

**Barrett Business Services Inc.**

# BBSI Southern Oregon Interchange Q1 Newsletter 2018

## AREA MANAGER CORNER

### *The Intersection of Vision and Strategy*

**Hello, and welcome to 2018 !!**

The New Year promises to bring new perspectives to your business – from strategic planning to new Oregon safety and employment regulations, your BBSI-Southern Oregon team is ready to assist you with the insight, awareness, and vision to keep your business pointed in the right direction. And, like you, we're also in the midst of our strategic growth - below are just a few of the latest developments from your BBSI Team:

**New BBSI Medford Office:** construction of our new Medford location, located on the first floor of the Cardinal Building in Medford, is underway ! Just north on Lear Way from our current location (2045 Cardinal Avenue, next to the OLD Costco building on the corner of Lear Way and Cardinal Ave), we expect to be completely moved in and open for business by March 1<sup>st</sup>. Our new facility will feature an fully integrated Training facility, a much larger state-of-the-art Conference Room, and abundant Team work space with which to service YOU, our valued customers ! Mark your calendars now – we are scheduled for a Medford Chamber ribbon-cutting ceremony and full-day open house on Thursday, April 12<sup>th</sup> !

**Updated BBSI Grants Pass Office:** in concert with our new Medford facility opening, we're updating our Grants Pass office as well with new furniture, a fresh coat of paint, and a small conference room space. Watch for upcoming details on us hosting a Grants Pass/Josephine County Greeters meeting there in early Summer.

**New Team Member:** we're proud to announce the addition of Angela Loy to our Payroll team ! Angie's hiring actually starts our 3<sup>rd</sup> Business Unit, and she brings a wealth of payroll experience to our already BUSY payroll function - providing a welcomed boost to David and Amber. Drop by our Medford office and give Angie a big HELLO !

**2018 Business Owner Symposium:** we've moved our upcoming Symposium to late Spring (was scheduled for February 6<sup>th</sup>) to confirm a very special keynote speaker - watch for upcoming day/time announcements aimed at this exciting development. This year's Symposium will also feature ample networking time and specialized topic break-out sessions – a very worthwhile event for our partner business owners.

**So what is 2018 bringing to your business ?** Let's meet to evaluate how our BBSI-Southern Oregon Team expertise can help you with your strategic business needs and developments.

We THANK YOU for your continued partnership, and look forward to serving your future needs !

Salute !

Joe Rossi  
Southern Oregon Area Manager

## HUMAN RESOURCE CORNER

### *The Intersection of Human Capital and Professional Development*

#### How “Being Nice” To Employees May Place You In Legal Jeopardy

Is honesty really the best policy at the workplace? Some employers believe that “being nice” might help them avoid uncomfortable situations and confrontations. It’s common for some to spare an employee’s feelings for fear of upsetting the employee or being accused of treating them differently from others. However, the failure to address work performance issues during employment or at the termination stage could have legal ramifications if the employee later challenges an employment decision and files a claim against the company. In order to address this problem, you should resolve to practice the act of radical candor.

Many discrimination claims brought by employees in a protected class, such as age, sex, and disability, involve circumstances where the employee’s protected status had nothing to do with their termination.

If you don’t give an employee an honest feedback, but instead provide generic or no feedback, that employee will be shocked if you discipline or terminate them later due to poor work product or failure to perform. Reeling from this disappointment, there is a good chance the ex-employee will visit a lawyer or government agency to start the process of filing a legal claim against you, predictably rationalizing that age, gender, or other protected status must have been the real reason for the termination, given the consistently neutral or positive performance reviews they received. When it comes time to defend the case, you won’t have any “bad” performance documentation to validate your claim that the termination was for legitimate and non-biased reasons. Ultimately your decision to be “nice” instead of honest turned out to be a very bad idea.

The lack of candor can lead to unpleasant conversations (or worse) when an employee must ultimately be terminated due to a performance issue about which they were never counseled.

