

LIFELINE

COMPANY NEWS AND INFORMATION



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Equal Employment Opportunity Policy:

It is the policy of Nelson Tree Service, LLC, and its management to work continually toward improving recruitment, employment, development and promotional opportunities for minority group members and women.

It is the Company's intent to provide equal opportunity to all areas of its employment practices and to ensure that there be no discrimination against any applicant or employee on the grounds of race, color, religion, sex, age, disability, national origin, veteran status, marital status or sexual orientation.

This policy extends to recruiting and hiring, to working conditions, training programs, use of Company facilities, and all other terms, conditions and privileges of employment.

As a field employee, complaints may be made to your immediate supervisor (general foreperson, supervisor), or regional manager. As an employee, complaints may be made to your immediate supervisor, department manager or the Executive Director of Administration. If you cannot report to your supervisor or manager, or if a complaint you have made has not been promptly addressed, you should call the Executive Director of Administration at 1-800-522-4311.

Management will continue to be guided and motivated by this policy, and with the cooperation of all employees, will actively pursue the related goals of equal and affirmative action throughout the Company.



JEFF JONES, PRESIDENT
3300 Office Park Drive
Dayton, Ohio 45439



IT TAKES A TEAM.

In our employee focus meetings, we frequently discuss teamwork. In so many ways, the term “Team” applies more to our industry than in most businesses.

To start, our field members are truly athletes. The work they do requires true athletic ability. It is highly physical and requires strength, stamina, coordination and skill. To perform our work safely and successfully it demands focus and attention to detail. In other words, Industrial Athletes.

While individual athletic ability is valuable, excellent safety and productivity only come through individuals working as a team.

Teams take many forms based on the goal to be accomplished. However, whether the team is the New England Patriots or U.S. Navy SEALs, all teams have certain common characteristics.

Planning – game plans & mission plans – those sound a lot like a job briefing.

Communication – discussing a play in the huddle or communication between a climber and the Critical Observer.

Practice and Repetition – whether it’s a Navy Seal team member breaching a door, or a Nelson Crew member felling a tree correctly, practicing the art forms good habits.

Attention to Detail – the best teams pay attention to small details (the foot work of an offensive lineman or correct body positioning while using a power saw).

Physical & Mental Preparation – special operators, football players and industrial athletes all need to properly hydrate, eat well and condition themselves for their respective jobs.

Winning teams push each other to improve their skills and protect their teammates from hazards and dangers. On winning teams, all members understand their respective role, execute it with professionalism, and trust and respect the roles of their teammates.

One last thing, winning teams never stop trying to get better.

Thank you for helping make Nelson a winner and for your efforts to keep making us better. 🍏

Jeff Jones
President

"Winning teams push each other to improve their skills and protect their teammates..."

Lizzia Mills Joins the NTS Team

Hi – I'm Lizzia Mills, and I'm in the new position of Talent Manager at Nelson Tree Service. My job is simple...help to grow the Nelson Tree workforce to better serve our customers. Talent management and growing our workforce requires the involvement of everyone in the company. Nelson is a great place to work, and we should be proud to tell others about potential career opportunities. All departments must be involved if we are to become an employer of choice; the first choice for a career in trees. How is this done?

ATTRACT CANDIDATES – We are building relationships with military bases, veteran programs, union halls, vocational and skilled trades schools, and professional organizations in the arborist, safety, and utility industries. We need to reach talent that our competitors are not.

- Transition and veteran programs are aimed at attracting persons, whom by design of their military careers, fit our desired qualifications. Typically, people with a military background focus on the safety of all, are accustomed to structured environments, and have the ability to work long hours in all weather conditions. Some military candidates will offer direct experience with heavy equipment operation and mechanics, climbing, safety, and leadership skills.
- Helmets to Hardhats (h2h) is a program that connects veterans to union jobs. We can post openings on their job board, search the resume bank, and participate in hiring events.
- We are partnering with IBEW representatives to participate in local hiring events and better market our career opportunities. Union reps will attend events with us or on our behalf when we can't, and we will do the same. A great example is an upcoming vocational school's Union Career Day in that the IBEW will attend with us.
- Social Media is used as a career marketing tool to announce opportunities and direct interested persons to apply via our website.

HIRE CANDIDATES – We are working on streamlining and making our hiring process consistent. This includes application process, interviews, hiring decisions, pre-employment paperwork, first day welcome, orientation and new-hire training programs.

