

# THE TOOL BOX

A Quarterly Newsletter for Herc Rentals Professional Technicians

## Canadian Technician Uses Lift to Save Tangled Osprey

Herc Rentals' acquired Dwight Crane in Ajax, Ontario. Recently, our technician, Dennis Halliday, saved some wildlife.

Halliday, an A technician, noticed that a young osprey tangled itself in twine used to make its nest just north of Pickering, ON.



**Technician Dennis Halliday helped free a tangled osprey from its perch by using a Dwight Crane lift.**

With no other way to help the tangled bird, Halliday looked around and saw the all-black Dwight Crane lift used frequently in the entertainment business. In just a few short minutes, Halliday was at bird's eye level and freeing the creature from its entanglement.

Teammates said it's just another example of doing what's right and helping our customers and communities — and, in this case, our fellow inhabitants — build a brighter future.

## On the Side of a Highway, New Jersey Technician Proves Our Purpose



Field Service Technician Bob Peck was spotted assisting stranded drivers by Northeast and North Central Region Vice President Rob Cowing over the summer. Cowing said the image of one of our team members helping someone in need is what our company is all about — doing what's right.

Sometimes equipping our customers and communities to build a brighter future doesn't involve renting gear. Sometimes it's simply about doing what's right.

Earlier this summer, Northeast and North Central Region Vice President Rob Cowing was driving along a busy New Jersey highway when he noticed an SUV parked on the side of the road. Its hood was open, and as he slowly drove by, he could see the frustrated look on the face of a person peering in on the engine.

"I didn't think much of it. I figured they called AAA and were being taken care of," Cowing recalled. But as he drove by the SUV, he noticed a familiar vehicle parked in front of it — a white service vehicle with a Herc Rentals decal pasted to its side. "I saw someone working under the hood, thought I knew who it was but wasn't sure."

Hours later and with some of the day's work behind him, Cowing couldn't shake the memory of what he witnessed earlier in the morning. It stayed with him through the day and into the next morning. That's when he reached out to Field Service Technician A Bob Peck, who is based out of our Fairfield, NJ, branch.

"I called him up and asked if he was the one I saw on the side of the road," Cowing said. It was.

Peck explained that he saw the SUV on the shoulder and offered his assistance. Peck quickly learned the occupants of the SUV were a family driving home from a vacation. Having known Peck for 20 years, Cowing knew the answer to his next question before he asked it, but he asked anyway.

"I asked Bob if he got them up and running," Cowing said.

Peck did and said the family was extremely appreciative.

"It did not surprise me one bit that it was Bob helping," Cowing added. "He has always gone above and beyond for others' well-being, including being a foster parent and recently adopting two children. It brought a smile to my face and started my day off on the right foot knowing what he had done to help.

"At Herc Rentals, we do what's right. I thank Bob for representing himself and Team Herc so well," said Cowing, noting that examples like this are why we should all be proud of the company we work for. "It's just another example of what Team Herc is all about."

## Professionalism and Positive Attitude Produces Praise from North Carolina Customer

One of the top reasons our customers continue to choose us over our competitors is due to the professionalism of Team Herc.

Whether it's getting the job done efficiently, effectively, and safely — or simply going the extra mile to win more business, our customers continue to recognize “The Herc Way.”



**Field Service Technician Justin Caudill's positive attitude and professionalism pleased a customer who said he was fed up with the bad attitudes from some of our competitors.**

One recent example of this took place at a large jobsite north of Raleigh. “I just had one of the contractors call me this morning to compliment Justin Caudill and I thought it was worth passing on,” Steven Walker, a territory sales rep based at our Raleigh branch, said.

The contractor explained he's repeatedly had issues with the bad attitudes of field technicians and drivers from other rental companies and that he thought it was worth it to take the time to thank Caudill, a field service technician B, for his services.

“Justin's been out to this site a couple times now and is always extremely respectful of the requests on site,” the contractor told Walker. “He doesn't waste any time getting to work and is welcomed on this site anytime.”

When a customer recognizes our hard work and expertise, then takes the time to compliment one of our team members, it can have a positive impact on others in our organization, Walker added. “Being in the service industry, we field a lot more complaint calls than we do compliments, so I really appreciate getting a call like that,” he said. “It puts a lot of confidence in me being able to sell our services knowing I can count on Justin when I need him. So, thank you Justin!”

