

GUIDE TO STARTING:

DAMAGE ASSESSOR TEAM LEAD



LEADING DAMAGE ASSESSMENT

Damage Assessment is a relatively new role in the RLI network. The role focuses on assessing damage to power infrastructure, so that our clients gain an intelligence driven analysis of their outage situation. This assists in our client's restoration plan, giving them a better picture of the various outage situations they are facing. **As a Damage Assessment team leader, you will be guiding a group of fifteen Damage Assessors, as they work to complete this mission.**

Damage Assessment team leaders are unique in their position's hierarchy. In addition to leading a group of fifteen contractors, **you are expected to have a professional knowledge of power distribution networks. This means that you will need a large amount of previous experience to excel in the Damage Assessment team Leader role.** You also need a level of professionalism when it comes to how you communicate with our fellow contractors, as you will act as their direct manager during deployment.

WHAT IT MEANS TO BE A LEADER

RLI and GSX hold a massive amount of trust for our Damage Assessment team leaders. **You are an experienced veteran in your field, and that deserves respect.** However, we also expect a level of self integrity. Communicating with those below and above you with respect. Treating issues in the workplace as serious problems which you work to find solutions to immediately. We also expect Damage Assessment team leads to work with their team. We have a set in stone philosophy that leaders in our network prove their leadership abilities by working closely with their team to solve problems. **We believe a good boss tells their employee's to do something, while a good leader guides their employees to complete something while they're working right next to them.** If you are thinking about becoming a Damage Assessment team Lead, keep these qualities of a good leader in mind as you deploy with your team.



REQUIREMENTS

WHAT YOU NEED TO GET GOING



Team Leads require any 4X4 truck to traverse storm affected environments.

4X4 OFFROAD TRUCK



Team Leads require a specialized set of tools detailed in the RLI sheet provided at the end of this document.

PPE



Team leads should have multiple years experience working with power distribution systems.

EXPERIENCE

Team Leaders need to have an attention towards their leadership qualities. Being employed as a leader with RLI and GSX is a big responsibility. Because you'll be in charge of fifteen Damage Assessors, we want to ensure you do into your first deployment with some tips on how to lead those under you. **In the next page, you'll find tips on how to lead your Damage Assessment team to a more effective one.**

8 TIPS FOR BEING A LEADER

Make your Damage Assessment team as effective as possible.

1. Take Tab of your leadership style

You won't know how to lead people until you've recognized how you lead. What are your strengths? Your weaknesses? How do you deal with problems in the workplace? Answer all of these questions, then think about your affect on those following you.

2. Encourage your employees

Those working underneath you probably feel like they aren't experts at what they do. Think about the time when you were the newbie; you probably would have been happy to get a professional compliment from those more experienced than you. Treat your employees how they want to be treated, and verbally acknowledge their hard work when you have a chance.

3. Remember, you're looked up to

While working in the field, remember that those on your team are looking up to you. Maybe one day they hope to be in your role, or maybe they just want validation in that moment. No matter what, they are examining every decision and action you make closely. They will look to emulate you, and take up the qualities you have. While working, always act and represent the qualities of a good employee, so that you can subconsciously guide them to be better.

4. Have passion

It can be easy to fall into dips of motivation, especially on deployment. You'll be enduring rough weather, working long days, with minimal or no contact with your family back home. Remember, your employees are watching you. If they sense a lack of passion for the mission, they will slowly lose motivation as well. Even if you're not feeling the best, try not to show it. Your employees will appreciate the optimism, and likely take on the same amount of passion that you hold.

5. Listen and communicate effectively

We oftentimes think we are communicating effectively, but in reality our mindfulness and empathy usually aren't at the level where it should be. This is even more truthful when working in the field. Listen to your employees, and truly listen to what they're saying. Take in their worries, their ideas, and their mindset. Compliment them on good ideas, and have constructive criticism for the ideas that might not be so well thought out. Try to limit the amount of negative diction in your communication, as in a work situation this can be seen as disrespect, even if you just meant to make a simple correction. Lastly, talk to people the way you want to be talked to.

6. Encourage Independence

We've all had it; the manager that can't help but look over your shoulder while you're working. Micromanaging can be a lackluster way to get your team to do good work. When people are looked after in a microscope, they tend to get frustrated more easily, because the person they are trying to do good work for is constantly checking it while it is in progress. Instead of not being a micromanager, focus more on encouraging independence. Let contractors handle the things they are confident in, and try to let them take the lead. If they do something a little out of your routine (as long as it is safe!) don't freak out. Let them own the work, and they'll be more willing to excel at that work. More often than not, employees will work harder when they feel as though the work they are doing is all theirs.

