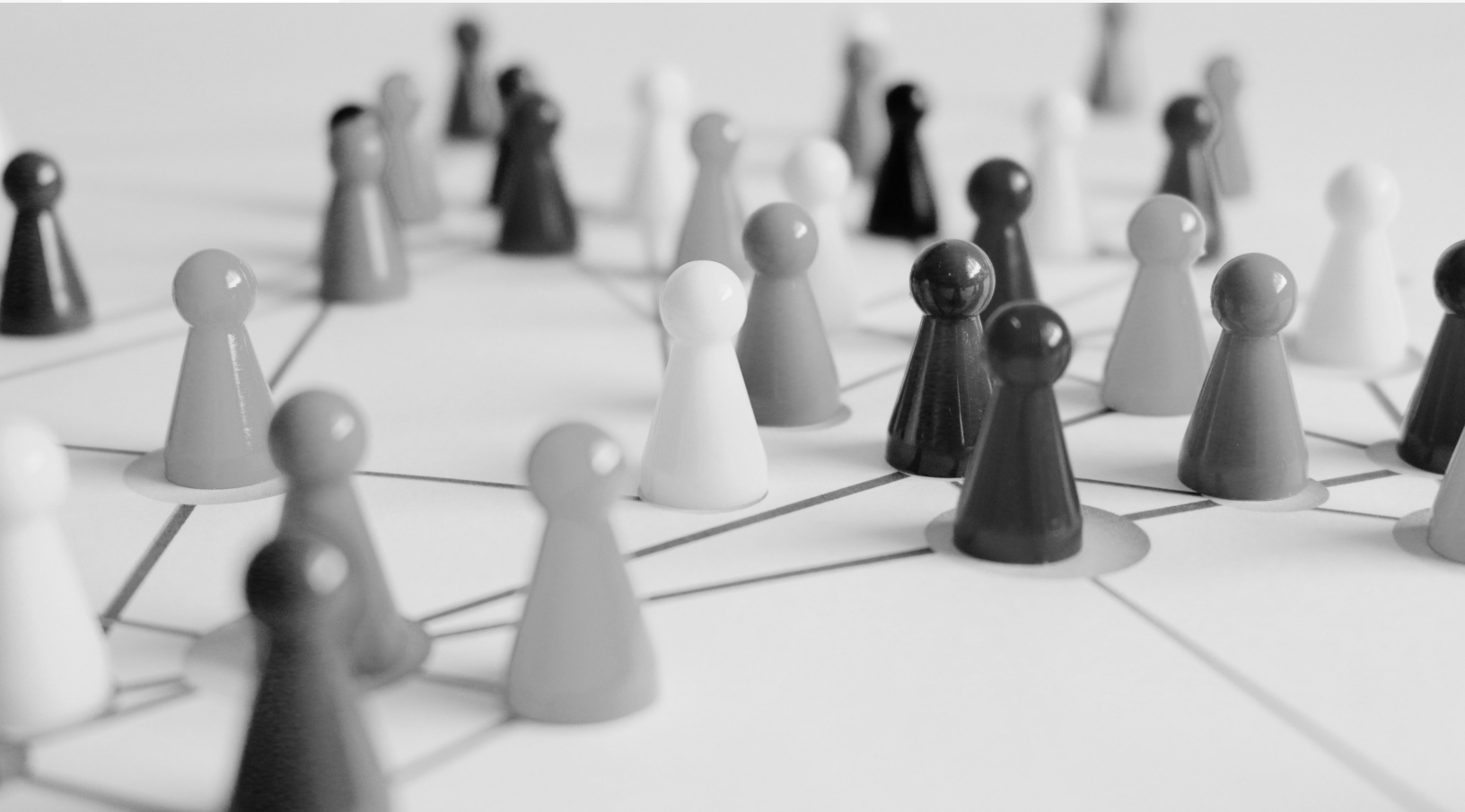


GUIDE TO STARTING:

SUPPORT ROLES



SUPPORT ROLES: BEHIND THE SCENES HEROES

Operating on an RLI yard would be an impossible task if we did not have the lifeline that support roles offer. Laundry, cleaning, catering, first aid, and more; these are all tasks that support roles handle. These tasks might not seem like the "exciting" deployment you desire; but they are the utmost essential roles for a base's operation. Without support roles, RLI would not be able to function in the way that it does.

Although CSX does not traditionally recruit for support roles, it is absolutely an option for you. These roles are a good fit for those who find that working in the field is too physically strenuous (although support roles can actually be quite exhaustive). They are also a good fit for those that are less mechanically inclined, as they do not require a great level of specific knowledge like other roles.

