collaborative leadership approach by engaging our branch "Subject Matter Experts (SME)". The Construction Best Practice initiative is being led by Mike Vlelehr and has representation from branches across the company. The team initially chose to prioritize 4 construction best practices and has been working together since early January. The initial best practices are:

1. Change Order Management – Team Leader: Ryan Williams, Sarasota, FL
2. Pre-Bid Process and Delegation of Authority – Team Leader: Mario Lopez and Henry Fontana, Orange, CA
3. WIP Meetings – Team Leader: Robert Woodruff, Orange, CA
4. Work Breakdown Structure – Team Leader: Kevin Payne, Corona, CA

The purpose of this initiative is to learn each branch's process and take the best from each to develop one unified best practice for all of Fortis. The new processes will represent the best-in-class, clarify roles and responsibilities in each branch and our system will be configured to support exactly what is needed to ensure the processes are efficient and effective for every branch.

Each team has made remarkable progress sorting through the various ways of accomplishing tasks and zeroing in on what will become a best practice or "The Fortis Way". WIP meetings will probably be the first best practice to be implemented. The WIP team is currently finalizing the communication and training plans as well as writing the SOP. You will learn more in your branch shortly. The other best practices are being developed, piloted and will be rolled out to each construction department in the coming months. The benefits of these best practices are obvious and imagine the power of being able to combine the best thinking of all our branches with over 100 years of industry experience on each team.

Everyone in our construction departments and office support will be impacted by these best practices. Please take the time to learn the entire process and deliverables of your role. Each process is designed such that everyone must do their part to execute well and drive improvement in our business. Let's hold ourselves accountable to doing our job. We realize many people from around the company have inputted into the various initiatives and I'd like to recognize the lead contributors to each best practice. Their time, effort and expertise are very much appreciated, and they will be good resources in each branch as the best practices are rolled out.

CHANGE ORDER MANAGEMENT	PRE-BID/DOA TEAM	WIP MEETING	WORK BREAKDOWN STRUCTURE
Ryan Williams	Henry Fontana	Robert Woodruff	Kevin Payne
Cory Finch	Mario Lopez	Alex Pallares	Mike Vlelehr
Chris Bennett	Ricardo Coronado	Jennifer Plouffe	Albert Hernandez
	Kevin Gregory	Karina Rivera	Pat Fleming
	Vanessa Cuellar	Matt Hansen	Harold Bessette
	Robert Woodruff	Kendall Wamble	James Kinsman
	Aryln Lopez		Earl Coats

As we work together on the initiatives like construction best practices and safety that unify us as one Fortis, our competitive advantage is the breadth of experience and expertise gained by combining the very best of every branch. We have yet to discover the limits of our future together building Fortis into a unified world-class company. There is much more to come, and we look forward to the journey with each of you.



FORTIS FAMILY APPRENTICE SHARES HIS TRAINING EXPERIENCE

Fire safety systems are complex and important, ensuring the preservation of life and property, so there's a lot of training required to work in the installation and maintenance of fire sprinklers, alarms, and extinguishers.

Pedro Zamudio started working in fire safety eight years ago, dedicating the past five of those years to studying.

He's a fire sprinkler pipefitter apprentice at our Orange, CA branch who previously worked at a fast-casual chain as a busboy and waiter. After taking some fire tech courses and seeing a job listing with VFS Fire & Safety, he applied. "I didn't really know what to expect when joining this trade, but I like working with my hands and I ended up growing to like the trade," he said.

From the beginning, he liked the people he worked with at Orange, having fun and creating relationships with his colleagues. "Enjoying the work didn't feel too much like work."

Working in fire safety gives Pedro purpose. "I like that — hopefully it doesn't come to it, but — my work can possibly save people's lives or material possessions," he said.

Because this work is so technical and important to community safety, many organizations require apprenticeships in order to become a foreman and lead on job sites.

The California American Fire Sprinkler Association (CAFA) handles coursework and testing for apprentices. The program consists of four years studying, followed by on-the-job hours and a test. The first year is focused on learning the trade's safety, systems, applications, and codes. Then as apprentices progress, they learn more about specifics in the trade and troubleshooting systems.

When first starting Pedro's apprenticeship, the course required three virtual classes per month and one in person. Those courses learned more on virtual interaction when COVID lockdowns came about, but they're back to the original structure. Pedro logs on to Zoom classes on Thursday evenings, and he attends hands-on class time on Saturdays for eight hours.

