

THE TOOL BOX

A Bi-Monthly Newsletter for Herc Rentals Professional Technicians

At Work or at Home, Alberta Technician Loves Spending His Time on the Road and Delivered During COVID-19 Pandemic

With easy access to the foothills of the Canadian Rockies and a vast boreal forest to the south, it's no wonder why Matt LaLonde loves being out in the field servicing equipment for our customers.

Working out of ProSolutions branch 8525 in Grande Prairie, Alberta, LaLonde's job as a field service technician occasionally takes him past some of the most stunning vistas anywhere in North America.

"One of my favorite parts of the job is traveling throughout Western Canada and the challenges the job brings," he said. "I like seeing the different countrysides in the area and working with a range of diverse equipment."

Whether it's traversing the flatlands or scaling a mountain road to get to a remote job site, LaLonde gets it done, said Donal Russell, area manager of the ProSolutions Division in Western Canada.

"Matt started with Herc in February of 2017

and has been the sole technician working out of our Grande Prairie branch," Russell said. "Being the only guy for that length of time has brought its fair share of challenges, but Matt has gone about his job with great professionalism while delivering customer service that's second to none. He's also a super guy."

While LaLonde says his favorite pieces of equipment to work on are generators, his best experience working for Herc was assisting an energy service in an effort to transfer river water long distances. "They had to utilize helicopters to bring submersible pumps and generators to a remote area in order to do it," he said.

And when LaLonde is not fixing equipment for Herc Rentals and its customers, he can usually be found in his garage or out for a ride burning up blacktop on some isolated country road.

"I love fast cars and working on them in my free time," he said.



Big skies, wide open spaces and stunning mountain vistas makes repair jobs in the field a joy for Matt LaLonde.

Herc Delivers Lunch to Drivers and Field Service Techs After They Step Up and Deliver During COVID-19 Pandemic

Herc Rentals' drivers and field service technicians had a surprise waiting for them at home during the first week of June.

As a token of appreciation for working long hours, throughout the COVID-19 pandemic and doing so without skipping a beat, Herc Rentals had lunches delivered to these frontline members of Team Herc.

Inside the box of meals was a letter from Aaron Birnbaum, COO, emphasizing the appreciation on behalf of all Team Herc colleagues for their dedication and service to our customers and communities.

Several messages acknowledging receipt of the meals as well as their appreciation for the gesture, quality of food, and ease of use were received back to the FSC.

Dear Pro Drivers and Pro Field Service Mechanics,

On behalf of all your Team Herc colleagues, I want to thank you for your professionalism and dedication to our work as an essential service during the past eight weeks. Herc Rentals could not have responded to the needs of our customers and communities without your service and call to action.

We know that stopping for a lunch break and finding a warm meal is not always an easy thing to do, especially these days. So, please accept these five days of prepared meals as a small token of our appreciation as you continue your role as a road warrior for Herc Rentals.

Again, thank you for your dedication to Herc and for your service to our customers and communities.

Sincerely,

Aaron Birnbaum, COO, and Team Herc!

HercRentals[®]

TECHNICIANS SPOTLIGHT



Joe Roehrick

Job Title: Field Service Technician A

Branch: 9372 – Orlando, FL

Certifications: John Deere, Bomag, Ingersoll Rand

Favorite Part of the Job: “Working on heavy repairs.”

Fun Fact: He enjoys working on trucks, motorcycles and 4x4s in his spare time.

Favorite Piece of Gear to Work on: John Deere 200 Excavators.

“Joe has a wide knowledge base with our large excavators,” said Jim Oddo, district manager. “Joe often takes our apprentice technicians under his wing to share his knowledge and mentor them as they become more familiar with the Herc way.”



Ron Vlasman

Job Title: Field Service Technician A/Lead Hand

Branch: 8224 – London, Ontario, Canada

Certifications: 310 T Truck and Coach, 310S Passenger Vehicle Ontario Red Seal

Favorite Part of the Job: “Organizing the workforce to keep equipment flowing through the shop at a good pace.”

Fun Fact: “I enjoy four-wheeling and I’m a member of the Ontario ATV Club.”

Favorite Piece of Gear to Work on and Why: “Dirt equipment. I enjoy operating them.”

“Ron was the first person we hired for our greenfield start-up location in London back in 2006. He is extremely knowledgeable when it comes to anything driven with a motor. He likes a challenge and is always looking to further hone his skills through additional training. He is an asset to this team in many ways.” - Dean Schwemler, District Manager.

Yard Worker Turned Technician Grateful for Opportunity to Advance Career

Dallas Halford started working for Herc Rentals as a yard worker about a year ago. He’s now a C Technician and he credits the company’s new Technician Trainee Toolbox and Development Program for making it possible.

“I love being here every day,” said Halford, who works out of branch 9169 in Upper Marlboro, MD. “I worked hard as a yard worker and when I had the opportunity to become a technician, I took it.”