SUPPORT ROLES MAKE A DIFFERENCE

You might make the presumption that support roles only have a minor impact on the operations of an RLI deployment. You'd be dead wrong. Without a great team of support contractors RLI yards would be left without clean laundry, clean trailers, food, water, maintenance, and most importantly a team to look after our health. **These roles are force multipliers, because the effect they have on the mission is so vital that it allows more work to be completed on a yard.** If you want to make that type of impact on the organization as a whole, then a support role might be the one for you.



REQUIREMENTS

WHAT YOU NEED TO GET GOING



NO TRUCK REQUIRED



No truck is required for support roles. The only vehicle requirement is a reliable means of transportation.



PPE



Support roles only require the personal PPE suggested by RLI. This list can be seen on the last pages of this document.

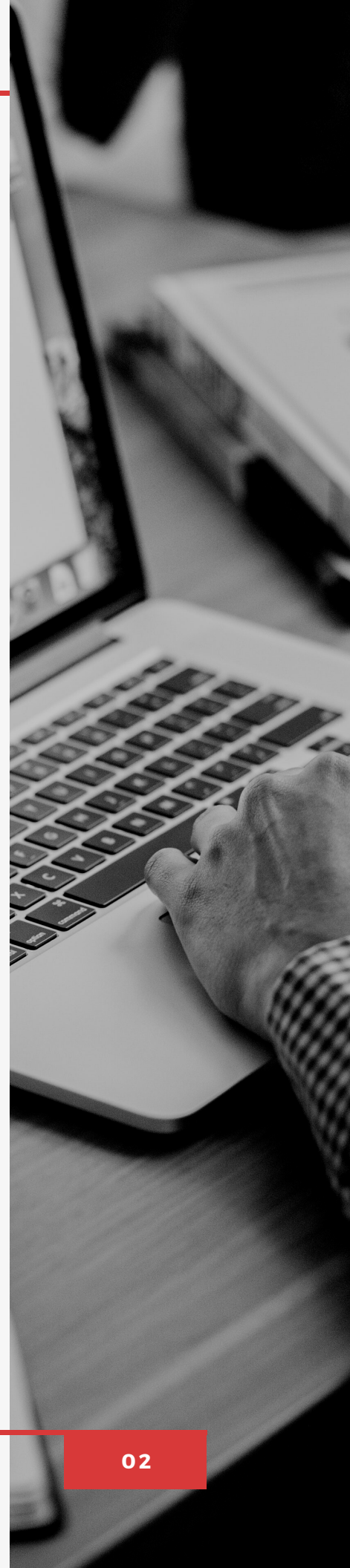


MENTALITY



Support roles require a fresh mindset open to learning. Because of the intricacies of what these roles do, an open mind is needed.

Support roles have the smallest barriers to entry in the RLI network. Not many requirements exist to limit the certification of a support role, no previous experience is often needed, and the chances of working with advanced technical equipment are very low. **If you are a contractor looking for a role that doesn't require much prerequisites, one of these roles may be for you.**



A Breakdown of Support Roles



Housekeeping

Housekeeping does amazing things for RLI and client personnel. In addition to laundry; housekeeping cleans housing and shower trailers. The work that these personnel go through to ensure our clients and fellow contractors stay clean cannot be overlooked. With a clean yard, RLI's public image is protected, and that public image is used to keep or gain new clients.



Admin

The admin role within the RLI network is comprised of Command Portal ninjas. These specialists handle everything from contractor pay and reimbursement, to the sourcing of personnel from all around the country. In order to succeed as an admin, you must have an enjoyment for analyzing financial and administrative paperwork. This role is especially sought after for it's comfortable AC environment.



Catering

Caterers can often times make or break a deployment. Without the proper food and hydration, contractors working long hours would crash. In addition to this, often times yards will be set up in areas incapable of providing food from public restaurants. Having our own catering team ensures that no matter where RLI sets up a base, the personnel there will be given as much food and water as they need.

A Breakdown of Support Roles Part Two



Health/Wellness

While contractors are concentrated on completing the mission, RLI has created a new role on the yard to ensure contractors do not lose sight of what's important; staying safe and healthy. These specialists monitor the yard for signs of hazardous behavior, mitigate health risks, and maintain a general mindfulness for our wellbeing. RLI's health and wellness team recently assisted with Covid-19 relief in New York, bringing back all of it's members free of the disease.