For example, A fired an employee who had been performing shoddy work for years, but no member of management had ever told him there was an issue. Management liked him; he was a nice guy, but performed horrible work. As you would imagine, he was shocked and felt betrayed when he was fired. “Why didn’t anyone tell me about my work? I thought you liked me.”

The employer should have been honest with him. Not only did it upset him, the company’s work product and efficiency suffered, particularly when the work done by the fired employee had to be “fixed” by another worker.

Instead of trying to spare feelings, you should employ feedback at these critical junctures.

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## HUMAN RESOURCE CORNER

### *The Intersection of Human Capital and Professional Development*

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Here are 5 practical lessons you can put into action:

**Be Critical.** Not everyone does a great job, at least the first time. “Your job as a boss is to set and uphold a quality bar,”

**Be Timely.** Check in with the employee on their performance early and often. You are building a business with high quality work. It’s important to stress quality early in the employee’s tenure with the company. Formal evaluations are meant to reinforce, not substitute for, the feedback you should give to your employees frequently about their work product.

**Be Consistent.** As a supervisor, show no favorites. If you demonstrate to your entire team that you care but that you treat everyone fairly, they will be more likely to respond positively to your mission of promoting excellence in the workplace.

**Be Compassionate.** Effective honesty in the workplace is not just about candor, show compassion to employees as well. If you exhibit both of these qualities during employee reviews, you will develop a stronger workforce and avoid awkward confrontations when poor performance requires the termination of an employee.

**Be Descriptive.** At the time of termination, you should present your employee with a short one-page letter explaining your reasons for letting them go. This letter begins your process of providing clear and consistent reasons for termination at every step along the way (unemployment claims, demand letters, lawsuits, etc.), and should be written in such a way as to serve as Exhibit A in any lawsuit defense you might need to muster.

*Source: Fisher Phillips Newsletter, On the Front Lines (No. 11, November 2017)*

## PAYROLL CORNER

### *The Intersection of Precise Timing and Accuracy*

#### W-2 Season is in Full Swing!

We highly encourage employees to take advantage of electronic W-2 delivery by accessing [www.mytaxform.com](http://www.mytaxform.com), and using employer ID 51637 to download their individual W-2's.

- All employees who sign up prior to January 15<sup>th</sup>, 2018, will opt out of paper delivery.
- Returning employees who signed up for the electronic delivery service for 2016 will not be required to re-register.
- Paper W-2's will be mailed on or prior to January 31, 2018, for those employees who do not elect electronic delivery. Customers may elect to receive bulk W-2 reprints via secure download via a separate process, beginning on or about February 12, 2018.
- Please see your BBSI representatives in Payroll or Staffing for a flier with detailed instructions.

To that end, please encourage your current employees, and those former employees with whom you remain in contact, to please update their mailing addresses with BBSI as soon as possible.

We have been gradually making more electronic self-serve options available to employees and customers via our HRPyramid web portal. Among these features are:

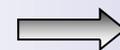
- ⇒ Employee self-service for address changes and pay stub reprints
- ⇒ Enhanced ability for customers to request ad hoc or offline payroll batches
- ⇒ \*\*\*NEW\*\*\* customer ability to input and edit direct deposits

Look for invitations to participate in online webinars to learn more about enhanced electronic self-serve options - tentatively late February/early March 2018

We are also finally in the stage of offering paperless direct deposits for those companies who choose to access their pay stubs electronically. At this time, emailed stubs as a group are not a possibility - however, with 100% participation for individual employee self-serve options, a customer may elect to opt out of paper receipts for employees with direct deposit. This does need to be a unanimous offering for the employee base of a single customer -however, it does not mandate direct deposit for those employees who continue to utilize paper checks. This would only terminate the issuance of paper direct deposit receipts for those employees who are currently paid as such, if the customer opts out of paper stub delivery. Please see your BBSI payroll representative for details.