- Are we seeking the right people? If we only look for “experienced people”, we will continue to get applications from rehires, company jumpers, and those on our customer's “do not want on property” list. We must find raw talent, which are people new to our industry, people who want to work outdoors which are not afraid of hard work, people who are concerned about the safety of all, and people who want to learn skills that will create careers.
- Are we asking the right questions during interviews? We are working with GFs and Supervisors to create an interview guide and train in interview techniques.
- The Bird Dog process is now being managed out of the Dayton office and has a team of four people dedicated to assisting the Regions with hiring responsibilities.

DEVELOP EMPLOYEES – We must create, implement, and verify a consistent training program to ensure that all persons new to NTS, regardless of past experiences, receive proper training beginning day one. Doing so affords us the assurance that all new team members can work with multiple different crews because all have been trained to do the jobs the same way: safely and correctly. For all team members, proper training and development plans allow us to track performance, recognize successes, address issues and concerns, and take proper actions for improvement in a timely and efficient manner.

RETAIN EMPLOYEES – After hiring and training the right people, we then need to keep them engaged and help them to become successful. With the first three in place, we will keep talent, improve our safety performance, improve operational efficiency, develop our next leaders, and guarantee long-term success of our company. 🍎



The Path to ZERO

This fall, the leadership team at Nelson Tree Service (NTS) is busy visiting every work group in the company. This past year, our incidents have been on an uptick and a renewed focus on our goal of ZERO must be at the forefront of every NTS employee. Therefore, the leadership devised a plan, the 'Nelson Tour'. This 'Nelson Tour' was focused on employee safety and our belief that an incident free work place is achievable. This Tour will meet with every employee in the company in a 6 week period to share our past safety performance and our safety goals for 2020 and beyond.

This year, NTS celebrates 100 years. Throughout these 100 years, advances in equipment, tools and technology have greatly improved the industry and made the work site a safer place. The result has been fewer people getting hurt at work. However, our employees still get hurt at work. However ZERO is achievable. Our safety goals and results have improved each year, which means fewer people get injured performing tree trimming activities; however, we have not reached ZERO. This 'Nelson Tour' goal is to communicate WHY we need ZERO incidents and to clearly set that expectation to every single member of our team.

The goal at NTS is simple. ZERO injuries, ZERO outages, ZERO vehicle incidents, ZERO spills, ZERO fires, ZERO property damage and most of all, ZERO HARM to our employees. These goals are achievable and many work groups (cells) have demonstrated this successfully within our company. **How we get to ZERO is simple, but not easy.** ZERO is a mindset and a group belief, and is also stated as 'CULTURE'. This culture or belief must be believed by you, your co-worker and the other employees in your cell. Each employee must look out for each other, discuss the work plan, the hazards and how to minimize or eliminate those hazards, and then peer check each other throughout the work activity. In addition, each employee must self-check their actions with this common statement, 'Plan your Work, Work your Plan'.

The Employee Orientation booklet has a page on Safety Principles. These principles are components of achieving ZERO. ZERO is achievable when every person on the crew and in the cell believes in ZERO incidents. These Safety Principles from the Safety Orientation Book are provided.

Our NTS teams have some impressive results of what ZERO looks like. Several groups within our company have gone over 1000 days without an incident – many individuals much longer. Below is a list of cells by Region that have over 180 days without a preventable incident. These statistics are impressive and demonstrate that the tree trimming industry is a safe place to work and injuries and incidents do not occur when people believe that ZERO can happen. 🍎

Safety Principles

- All injuries are preventable.
- No job or activity is worth risking injury.
- Working safely is a condition of employment.
- Management is responsible for providing a safe work environment.
- Each individual shares in the responsibility for their personal safety and the safety of others.
- The prevention of injuries is good business.
- We promote off-the-job safety for our employees.
- Safety is led by senior management, implemented by line management, with each level accountable to the one above and responsible for the one below.
- We design and integrate safety into our management decisions.



Incident Free Report

Reg 472

Dakota Sweitzer
Shaun Williams
Randy Leeds
Martin Caprood
Kyle Raub

Reg 474

Juan Rodriguez
Jose Bautista
James Rodgers
Pablo Lopez

Reg 463

Brian Cleveland
Tom Lavancha
Lance Whitenack
Rickie Wright
Luis Morales
Marty Taylor
Sean Woodbridge
Fred Otis

Reg 460

Doug Smith
Russell "Sonny" Hanes
Andy Rouse
Daniel "Joe" Mitchell
Steve Keefer
Tim Sheppard
Dave Privett
David McMullin
Oscar Terrones
Ritchie Tuttle
Devin Capps
Chris Lyons
Ray Stagger

Reg 468

Don Howard
Jake Hutchens
Erich Pilz
Brian Robbins
Floyd Storm
Tony Young
Mark McCormick
Don Zola
Shaun Cupp
Ronnie Kelso
Marc Pitcher
Ronnie Smith
Chad Goodman
Derek Buchanan
Don St Clair
Mike Skelt
Travis Skiles
BJ Sloane
Bob Slover
Doug Still
Mike Hofmeister

Outdoor Precaution Reminders for Fall

As the autumn season is upon us our weather patterns begin to change, we always need to be mindful of our surroundings!

