

THE TOOL BOX

A Quarterly Newsletter for Herc Rentals Professional Technicians

Some Surprise Guests Show Up for Spotlight Award Presentation



Members of the company's senior leadership team recently visited Branch 9107 and had the opportunity to present Spotlight Awards to A Technicians Larry Rager and Ronald Lawson. Pictured from left to right are: Herc Rentals President and CEO Larry Silber, Northeast Region VP Rob Cowing, Lawson, Rager, District Manager Bill Sheehan and COO Aaron Birnbaum.

A ProSolutions branch manager had more than one surprise in store for a pair of technicians last month.

Duke Pepin, the ProSolutions branch manager in North Billerica, MA, said he was planning to give out Spotlight Awards to A Technician Larry Rager and A Technician Ronald Lawson in late January.

But when he found out that Herc Rentals President and CEO Larry Silber, COO Aaron Birnbaum, Northeast Region VP Rob Cowing, and District Manager Bill Sheehan were in town for a walk-through, it seemed like a perfect time to acknowledge the two techs for a job well-done.

"I had the Spotlight Awards framed, so it seemed like it was the perfect opportunity to do this," Pepin explained. "Ron and Larry were the first two team members hired for the new branch in 2019 – and they are directly responsible for the success of 9107."

"They're master techs," Pepin continued. "They can do anything and do it great."

That includes working together, with other team members, and customers, Pepin added.

"Larry has increased warranty work orders and customer charge backs and Ron can fix anything," Pepin said. "They work hand-in-hand and their teamwork is always on display. Ron

started a training program for team members in the yard and younger techs. It's proven to be successful in helping them advance in their careers."

When it came time to present the awards to Lawson and Rager, the two were surprised to see senior leadership involved in the brief ceremony, Pepin said.

"They had all been here before, but what stood out to them is that they never met the CEO in any of their former jobs," Pepin said. "We may be a large company, but we have a small family feel!"

TECHNICIANS SPOTLIGHT

Andrew Kiers

Job Title: Field Service Technician A
Branch: 8205, St. Catharines, Ontario, Canada
Years at Herc Rentals: "14 years."
Certifications: Red Seal Automotive Tech. Aerial, Forklift, TDG, WHMIS, Fall Arrest
Favorite part of the job: "The variety of it all. No day is ever the same."
Favorite piece of gear to work on and why: "Aerial equipment. We rent a lot of it in St. Catharines, as such I get to work on these units a lot."

On a complicated repair job, how do you keep from being frustrated and losing your cool:

"Tech support can be invaluable. Take note of how the unit came apart and be organized."

What unique trait do you bring to your branch or your team of technicians: "I am a detail-oriented person. The small stuff can make it or break it."

"Andrew is an asset to my branch. Always on time, ready to work. Never complains, and always has a smile on his face. His work ethic is second to none. He loves his job and takes pride in what he does. If you had to develop the traits for what is a true Black and Gold technician, Andrew would be a great start. I can't say enough good things about him." – **John Jensen, branch manager, St. Catharines, Ontario, Canada**



Robert Mears

Job Title: Lead Technician
Branch: 8516, Bonnyville, Alberta, Canada
Years at Herc Rentals: "Just over seven years."
Certifications: Heavy-duty equipment off road; heavy equipment transport trailer; automotive, heavy equipment technician; truck and transport technician
Favorite part of the job: "The people I work with every day."
Favorite piece of gear to work on and why: "Manlifts, the ones with engine swing plates, due to their ease of service and great manufacturer support from JLG and Genie."
On a complicated repair job, how do you keep from being frustrated and losing your cool:
"Knowing that our customers' needs are being taken care of and that they will appreciate the quality workmanship. That keeps them working and, in turn, keeps us working."
What unique trait do you bring to your branch or your team of technicians: "My dedication to the job and the hard work I bring every day."

"Rob is extremely dedicated and a real team player. He not only is our shop foreman, but also our safety champion who has taken it upon himself to run our safety program. As a branch we have gone 2,846 days without a recordable incident, largely due to Rob's hard work. He's also the first to arrive at the branch and makes sure the lights are on, and the doors and gates are open for everyone else. When it snows, he comes in extra early, starts up a skidsteer and clears it so there's parking for staff and the customers. This not only helps with the appearance of a well-maintained branch, but also makes it easier for customers to pull in and pick up their gear without having to trek through deep snow." – **Greg Schultz, branch manager, Bonnyville, Alberta**





Safety Tip:

The First Step to Maintain a Safe Workplace is Hazard Identification

Hazard Identification and Control is the starting point for proactive safety.

Everyone at the workplace: employees, managers and the employer, share in the responsibility to identify and control hazards.

At its most basic level, hazard identification is simply looking at a job, task, or situation and asking yourself: "What's here that could hurt me or damage something?"

Everyone at Herc Rentals shares in the responsibility to identify and control hazards.

A hazard cannot be controlled, eliminated, reduced, or managed until it has been identified.

Visit with your Branch Safety Champion or your supporting Safety Manager about the new 5 Minute Guide for Hazard Identification and Control and start identifying and working to control the hazards in your area today.