7. Try new things

While working in the field, it can be tempting to find and hold a proper flow of work. Although habitual tasks can be effective, there are always ways to improve. Don't be so stubborn with your workflow; that little tweak might end up making a large impact on the mission. Embrace solutions found by accident, and take note of the inefficiencies in your team's process. Be cognitive of the changes your contractors make to your process, and examine if those new additions make the process faster or slower. Above all, be open minded.

8. Have empathy

Empathy: the ability to understand and share the feelings of another. It is probably the most important tip on this list, as empathy for those working with you will go a long way in solving interpersonal disputes. Try to ask yourself; "what else is this person dealing with?" Maybe their dog died, maybe they were just laid off of their full time job, or maybe they need this money to feed their kid. You never know someone else's situation, so try not to make gross oversimplifications of what other people intend to mean when they communicate with you. Try to assume a positive attitude of those around you, and never jump to conclusions about who that person is, just by how they communicated with you on one or two occasions. Your empathy skills can go a long way in making your employees feel valued as humans, not just working robots.





HOW TO BECOME A DAMAGE ASSESSMENT TEAMLEADER

A STEP BY STEP GUIDE

TASK

HOW TO COMPLETE

TASK 1

CONTACT JARED (HR MANAGER)

If you haven't already, please notify our HR Manager Jared to let him know you're starting the process to certify as a Damage Assessment Team Lead.

TASK 2

INTERVIEW

Because of the importance of this role, we ask that Damage Assessment Team Leads interview with Steve and I to determine if you're a right fit for the job. During this interview, we will also discuss some of your qualifications for the position, so brush up on any knowledge pertaining to the role.

TASK 3

TAKE THE TEST

After you are cleared by our team; go into the command portal. Read all Damage Assessment documents, and watch all Damage Assessment Videos, including the team leader content. Then, pass both the "Damage Assessment" and "Damage Assessment Team Leader" tests.

TASK 4

NOTIFY JARED

After passing the required tests, notify Jared so that he can begin to organize a team around you. He will attempt to fill the team with fifteen damage assessors, and get you ready for your first deployment with RLI.

REFERENCES & CONTACT

STEVE SCHUMAKER - DIRECTOR

Available at (614) 940-1800 or Steve@groundsupportgsx.com

MORE INFO:

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RLI PPE Requirements for Damage Assessment: <https://bit.ly/3CJD8MD>

REFERENCES & CONTACT

Attachment A: Preparing for the Storm Damage Assessor Checklist



- Hard Hat**
Hat and band in good condition
Hard Hat Medical Information
- Hearing Protection**
Ear Plugs or Over Ear Headset
- Safety Glasses**
Clear, Sun, and Prescription Glasses
- Safety Vest**
Class 2 vest for work visibility
Class 3 vest for flagging
- Voltage Detector**
Battery tested and worn properly
- Hand Protection**
Work Gloves for handling materials
- Company ID**
In your wallet or visible for Identification
- Light**
Charging cord and spare batteries
- Wallet**
Valid License, cash, credit card.
Emergency contacts
- Proper Clothing**
Rugged and right for the weather conditions.
Use FR clothing, if required
- Proper Footwear**
Safety shoes ANSI/ASTM-rated protective footwear
Rubber Boots, Ice Cleats



- Backpack & Stuff**
- Computer**
Able to login through VPN
- Cell Phone**
Leaders and Contacts added
- Spare Keys / Door Code**
Given to coworker
- MiFi or Mobile Hotspot**
Tested and working on all applications before deployment
- Power Supplies / Cords**
Power cords to computers, Garmin, MiFi, Cell Phone, other electronics
- GPS Device**
Latest updates made to unit
- Reference Material**
Quick Reference sheets
- Gas Card**
- Packing For A Trip**
- Sunscreen**
- Prescriptions**
Enough to last entire trip
Notify coworker for special needs
- Insect Spray**
- Spare Shoes**
Rotate in wet conditions
- First Aid Kit**
Up to date and stocked



REFERENCES & CONTACT

- Chemical Resistant rubber gloves
- Hard hat(s) – OSHA/ANSI Z89.1-1986
- Eye and Face protection ANSI Z87.1-1989
- Reflective safety vest – ANSI/ISEA 107-2004
- Portable cooler – drinks & ice while deploying/refueling
- Hip waders
- Rain suit
- Rubber boots
- Sunscreen
- Insect Repellent
- Drinking water 1-2 days' supply
- Snacks 1-2 days' supply

Tools (standard)

- Heavy Duty Bolt Cutters
 - *ONLY use with Management Approval*
- Basic hand tools
 - Standard combo wrench set
 - Socket set
 - Screw driver Set
 - Adjustable wrench set
 - Utility knife w/extra blades
 - Black electrical tape (3 rolls)
 - Hammers
 - Pipe wrenches
 - 1 – 8"-12" C clamp

Magnetic signs, [REDACTED], and spill kits will be provided by RLI and must be returned before you demobilize.

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