

# THE TOOL BOX

A Bi-Monthly Newsletter for Herc Rentals Professional Technicians

Herc Professional Technicians,

I want to personally acknowledge your efforts during this unusual time for our nations, our industry and our company. During this time of a national health emergency, your front-line efforts are greatly appreciated by all of us, as well as our customers. We obviously could not run our company without you. During this dramatic disruption to our nations, Team Herc has been called upon as an essential service to support the communities we serve in healthcare, government services, commercial construction and emergency services related to the pandemic.

Additional PPE and sanitizing products have been located, purchased and are being delivered to our branches. Continue to follow the Herc and CDC guidelines related to Covid-19 and stay safe as our US and Canada nations work towards a resumption of business and beyond.

Aaron Birnbaum — COO



*A Message From:*

**Aaron  
Birnbaum — COO**

## Technician Celebrates 20 Years at Herc Rentals



Technician John Drahos celebrated his 20th year with Herc Rentals on March 31, 2020.

When John Drahos joined Team Herc in the spring of 2000, he never imagined he'd still be with the company 20 years later.

On March 31, Drahos celebrated his 20th anniversary with the company. The actual celebration at his Pittsburgh, PA, branch, however, will likely have to wait until after things return to normal following the COVID-19 outbreak.

But a lot has changed for Drahos in the past 20 years.

He's now married, has children and his love of fly fishing has taken a back seat to watching his kids play hockey and football.

Over the years, Drahos, a certified welder, has also earned certifications for JLG and Genie aerial booms, Case Construction equipment and forklifts. He's also certified for CPR and first aid.

While he says his favorite part of the job is being part of a team, he lists lifts as his favorite equipment to work on.

"I like to diagnose and troubleshoot to find what is wrong with them to get them working properly," he said of the JLG and Genie lifts.

Congrats on 20 years of excellent work, John!

# TECHNICIAN SPOTLIGHT



## Greg Mendenhall

**Job Title:** Field Service Technician A

**Branch:** 9722, Fife, WA

**Years at Herc Rentals:** 23 years

**Certifications:** JLG, Genie and Skyjack

**Favorite Part of the Job:** "All the people I work with and the variety of the equipment, which allows me to always learn something new."

**Fun Fact:** Greg owns a 1932 Ford lowboy roadster he built from the ground up and a 1940 Plymouth pickup that he is currently rebuilding.

**Favorite Piece of Gear to Work on:** "SPYDERCRANES due to the challenge. They're new and different from the equipment I've worked on for the first 20 years of my career."

Greg worked 21 years in field service. During that time, he learned about and worked on just about every piece of equipment we own. After returning to work in the shop, Greg became our mechanical expert on SPYDERCRANES and electric forklifts. Greg can be counted on to complete almost any repair that comes his way." -- Steve Piacitelli, branch manager, Fife, WA.

## Sam's Always on the Ball at Romulus, MI, Branch

Samuel Ball, a field service technician, has worked for Herc Rentals for 23 years.

The JLG certified technician has worked out of three branches, has never been in an at-fault motor vehicle crash and says his favorite part of the job has remained the same since day one.

"I love getting out and meeting our customers," said Ball. "And I love working on JLG booms because of the challenges they present with their major systems like a diesel engine, hydraulics, electrical, generators and more."

His dedication to the job doesn't go unnoticed, explained Kevin Glazier, shop supervisor.

"Sam is a great technician and mentor to the other guys in the shop. Routinely, they'll ask him if he's encountered a similar issue before and if he has any tips or tricks on getting the job done safer and quicker. He's invaluable to our branch and we know if we send him out, if it can be fixed -- he'll get it done!"



**In his 23 years of working for Herc Rentals, Field Service Technician Sam Ball has never been at-fault in a motor vehicle crash.**

## Wrench to Worksite Coverage

Welcome to The Toolbox. The purpose of this newsletter is to highlight our mechanics who make our company a success. Do you have a cool story from the field? Does a fellow tech deserve some praise for going above and beyond the call of duty? If you have items to share, email us at [fieldsupportcommunications@hercrentals.com](mailto:fieldsupportcommunications@hercrentals.com). Just add your name and phone number in case we need to reach you.