Teamwork from Top to Techs Helps Take Down a Competitor

Last year, a major industrial contractor, started doing business on a site in Alberta, Canada and brought with them one of Herc Rentals' main competitors as its rental supplier.

"This wasn't a good look and we took it personally as we didn't want to see any other gear on site that wasn't Herc," explained Fort McMurray Area Manager Robert Penn.

"We decided to come up with a game plan," Penn said. "The next time we were requested to do a quote, we would use a different strategy and we weren't even going to drop our prices."

With the support of our site supervisors, customer service representatives, technicians, drivers and yard workers, Penn's plan of action was set in motion when he requested a meeting with the contractor's site supervisor.

"I worked with him in the past when he was with another contractor," Penn explained. "Using that rapport with him, I asked about his pain points with our competitor and why was he reaching

out to us if they kept using them."

The site supervisor spilled the beans, revealing that they had a 135-foot boom on rent and that it had been down for two days. The supervisor further explained that they placed multiple calls to our competitor in an attempt to get a technician to come out and make the repairs.

This was the opening Penn and the Fort McMurray team had been waiting for. Knowing Team Herc could deliver on the promise to fix gear efficiently and effectively, Penn capitalized on the opportunity.

"I told them that they will never see such a delayed response from us," he said. "We are committed to providing top-notch service to all our clients."

"I'm happy to say that the contractor is now 100% committed to renting from us," said Penn, adding that he's heard nothing but positive comments about the quality of our gear, the get-it-done attitude of our entire team, and the exceptional service they've received from our CSR's, drivers and technicians.

Bound to Cover More Ground: North Carolina Field Service Technician Celebrates 10 Years with Team Herc

When gear breaks down in the northeastern section of North Carolina, there's a good chance Robert Martin's the one being sent to fix it.

"He's always willing to assist," explained Scott Baxter, branch manager in Winterville, NC. "He's this branch's road technician and he covers a wide area, from as far north as the Virginia border to North Carolina's Outer Banks to as far south as the Marine Corps Air Station base at Cherry Point. It's about a 250-mile radius."

In December, Martin celebrated 10 years with Herc Rentals and Baxter wanted to take the opportunity to acknowledge the milestone.

"Robert is the same person I've known since I started at this branch in 2017," Baxter said. "He has a great attitude, he's dedicated to our customers, makes deliveries if we need him to and, when there are no road calls, he'll look to help out the branch in any way he can."

One of the things Martin likes most about his job is the conversations he has with customers and then getting to work on providing a solution. "When a job is done, there's a real sense of accomplishment," he said. "It's rewarding."

Looking back on his career at Herc, Martin said he's learned the Herc Way from others and offers his own advice to new team members and young recruits: "Listen and ask questions," he said.



Winterville, NC, Branch Manager Scott Baxter (in the Chicago Cubs mask) recently acknowledged and celebrated Field Service Technician Robert Martin's 10 years with the company.



Attn: Communications
27500 Riverview Center Blvd
Bonita Springs, FL 34134

FEBRUARY²⁰²¹ TECHNICIAN NEWSLETTER

We're always looking for good people and good technicians like you.
Remember, if you refer a friend, you could earn \$2,500.

Herc Rentals Technicians Open Positions:

POSITION TITLE	LOCATION	RECRUITER	POSITION TITLE	LOCATION	RECRUITER
Field Service Mech A	MD Upper Marlboro	Michelle Scalph	Field Service Mechanic A	TX Texas City	Tara O'Connor
Field Service Mech A	NC Apex	Maya Mungo	Field Service Mechanic A	AL Madison	Samantha Hall
Field Service Mech A	NC Durham	Maya Mungo	Field Service Mechanic A	AZ Gilbert	Brittanie Phelan
Field Service Mech A	NC Knightdale	Maya Mungo	Field Service Mechanic A	CA Anaheim	Joshua McEwen
Field Service Mech A	SC Charleston Fain	Mike Nastri	Field Service Mechanic A	CA Carson	Joshua McEwen
Field Service Mech A	IN Fort Wayne	Tara O'Connor	Field Service Mechanic A	CA Foothill Ranch	Mike Nastri
Field Service Mech A	NY Tonawanda	Michelle Scalph	Field Service Mechanic A	CA Lancaster	Joshua McEwen
Field Service Mechanic	WA Fife	Brittanie Phelan	Field Service Mechanic A	CA Santa Maria	Joshua McEwen
Field Service Mechanic A	AZ Peoria	Robert Lister	Field Service Mechanic C	AZ Phoenix	Brittanie Phelan
Field Service Mechanic A	TX Fort Worth	Tara O'Connor	Mechanic A	AB Fort McMurray	Gabrielle Grimblat
Field Service Mechanic A	WA Des Moines	Brittanie Phelan	Mechanic A	NC Apex	Maya Mungo
Field Service Mechanic A	TX Midland	Tara O'Connor	Mechanic A	NC Clayton	Maya Mungo
Field Service Mechanic A	HI Kapolei	Joseph Gunter	Mechanic A	VA Roanoke	Maya Mungo
Field Service Mechanic A	TX Dallas	Tara O'Connor	Mechanic A	FL Sarasota	Samantha Hall

Visit careers.hercrentals.com for all open positions.