Now in the final stages of his apprenticeship, Pedro's estimated completion for bookwork is June, then October for the on-the-job hours. Once both are complete, he will take a journeyman test to then have the title of Journeyman. Then, he will be eligible to become a foreman.

Pedro is the only apprentice from Orange in his class, but he has nine fellow students whom he can tap with questions and share knowledge. They've learned hands-on applications to the jobs, such as how to handle different climates such as desert versus humid areas and how fire safety systems are affected.

Pedro's teacher, Jeff Sullivan, has been with him for the past four years through the apprenticeship. His best advice for the class has been "you get what you put in." You can study, work hard, and learn everything, but "it's up to you how much you want to learn and to apply yourself to the trade."

IT HUB

Microsoft stopped supporting SMS MFA

Nowadays Multi-Factor Authentication (MFA) is standard to protect accounts and access to services. At Fortis, we enabled MFA for all user accounts. During the initial setup, the user gets the choice to use one of the following methods for MFA:

- MFA app like MS Authenticator, Google Authenticator, etc.
- SMS

Microsoft has announced to stop supporting SMS as MFA by October 2024 and is encouraging users to switch to an MFA app.

Why is SMS MFA less preferred?

Not all 2FA methods are equally secure. Some are more vulnerable to hacking than others. One of the most common methods is SMS-based MFA, which sends codes to your phone number via text messages. This method has several problems:

- SMS messages can be intercepted by hackers who use techniques such as SIM swapping, SS7 network attacks, or phishing.
- SMS messages may not be delivered due to network errors.
- SMS messages can be rendered useless if you don't have your phone with you or if you change your phone number. If you lose your phone, you will have to have an administrator change your method of authentication.

Because of these issues, many security experts recommend avoiding SMS-based 2FA and using other methods instead. Some of the alternatives are:

- **Push Authentication:** This generates a notification on your phone via an app, such as Microsoft Authenticator. Once the notification is approved, a simple code exchange is done to prove that you are interacting with the service requesting authentication (this prevents MFA fatigue), and then you are allowed in. These apps don't rely on SMS, and they are more secure than text messages.
- **TOTP Authentication:** This is a rotating code (usually 6 digits every 30 seconds) that you exchange with the service at the time of login. Most apps that support Push Authentication support TOTP Authentication as well. While slightly less convenient, neither the service nor the authenticating device needs network connectivity at all, and this is frequently used in certain circumstances where push notifications are not feasible.
- **Security keys:** These are physical devices that plug into your computer or connect via Bluetooth or NFC. These devices act as a second factor that you touch or tap when you sign in. They are resistant to phishing and other attacks, and they are compatible with many services.
- **Biometric factors:** These login methods rely on a user's physical characteristics, such as a fingerprint, face, voice, or iris. Most people will likely use fingerprints or face factors. These factors are convenient and hard to spoof, but they may not work well in some situations or environments.

Microsoft's actions to stop supporting SMS 2FA is part of a larger trend in the industry to move away from less secure methods of verification and adopt more modern and robust ones. While this may cause some inconvenience for users who are used to receiving codes via text messages, it is ultimately a positive change that will benefit a company's security and privacy.

If you are still using SMS 2FA for your Microsoft account, or any other account for that matter, you should take this opportunity to switch to a better method as soon as possible. You will be glad you did.



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Material Procurement and Inflation | onSPEC Connect | 2024 Southern California Facilities Expo | Google Reviews Campaign | 2024 Footgolf Fundraiser



CHRIS JOHNSON
Co-Founder & President of Piper Fire Protection

MATERIAL PROCUREMENT AND INFLATION

Part of my role as a National Board Member for the American Fire Sprinkler Association (AFSA) includes manufacturer relations. We have many presidents and VPs of all the fire sprinkler manufacturer and major suppliers. Despite our hope for more stability going forward, all major domestic steel pipe manufacturers announced a 10% increase in the per ton price of steel pipe earlier this month. We also just saw an across-the-board increase from Victaulic, a major manufacturer of grooved products and sprinkler heads and valves.

It is unclear if this is a first step of a new round of repeated price increases, and it will be a couple of weeks before we get our report from the Manufacturer's Council on what they are seeing.

We know that energy cost is a huge component in the price of steel. Nationally, we are seeing the super-hot construction market cool off in many regions (although it is still going strong in the Southeast/Central Eastern/Sunbelt Regions). Another possible reason for rising costs is a weak U.S. dollar. Material shortages do not appear to be driving these price increases.

Why is this important to Fortis?

