



THE INSIDER

NEWS AND EVENTS FROM THE BUILDERS GROUP



TAKE A LOOK
INSIDE

2

Eureka Recycling

3

Company Retirement
Employee Highlights

THE IMPORTANCE OF INCLUDING SAFETY TRAINING IN YOUR ONBOARDING PROCESSES

Developing and implementing a robust onboarding process at your company is well worth the time and resources it takes. Research from Brandon Hall Group shows that organizations with strong onboarding processes improve productivity by over 70% and new hire retention by 82%. In addition, much evidence demonstrates that comprehensive onboarding processes are essential for every company in every industry, from increased company efficiency and improved safety to higher job retention and setting a foundation for company growth.

Workplace safety orientation is one component that should be a part of all onboarding processes. In the construction industry, this is especially important due to the prevalence of work-related hazards and exposures that workers face daily.

Employers must convey the correct message to new employees regarding safety procedures and expectations. New workers readily absorb information as they begin a new position, so it's the perfect time to set the foundation for workplace safety standards and company culture. Safety training on procedures, equipment, processes, hazard identification, and risk mitigation should be thorough, ongoing, and clear. Preparing for and implementing a proper onboarding process where employees feel welcomed, supported, and part of a team can positively impact the safety and success of new employees and the business.

Here's what a TBG member recently had to say about their onboarding process:

"Safety is at the forefront of our recruiting and onboarding processes. During interviews, we discuss the importance of safety to ensure applicants understand how highly we value a hazard-free work environment. During orientation, we provide extensive education and training, equipping new employees with the knowledge and skills to do their work safely and avoid creating hazards that could place themselves or others at risk."

- Cathy LeVahn, Human Resources Manager

6 Onboarding Tips

1. Allocate sufficient resources to implement onboarding processes effectively and efficiently.
2. Make new employees feel welcomed immediately, introducing them to the rest of the team.
3. Integrate new employees immediately, partnering them with a safety-conscience senior mentor.
4. Set attainable timelines and expectations to complete orientation and onboarding processes.
5. Demonstrate open communication, encouraging staff to ask questions.
6. Incorporate safety training as part of the onboarding and orientation processes.

"There's no better time than now to start improving and/or creating your company's onboarding process. Resources are available online to assist you in this endeavor, and TBG Safety Services can also provide guidance in this area!"

- Lana Steck, TBG Senior Safety Specialist



EUREKA! RECYCLING

Collaborative relationships with our members and valuable training programs by our Safety Service team make TBG as special as it is. With our members' partnership and commitment to safety, we can pursue our mission of increasing safety in the workplace. With that in mind, we are excited to introduce Eureka Recycling, a local nonprofit zero-waste organization, social enterprise recycler, and one of our appreciated members. They are one in only a handful of nonprofit recyclers in the United States and have been providing recycling services and zero-waste education throughout the Twin Cities since 2001.

We had the pleasure of speaking with Kris and Kristin, two of Eureka's leadership team members, and John Grayson, a TBG Safety Service Representative. Kris Foner is Eureka's Vice President of Human Resources, and Kristin Poffenberger is Senior Vice President. The duo shared that they've been partnering with TBG for the last 3-4 years, learning about TBG through a recommendation from their broker at Brown & Brown. In their search for a fitting work comp solution, it mattered that they chose to work with a provider who would give ample time, thorough examination, and genuine attention to each employee and their work comp needs. John, their TBG Safety Service Representative, has exceeded these expectations, supporting safety needs Eureka hadn't considered prior.

Another highlight of working with TBG, according to Kris and Kristin, is that they get to work with people who are actively pursuing the same goals as them, sharing that this is a valuable difference between TBG and other work comp providers. In addition, they've worked closely with the same Safety Service Representative, John, since the beginning, developing trust, connection, and rapport. Along with providing work comp solutions, John has brainstormed suggestions for training opportunities and policy language implementations to help Eureka meet its unique safety goals.