Now, with a few months under his belt as a technician, Halford said he loves the education he’s been receiving. “The scissor lifts and the aerial equipment ... I love learning about all the makes and models.”

“It was the greatest feeling to operate a machine and have the chance to learn and make a career at Herc Rentals,” he said.



Dallas Halford joined Team Herc as a yard worker about a year ago. His hard work and team spirit caught the attention of others, resulting in an offer to participate in a new program that’s designed to turn yard workers into technicians.

Safety Tip:



As we begin to navigate the heat and humidity of the summertime along with the demands of our daily business needs, it can be challenging to remember simple things like drinking water or having a proper meal. Herc Rentals has a fun and easy way to beat the heat called **H.A.P.P.Y.**

Hydrate:

- **Drink Water:** Water is the best way to prevent dehydration.
- **Sport Drinks:** Sports drinks support hydration but can be high in sugar. Use a 2 water bottles to 1 sports drink ratio.
- **Start Early:** Hydrating the evening before your shift promotes hydration at the start of your day.

Apply:

- **Sunscreen:** Apply sunscreen to exposed areas when outdoors, especially during peak sun hours.
- **Gear Up:** Gear such as breathable mesh wide-brimmed hats, baseball hats, UV sleeves, neck gaiters, and bandanas are protection from the sun.
- **Wear Safety Sunglasses:** Safety sunglasses help protect your eyes and the sensitive skin around them.

Plan:

- **Schedule:** Perform heavy or larger tasks when heat exposure is not as severe.
- **Daily Duties:** Rotate team members and tasks to limit exposure during peak sun hours.
- **Pack a Cooler:** Travel with ice and water to maintain hydration throughout the day.
- **Use Protection:** Use a protective shade or umbrella when long sun exposure is unavoidable.

Pause:

- **Take a Break:** Make a work/rest schedule to use during extremely hot days.
- **Drink More Water:** Encourage active drinking of water by all team members.
- **Snack:** Snacks high in water such as cucumbers, celery with peanut butter, or watermelon can help avoid dehydration.

You:

- **It's your Body:** It's your responsibility to ensure you're prepared for the heat.
- **Recognize the Signs:** Dehydration has several symptoms such as dark yellow urine, dry skin, rapid breathing, rapid heartbeat, and lack of energy to name a few.
- **Get Support:** Talk to your supervisor and plan how to beat the heat.

Remember to be **H.A.P.P.Y.** throughout the day and quench the heat successfully.

Have a **H.A.P.P.Y.** summer!

New Program Puts the Tools Needed to Succeed in Technician Trainees' Hands

If you're a yard worker and interested in a career as a technician, now's the time to act.

Herc Rentals recently introduced a new Technician Trainee Toolbox and Development Program. The program is designed to support individuals who may be interested in starting a career as a technician but haven't acted because of the high personal cost of acquiring the tools needed to do the job.

To overcome this barrier and encourage new technicians to join Team Herc, individuals nominated and hired into the Technician Trainee role will be provided with a toolbox containing the tools needed to perform the basic functions of a Herc Rentals technician.

"Technicians have an extremely critical role at Herc Rentals, as they keep our business running every day," said Eve Drinis, the company's learning and development director. "We're proud to have some of the best technicians in the industry working alongside us and we're always excited to welcome new ones to the team."

Technician trainees who take advantage of this program and work continuously for Herc for three years, will have the opportunity to assume full ownership of the toolbox, Drinis explained. "In addition to the tools, there is a structured, on-the-job training program that will progress the participant from their current role to a technician," she said.

Mark Arell, vice president of talent and organizational development, said the new program perfectly aligns with the company's pillar of developing people and culture. "From a retention perspective, the program also encourages our new technicians to stay onboard with Herc Rentals where they can continue to grow and develop their skills," he said.

If there is an individual you would like to consider for this program — whether an internal candidate or an external hire — or if you have any questions regarding the program, reach out to your region's HR director.

Eligibility Requirements:

- Employed by Herc Rentals for a minimum of 90 days
- Reliable, positive work attitude, expresses interest in role, interacts well with others
- Ability to use power tools and equipment
- Able to read service manuals

Technician Program – Process for Nomination

1. Nominating manager emails potential candidates to HR Director and District Manager.
2. HR Director and District Manager approve candidate.
3. Participating Shop Supervisor or Branch Manager assigns "A Technician" mentor to candidate.
4. Candidate signs retention agreement and sends to HR.
5. Participating Branch Manager orders technician toolbox.
6. Assigned Mentor downloads a copy of the Technician Career Workbook and follows the process outlined.



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

2020
**JULY/AUG
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.



After your referral applies, please send your referral's name to employee referrals@hercrentals.com to ensure tracking and payment. For employees who are represented by a collective bargaining unit refer to your CBA or your HRD for qualification guidelines.

Visit careers.hercrentals.com for all open positions.