At Piper, we have about \$10M in backlog under contract. Our bids contain a contingency for some material price escalation depending on the time from contract to installation. If we start seeing rapid price increases again, this work under contract will be bought out at above our bid price and eat into our escalation contingency. In some contracts this is recoverable to some degree, but most contracts don't allow for price escalation unless there are delays to the schedule.

Material is commonly 30-40% of a contract value depending on the type of work, so even a 5% increase in material costs could hurt the overall profitability of this work by 1-2%. When we operate on very tight margins, this 1-2% can represent 15-20% of a company's annual profit if they are weighted heavily in construction.

At Fortis, we are fortunate to have a team of experienced industry professionals as well as our supply chain experts to help us navigate these kinds of challenges. We are developing best practices within our construction departments that will also help us identify contractual terms that forbid escalation in material costs and also better identify changes in scope and schedule where we can pass on some of our additional costs through change order.

Every dollar of expense matters. Our new best practices will help all of our branches and trades maximize the effort of our teams so that we will win or lose on a project solely on our own efforts in bidding, design, procurement, and a quality, on-time installation. We never want to lose money on a project because of a failure to properly identify the risks of a contract or a confusion in the scope of work. When we follow these best practices, we protect our bottom line and our fellow teammates' job security.

Thank you to our teams working with our consultants to give us a truly Fortis onSPEC way to run our construction projects!

ANNOUNCING ONSPEC CONNECT

An investment in technology is an investment in you. We're dedicated to improving your safety on the job and providing you easy access to everything you need to ensure quality work for our customers.

Our new resource center, onSPEC Connect, will feature training, forms, policies and reporting capabilities on any device. With everything at your fingertips, you will have what you need to be safe and successful on the job, wherever and whenever is most convenient for you.

A few features we'd like to highlight:

- Content is engaging, easy to access, right from your mobile device.
- Easily complete training, safety inspections, checklists, and report hazards real time with no paper to manage.
- Push notifications will alert you when action is required.
- Ability to view content and training in the language that you are most comfortable with.

Watch your Outlook inbox for more details about accessing onSPEC Connect.

If you have any questions, please don't hesitate to get in touch with us at safety@fortisfire.com or hr@fortisfire.com.

onSPEC CONNECT



SOUTHERN CALIFORNIA FACILITIES EXPO

We recently participated in the Southern California Facilities Expo held in Anaheim, CA, where we connected with facility and property managers, imparting knowledge about Fortis Fire & Safety and our family of brands advanced fire protection solutions. The event, which brings together professionals from facilities engineering, MRO, and green building sectors, draws a diverse audience comprising facilities managers, maintenance managers, and energy managers across various industries such as food processing, government, healthcare, manufacturing, education, wineries, utilities, and more. Additionally, Mario Lopez presented the educational session, Fire Testing & Inspections 101, to over 100 attendees – standing room only. The event was a huge success, generating over 130 leads and sparking several requests for educational lunch and learn sessions.



GOOGLE CUSTOMER REVIEWS CAMPAIGN

Fantastic job, team, on the ongoing success of our Google Customer Review Campaign. Keep up the excellent work! These reviews play a vital role in showcasing our branches and advancing our journey as the next generation of fire protection leaders. Take a moment to check out some of the latest reviews:

"Drew has done multiple repairs for us at Builders First Source. Drew gets the job done well and with confidence. Very knowledgeable, professional, and a good person to have looking after our system. Piper Fire should be grateful to have him on their team. Builders First Source would highly recommend Drew to everyone! Go Drew Go!"

"Very helpful and kind individual! Greeted me with a huge smile and got the job finished quick in a timely manner. Would recommend him again and again. (Tyler Homes – Orange, CA Technician)"