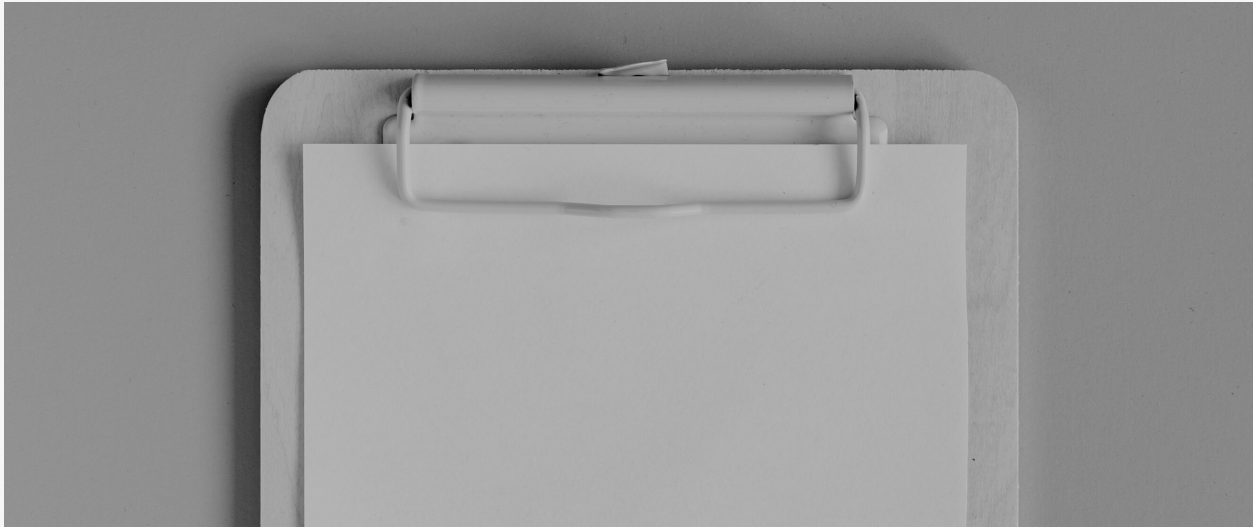


Maintenance

Problems with equipment or base infrastructure can delay an entire yard. Maintenance workers ensure everything on a yard is working properly; fixing the issues they can as they arise. These specialists are the main arbiters of RLI's housing trailers, shower trailers, and any other equipment which a yard requires. They are educated on how to perform maintenance on a variety of equipment.

Other

While working a yard in a support role, you may find that yard directors will ask you to perform tasks outside of your job description. These tasks are not created to punish you. Sometimes the optimal contractor for a job might be busy. Assisting other roles in their responsibilities will ensure the entire yard can perform it's duties effectively, and not be delayed just because a contractor won't help.



JOINING A SUPPORT ROLE

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 specific support role.
TASK 2 LEARN	Jared will point you to the correct RLI command portal videos and documents, and any test if needed.
TASK 3 CERTIFY	After the training, notify Jared that you have completed all requirements for your role. He will gain some additional information, then get you prepared for your first deployment in the new role!
TASK 4 ASSISTANCE	If you require any assistance at all, or have any questions, do not hesitate to call or email Jared. His contact information is listed on the next page.

REFERENCES & CONTACT

STEVE SHUMAKER - DIRECTOR

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

MORE INFO:

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RLI Personal Equipment: <https://bit.ly/3jOLjyH>



Personal Items

Weather conditions during a deployment will vary widely from very cold with heavy snow or ice to very hot with flooding and/or high humidity. In many areas during warm weather insects (especially mosquitoes) will be a problem. Proper clothing must be brought by the contractor including work clothes and boots. Obviously, warm insulated clothing and boots will be needed in cold situations and high waterproof boots will be required in areas of flooding in warm situations. Recovery event operations may last for several weeks. While there will be some laundry facilities available; there will be little time to do laundry in the early stages of the event. It is recommended that a contractor bring enough clothing for at least seven (7) days. Keep in mind that even though a disaster occurred, all OSHA requirements for clothing and personal safety will still be in effect and all of you clothing and personal protective equipment should meet their guidelines.

- **Warm/Wet Weather**

- Work socks
- Underwear
- Light colored t-shirts
- Light colored long sleeve shirts
- Light work pants
- Light hat (for sun protection)
- Work boots
- Rubber boots
- Rain suit
- Work gloves

- **Cold/Snow/Ice Weather**

- Heavy work socks
- Insulated Underwear
- Heavy work gloves
- Flannel shirts
- Warm work jacket
- Warm work pants
- Insulated coveralls or bibs

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