# TECHS TOASTS

Each month our team honors team members who go above and beyond the call of duty with a Spotlight Award. Recent tech recipients of the award include:



**Curtis Ford**  
A Technician, Surrey BC

Curtis takes the time and initiative to carry out his duties the right way, and that's what he teaches others to do. Since starting with Herc, Curtis has taken the responsibility of training two of our apprentice technicians, and today those apprentices are doing very well in their program. Other outstanding qualities in Curtis are: Safety details, positive attitude, and a good team member.



**Greg Smith**  
Field Service Technician A,  
Toronto, ON

*Presented by Branch Manager Ronald O'Neill*

Greg is a true team player and with his support I can confidently sell 24/7 service to my customers. Communication is often overlooked when it comes to service. Not only does Greg make the effort to communicate with the customers, but he goes the extra mile and provides me with an update as well. His urgency and professionalism are what set him apart.



**Pierce Kelly**  
A Technician, Calgary, AB

*Presented by ProSolutions Branch Manager  
Abdullah Qutab*

Pierce has gone above and beyond to keep the branch running smoothly while his manager was on vacation and has taken an active role in helping the operations team make the best decisions for their business.



**Christopher Chesser**  
Field Service Technician A,  
Ottawa, ON

*Presented by Branch Manager Robert Ziade*

Chris understands customer needs by always exceeding their expectations. Chris can be relied on whenever a customer emergency is called on.

# Canadian Tech's Desire to Work Doesn't Let Broken Finger Stand in the Way

Rigo Chevez knew there would be language barriers his family would face when they emigrated to Canada from their native country of Nicaragua more than 13 years ago.

What he didn't know was how welcomed he'd feel by people in his adopted home or his new place of work. Shortly after moving to Canada with his children, Chevez began an apprenticeship at Herc Rentals. Faced with language barriers and budget constraints, he took advantage of having his training costs covered while also earning a wage.

After being hired on full-time, Chevez set out to prove his value through hard work and dedication to the job, the company and his team.

After breaking his finger recently, Chevez discovered the passion he felt 13 years ago hasn't subsided. "He could have been out of work for some time, but his teammates stepped up and took on some of his duties



Region Vice President Kash Safdar fist bumps A Technician Rigo Chevez, thanking him for his hard work and dedication to the job.

so he could continue working" explained Calgary, AB, Branch Manager Jon Fisher.

Throughout the injury, Chevez was supported by his teammates and Herc Rentals. Whether it was someone lending a hand or staging an online doctors' appointments at the branch due to social distancing, all of Team Herc has had his back.



## Safety Tip:

### Safety Tips to Walk Safe This Winter

Slips and falls can result in serious injury. The following tips can help keep you upright and working throughout the winter months:

- **Wear proper footwear.** Proper footwear should place the entire foot on the surface of the ground and have visible treads.
- **Plan ahead.** While walking on snow or ice on sidewalks, walk consciously. Instead of looking down, look up and see where your feet will move next to anticipate ice or an uneven surface.
- **Use your eyes and ears.** While seeing the environment is important, you also want to be sure you can hear approaching traffic and other noises. Avoid listening to music or engaging in conversation that may prevent you from hearing oncoming traffic or snow removal equipment.
- **Anticipate ice.** Be wary of thin sheets of ice that may appear as wet pavement (black ice). Often ice will appear in the morning, in shady spots or where the sun shines during the day and melted snow refreezes at night. Visit your PPE Station and wear ice cleats with your footwear.
- **Walk steps slowly.** When walking down steps, be sure to grip handrails firmly and plant your feet securely on each step.
- **Enter a building carefully.** When you get to your destination be sure to look at the floor as you enter the building. The floor may be wet with melted snow and ice.
- **Be careful when you shift your weight.** When stepping off a curb or getting into a car, be careful since shifting your weight may cause an imbalance and result in a fall.
- **Avoid taking shortcuts.** Shortcuts are a good idea if you are in a hurry but may be a bad idea if there is snow and ice on the ground. A shortcut path may be treacherous because it is likely to be located where snow and ice removal is not possible.
- **Look up.** Be careful about what you walk under. Injuries also can result from falling snow/ice as it blows, melts, or breaks away from awnings, buildings, etc.

## Tech Appreciation Week Takes Over HercCast



# HercCast

Technicians across the company were celebrated in a wide range of ways during the last week of September.