Constant awareness for hazards is advisable. Beyond common sense, all employees should be aware of outdoor work hazards. Below are some instances.



Hornets

Hornets are not only deadly to some but can cause harm in your rush attempt to escape. Hornet nests can be anywhere. These nests are frequently in work site bushes or landscaping. They build them right where we inhabit so, be aware hornets, wasps and bees wherever you may be!



Fire Ants

These annoying insects are seemingly everywhere in much of the southern States and spreading. They are fast to attack if disturbed. Often found in open areas, grass, between sidewalk joints and hidden underneath stacked wood, next to fence post and under trees or bushes. Make sure your coworkers are familiar with where these hide in the workplace.



Hunters

Hunters are now out and about in many areas. Become aware of the locations that hunts take place, particularly if you are working in rural areas. Be sure to wear something that makes you highly visible. Orange or Neon vest or hat to show that you're not fair game! Hunters are often out in the early morning or late afternoon. Local inquiries can help you be informed.



Leaves

Leaves are falling and these leaves hide the natural ground. Be watchful for leaves that have covered holes, depressions and other hidden terrain. In the morning hours and after rainfall, the leaves trap moisture and the moisture within the leaves cause these surfaces to be slippery and may cause a slip or fall. Other hidden terrain concerns will be roots, limbs, rocks and stones that will be hidden within the leaves. Foot placement and taking careful steps will keep you on your feet and off the ground.



Lightning

Make no mistake lightning is still an autumn hazard just about everywhere, even in the cooler parts of the country. Lightning is as damaging in a fall snowstorm as it is in a summer thunderstorm. Horrible thunderstorms can roll through any of the areas we work.

Get Under Cover in a Lightning Storm!

When thunder is heard be on the lookout and get in a protected location where you'll be out of the path of lightning strikes as storms approach. Stay off high locations. Don't be near electrical equipment or circuits. If you can hear thunder, it's too close!

Be Alert, Be Safe!



**Congratulations
on 100 Years!**

Fall Apparel Update



NEOS Voyager Stabilicer

#VNS1 **\$105.99**

Ice Traction that fits over your boots!

- 500 Denier® nylon upper
- Duraflex Quick Release Buckle
- NEOS STABILicers® outsole
- Comfort Rating: 0° F
- 100% Waterproof
- Snowshoe compatible heel
- Fits orthopedic footwear

Bottom:



Carolina 8" Waterproof Lace to Toe Insulated Logger (Composite Toe)

#CA7521 **\$189.95**



Bodark Jacket

#402232 **\$85.00**

SIZE CHART

	Inside Length*	Inside Width*
XS	10 1/8"	3 7/8"
S	10 7/8"	4 1/8"
M	11 1/2"	4 3/8"
L	12 1/8"	4 1/2"
XL	12 3/4"	4 5/8"
XXL	13 3/8"	4 3/4"

For the best fit,
measure your shoe.

← Compare with inside dimensions.

Width
Length



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Questions?

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Mandy Okrez
p: 440.384.3340
e: aokrez@arborwear.com



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Dayton, Ohio 45439

Ashland GF Mentoring 2019

This year's Ashland GF Mentoring program had 45 participants complete the program. This year 2 sessions were held, one in June and the other in August. This specialized training program is in place to teach the requirements and skills needed for a new general foreperson to succeed in their new role.

The Ashland three day training event is one component of the entire GF Mentoring program. The Ashland event focuses on equipment, DOT, field tools and gear and safety. There is also an element of leadership skills and team building during the three day event.

Equipment training covers all aspects of maintenance and safety inspections with an emphasis on the yearly aerial inspection and DOT inspection. When the general foreman understands what is being inspected on the unit and what conditions are unacceptable, it helps them to identify issues early, which results in a safer fleet.

A great deal of time is also spent on tools and gear, with a large portion of time devoted to proper gear inspection to ensure that new general forepersons possess enough knowledge to quickly identify issues that can occur with items such as saddles, ropes and other critical components of the climbing system. There is also time devoted to demonstrating many to new items that have recently been introduced into the company in the last few months

The participants put in long days (6:30 am to 9:00 pm) and the days are packed with many activities, but the change of pace for those three days is usually welcomed from their normal day to day work tasks. Meeting new people and having an opportunity to communicate with peers from other parts of the company creates a positive and motivational experience for the attendees. ●