## Safety Tip:



### Tool Tips and Inspections

Did you know Herc Rentals requires tool inspections for all employee-owned tools, including toolboxes each quarter? The quarterly inspection examines items such as hammers, cold chisels, toolboxes, drift pins, and more to ensure the item is operational and safe to use.

For toolboxes and containers, we are specifically looking to see that the item is serviceable and free from damage that could lead to unsafe use (i.e., failing struts, drawers that are overloaded, etc.).

Tool inspections incorporated in the monthly branch inspection are specifically geared towards Herc-owned equipment (i.e., bench grinders, welding equipment, Herc-owned toolboxes and containers, etc.). The employee-owned tool inspection checklist is maintained locally at the branch. It will be reviewed annually starting with the 2020 safety audit at each branch.

Making sure the tools we use are in near perfect working condition and the right tools are used for specific jobs is the responsibility of each team member. But how do team members determine if a specific tool is no longer in this condition? It begins with a pre-work inspection. If you see any of the following, discard that tool immediately:

1. Any tool with dents, cracks, mushrooming, or excessive wear.
2. Tools with nicks, damaged teeth, worn grip surfaces, or broken/bent handles.
3. Tools with wooden handles should be replaced with a fiberglass handled tool of equal size or type.

#### Other tool do's and don'ts:

1. Tools should be cleaned before and after each use. Clean tools increase the safe completion of a task.
2. Homemade tools or any tool not designed for the task should never be used.
  - a. Homemade or improper tools create an immediate hazard which could result in injury.
3. Remember to properly store tools in the correct drawer, container, or rack. This will increase the life of the tool.

## Herc Rentals Technician Credited with Saving a Life

A member of Team Herc fixed a piece of equipment. Then saved a life.

Cody Ost, a field service technician based in Liverpool, N.Y., had been called to a customer's jobsite to repair a piece of equipment that broke down. After repairing the equipment, Ost went to tell the customer the work was done and found an employee of the customer unconscious.

Ost immediately switched gears from technician to life saver.

"He was lifeless," added Brandon Griffiths, a project manager for the customer – a renewable energy company. "He wasn't moving."

Immediately, Ost called 9-1-1 and spoke to an operator who told him to remove the man from his truck.

Ost, with the help of another foreman, followed the 9-1-1 operator's instructions and removed the victim from his vehicle.

"We put him flat on the ground and did all we could to keep him with us until paramedics arrived," Ost said.

Griffitts said Ost relayed information back to the 9-1-1 operator. "He was checking his vitals and pulse. Everyone there wrote him off as dead."

Minutes later, paramedics arrived and administered three shots of Narcan, a medication used to reverse the effects of an opioid overdose. The victim was then transported to an area hospital where he made a complete recovery.

The Herc Rentals technician deserves recognition for the job he did that day, Griffiths said.

"We had a near death overdose and your technician really stepped up to the plate," Griffiths wrote in an email. "My guys told me that our technician deserves all the credit for that guy being alive."

Ost, however, didn't accept all the credit. "A shoutout goes to the Clayton, N.Y., paramedics and fire department for their quick response and saving the gentleman's life. If I didn't go and check on him, this would have been a very bad day. To all my friends in law enforcement and fire departments, I tip my hat. That scene was something I never planned on, but for you guys to do it daily is something else. Glad to have been there and hopefully he makes some changes for the better."

The email note from Griffiths was among the best, Herc Plus National Sales Manager Deryl Roberts ever received from a customer. "Not only does this promote our safety culture to the highest extent, but it's just a great act of kindness," he said. "Saving a life — I don't think I've ever heard of a Herc employee being credited with something like this before."



**Cody Ost switched gears recently, going from a field service technician one minute to life saver the next.**



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# MAY/JUNE <sup>2020</sup> 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](mailto: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](https://careers.hercrentals.com) for all open positions.