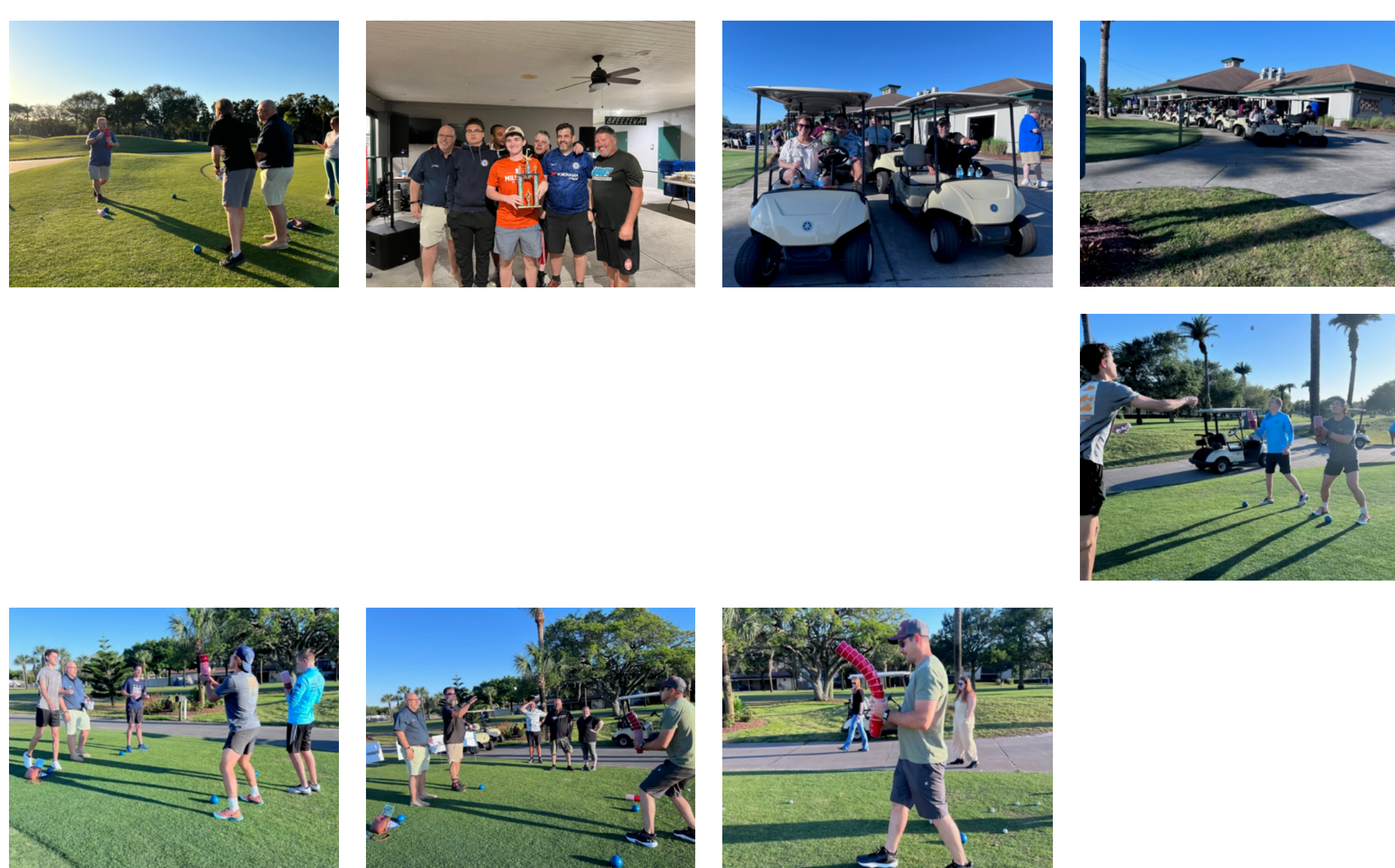
"We have been using CJ Suppression for several years now and we are always pleased with their service. I'm glad to see that they are now affiliated with Fortis Fire & Safety and nothing has changed. Still great service still great quality. Is there a technician Ted Mendoza was on time, professional and efficient. Thanks again for your great help."

"I had the pleasure to work with Aaron, Joseph, and Travis this week. I must say I was thoroughly impressed. From start to finish their service was absolutely amazing! They take the time to explain the steps needed for resolution and are quick to resolve issues. Over all an amazing experience working with them. Their friendly demeanor made the entire experience pleasant and stress free! Thank you!"



2024 FOOTGOLF FUNDRAISER

The Clearwater, FL branch recently hosted its fundraising event for the Children's Burn Foundation of Florida! Last year, our collective efforts resulted in an impressive \$10,000 raised. This year, we raised another \$10,000. Thanks to everyone's generosity and dedication, we were able to make a significant difference in the lives of burn survivors. Your support, whether through donations, sponsorship, or volunteering, played a crucial role in this fundraiser. Great job team for making this event a resounding success!



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THE SPARK

April 2024

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 - Plan comparisons and enrollment
 - Covered services, network providers and pre-authorizations
 - Using accounts like FSAs, HSAs and HRAs
 - Ways to reduce out-of-pocket costs
 - Enrollment in programs such as wellness or disease management
- Coordination of care
 - Referrals, appointment scheduling and transportation
 - Medical supply orders
 - Estimating costs for procedures
 - Assisting with in-home, skilled nursing and hospice care coordination

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