John recommended Eureka focus on job safety analysis, assessing all potential hazards in a formal document. Since shifting its focus to this, Eureka has used collected data to create training documents and implement further safety precautions. In the rare case that an avoidable harmful incident occurs, it's immediately flagged and submitted to the JSA committee, which then assesses it and implements strategies to prevent it from happening again. Between this and receiving support in filtering out inappropriate work comp requests, Eureka has reportedly experienced an increase in safety and a decrease in injuries, offering robust support to employees who truly needed it.

John had great things to say about working with Eureka, sharing that Eureka's openness to trying new safety techniques and thinking outside the box makes the relationship a two-way street. For example, one time, Eureka was excited to be TBG's first member to try wearable sensor technology that analyzes potential changes in safety measures. Their willingness to jump in and try new things has greatly benefited TBG and its constantly growing efforts.

We love showcasing TBG, but we really love showcasing the members who do the work," John shared. With its prioritization of inclusivity, Eureka demonstrates ongoing engagement around safety for all employees.

Support ongoing engagement around safety with all employees with an intentional focus on engagement with Spanish-speaking employees.

For example, Eureka Recycling is developing new ways to engage and include Spanish-speaking employees, ensuring they have access to safety resources, communication, and general support. Eureka Recycling has developed A Workplace Accident and Injury Reduction (AWAIR) goal that is to support ongoing engagement around safety with all employees with an intentional focus on engagement for Spanish-speaking employees. We at TBG are proud and excited to participate in this important work.

If your company is starting its safety journey with TBG, Eureka encourages you to ask questions, communicate clearly, accept feedback, and take OSHA's AWARE policy seriously, implementing big and small goals to remain proactive in your pursuit of safety-focused company culture. They also vouched for the importance of realizing everyone has something to work on, as safety needs constantly evolve with technological advancements.

We are grateful, inspired, and honored to partner with this incredible organization, as they are helping us set a new standard for workplace safety and accessibility. If you want to work with TBG and one of our spectacular Safety Service Representatives, contact us today!

EUREKA!
RECYCLING

COMPANY RETIREMENT: LISA PIKE

Every once in a while, we get the privilege of celebrating a team member's retirement! Though we miss each of our retirees and know that TBG will never be quite the same without them, we are always so excited to see team members step into the next chapters of their lives. Having joined TBG in 2013, our most recent retiree is Lisa Pike, Senior Claims Adjustor. We've enjoyed working alongside Lisa for nearly a decade and want to share some of the insight and joy she has gifted us with.

When we asked about her favorite part of working at TBG, Lisa spoke about all the people she connected with daily, noting that they are what she'll miss the most. Whether meeting with members, attorneys, case managers, or co-workers, everyone was always friendly, and there were always people to share a consultation, conversation, or laugh with.

Lisa constantly learned new things in her position, as no two incidents, injuries, or needs were the same. The complexities of the claims fueled her to spend even her last day at TBG in her manager's office, staying busy with attorney calls and consultations! Valuing intentional learning and believing that nobody knows it all, Lisa asked as many questions as possible, encouraging others at TBG to do the same.

Among the many lessons Lisa learned at TBG is the importance of time management and work efficiency. Initially needing more time than her co-workers to complete a task, she learned to be concise and streamline the process as she gained

experience. She also learned the importance of maintaining healthy boundaries, noting the need to shut off her computer at the end of the day to avoid working during personal time. This work-life balance is essential!

We will always remember that Lisa loves to have fun and isn't afraid to bring energy! She has no regrets from her time at TBG and greatly looks forward to the next chapter. Whether traveling with her husband to new or familiar places or helping her garden flourish with fruits, vegetables, and flowers, Lisa's time will surely be spent chasing joy. She's also been organizing generations' worth of recipes, making two to three new dishes each week as she travels through the decades. In addition, her love for community has led her to read books to students at an elementary school, attend a local book club, and participate in a golf league with her friends.

We could not be more thankful for the time we spent with Lisa and are so excited as she begins this new journey and pursues the adventures ahead. Cheers to a new chapter, and cheers to Lisa!