Whether it was a communication from Herc Rentals President and CEO Larry Silber, a personal note from COO Aaron Birnbaum, a branch lunch, a personal pat on the back from a colleague for their dedication or a job well done, Herc Rentals technicians felt the love.

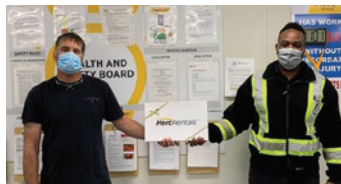
There was even a special episode of HercCast hosted by Education and Training Director Eve Drinis. In this special episode, Drinis spoke with District Manager Rudy Ruane about the Herc Rentals Technician Development Program.

If you missed it, you can listen to the podcast episode by going to the "HercCast" page on Herc Central and clicking on the player for Episode 25. You can also download the episode to your computer or mobile device by clicking on the three vertical buttons on the right side of the podcast player. (Note: Mobile users must have Air-Watch to listen to HercCast podcasts).

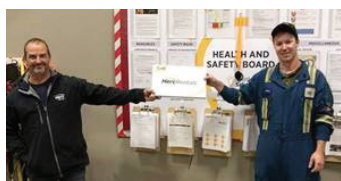
## TIME AS TECHS

A handful of Herc Rentals technicians celebrated work anniversaries recently.

They include **Paul McGurk**, an A technician at Fort McMurray, AB, who celebrated five years at the company with Area Manager Robert Penn; Field Service Technician A **Michael Michaud**, who celebrated five years at our Bonnyville, AB, branch with Lead Technician Rob Mears; and C Technician **Scott Pierce** (not pictured), who celebrated 15 years at our Sarnia, ON, branch.



Paul McGurk and Robert Penn



Michael Michaud and Rob Mears

Source: <https://www.sima.org/about/public-safety/safety-tips/safe-winter-walking>



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

# NOVEMBER<sup>2021</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.**

## Herc Rentals Technicians Open Positions:

POSITION TITLE	LOCATION	RECRUITER
Field Service Mechanic	AB Fort McMurray	Gabrielle Grimblat
Field Service Mechanic	AZ Gilbert	Emily Bryant
Field Service Mechanic A	CA Carson	Jeff Simmons
Field Service Mechanic A	CA French Camp	Joshua McEwen
Field Service Mechanic A	CA Pacheco Buchanan	Cindy Samaroo
Field Service Mechanic A	CA Rohnert Park	Joshua McEwen
Field Service Mechanic A	CA Roseville	Joshua McEwen
Field Service Mechanic A	CA Salinas	Joshua McEwen
Field Service Mechanic A	CA Union City	Joshua McEwen
Field Service Mechanic B	CT North Haven	Michelle Scalph
Field Service Mechanic A	FL Dania Beach	Samantha Hall
Field Service Mechanic A	FL Panama City	Hannah Maule
Field Service Mechanic B	LA Baton Rouge	Samantha Hall
Field Service Mechanic A	LA BatonRouge Excheq	Samantha Hall
Field Service Mechanic	LA Westlake	Samantha Hall
Field Service Mechanic B	MD Frederick	Sharon George

POSITION TITLE	LOCATION	RECRUITER
Field Service Mechanic A	MI Pontiac	Tara O'Connor
Field Service Mechanic A	MI Romulus	Tara O'Connor
Field Service Mechanic A	NC Charlotte	Jim Kotsakos
Field Service Mechanic A	NC Wilmington	Jim Kotsakos
Field Service Mechanic A	NM Albuquerque	Emily Bryant
Field Service Mechanic A	NM Carlsbad	Emily Bryant
Field Service Mechanic A	NY Tonawanda	Sharon George
Field Service Mechanic A	OH Reading	Tara O'Connor
Field Service Mechanic	OR Portland	Brittanie Phelan
Field Service Mechanic A	TX Austin	Jeff Simmons
Field Service Mechanic A	TX Houston	Jennifer Usenick
Field Service Mechanic A	TX Midland	Jeff Simmons
Field Service Mechanic A	VA Gainesville	Sharon George
Field Service Mechanic A	VA Roanoke	Delimar Vera
Field Service Mechanic A	VA Virginia Beach	Sharon George
Field Service Mechanic	WA Des Moines	Brittanie Phelan

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