EMPLOYEE HIGHLIGHTS: SUE MONSON & KRISTY VANG



Sue Monson
Marketing Administrator

Sue Monson, TBG's Marketing Administrator, and Kristy Vang, our Human Resources Generalist, joined TBG in December 2022.

New to the insurance world, the duo brings a unique perspective to TBG and its efforts. Kristy came from a background in the financial and medical sectors, and Sue has experience in the technology, manufacturing, and services industries. Their breadth of experience in different and similar roles gives them invaluable transferable skills that have strengthened our team.

These ladies are ambitious about adding value to TBG's efforts through their new

positions. As the company's first dedicated HR employee, Kristy looks forward to creating more efficient systems and processes through various new projects. As a new marketing team member, Sue is getting acquainted with the many responsibilities of her role and enjoying meeting partners, members, and agents.

With TBG's welcoming team and uplifting culture, Sue and Kristy have both had simple, comfortable, enjoyable adjustments. The duo shared that the celebration

and mixture of different personalities collectively create an inclusive culture at TBG, making collaboration one of its greatest strengths. In addition, a major pull factor for them was the work-from-home initiatives that included all the technology and flexibility they needed to bring their TBG roles home comfortably.

When they aren't keeping the wheels turning at TBG, Kristy and Sue love spending time outside with their families. As an active individual, Kristy spends her time traveling, reading, and being involved with her kids' school and athletics. Sue enjoys health and fitness, faith and volunteer activities, and spending time with her grandchildren.

We want to give our greatest "thank you" to both inspiring individuals. Without their hard work, dedication to growth, and genuine care for our mission and members, we couldn't do what we do best: Provide you with top-of-the-line, comprehensive workers' comp and the best safety training, consultation, and culture-building available.



Kristy Vang
Human Resources Generalist



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Members are jointly and severally liable for their proportionate share of obligations for the group and will be assessed on an individual and proportionate share basis for any deficit created by the group. Dividends are not guaranteed.



MAKING WORKERS' COMP WORK FOR YOU

EDUCATION FOR THE TRADES

When TBG's Education Foundation began, it sought to help address the shortage of people qualified to work in the trade fields. Years later, because of the support of people like you, we are moving full speed ahead on the same track. The TBG Education Foundation is a nonprofit dedicated to informing students of the value and availability of excellent career opportunities in the trades.

Each year, we host the TBG Education Foundation Golf Outing and the Clay Shoot for the Trades to raise funds needed to advance our mission. Through eight years of collaboration with association partners, the funds raised through these events have been filtered back into the hands of those seeking to begin their careers in the construction trades. Through the TBG Education Foundation donations, schools are able to purchase tools that help young people experience the thrill of creating and working with their hands. Additionally, the funds go towards scholarships and internship programs that assist young people in pursuing their vocational dreams.

Funds Raised and Awarded

In 2022 alone, a total of \$28,850 was donated to fund grants, most of which our association partners matched. On top of that, there were \$28,500 donated to fund trade scholarships and tools for schools. Once again, we will be hosting our Annual TBG Education Foundation Golf Outing and our Annual Clay Shoot for the Trades again this summer. These two events allow partners and sponsors to unite and raise the resources and awareness necessary to make the foundation's mission a reality. Now more than ever, the world needs people who build, and we want to help create and support them.



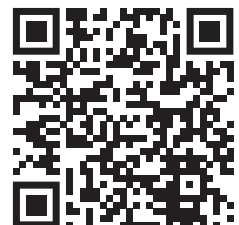
3RD ANNUAL CLAY SHOOT

August 29, 1pm-5:30pm

Game Unlimited Hunting Club 871 County Rd E. Hudson, WI

REGISTER TODAY!

Scan the QR code or go to:
tbgedu.org/event/clay-shoot-for-the-trades-2023



Through the generous support of our sponsors and partners, we drive initiatives to help young people discover the many career opportunities available in the trades. As a result, when you join us at our events, you're helping provide opportunity and build a brighter future for all.

Registration is now open for both the Golf Outing and Clay Shoot. All are welcome to join in the fun!
To register, learn more about scholarships, or donate online, visit tbgedu.org.