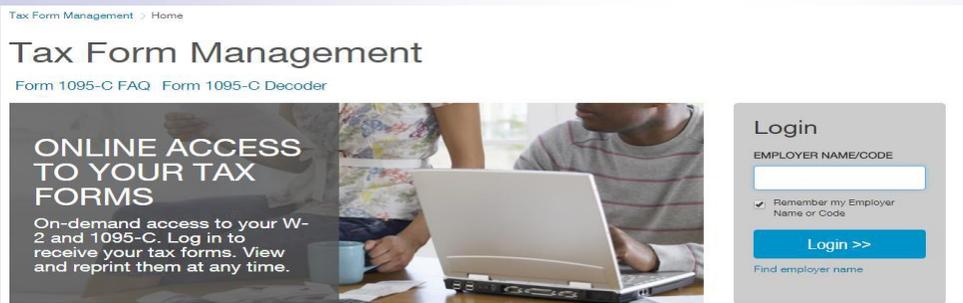
Best wishes to you and yours for a happy and safe start to 2018! We greatly appreciate all you do.

**W-2 Retrieval Instructions on NEXT PAGE**

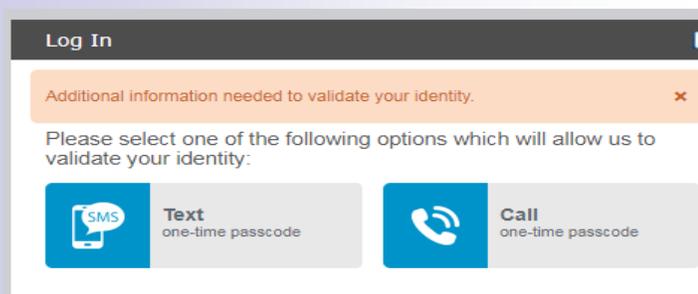


# Access your 2017 W-2 Online (Available After January 25, 2018)

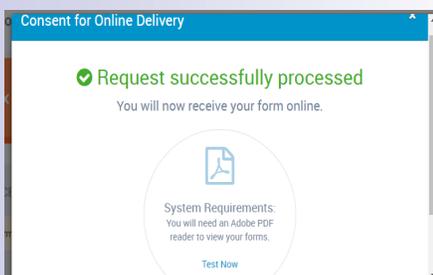
1. Go to [www.mytaxform.com](http://www.mytaxform.com). Enter "51637" in the Employer Name/Code Field



2. Enter your full SSN
3. Your default PIN is the last 4 digits of your SSN and the last 2 digits of your birth year.
4. Press "Continue"
5. Enter your name exactly how it appears on your pay statement. Enter the last 4 digits of your SSN & your date of birth. Press "Continue"
6. Enter your phone number, email address and address if it does not show up on the drop down menu.
7. At this point, you will need to verify your account by selecting to receive a text or a phone call. You must complete this step before you can proceed.



8. Enter the one-time passcode you receive.
9. Enter your default PIN (see step 3 above). Chose a new PIN. **New PIN must be 8 digits.**
10. If you are on your personal computer, you can select "Yes, Remember this device"
11. You will now see a pop-up window, where you can select to receive your tax forms online or to receive it electronically.
12. Check the box to consent to electronically deliver. Press "ACCEPT & CONTINUE"
13. Select the Email address and confirm your address. Press "CONFIRM & SUBMIT"
14. You are done.



15. Always remember to log-out of the website when you are finished.

## RISK & SAFETY CORNER

### *The Intersection of Prevention and Education*

#### Safety Inspections and Safety Committees

When it comes to safety, inspections are your first line of defense against an unsafe workplace.

There are actually three types of workplace inspections:

1. Inspections that Oregon OSHA compliance officers perform
2. Inspections that Oregon OSHA consultants perform and
3. Inspections that you and your employees perform

In the long run, the inspections that you and your employees do are the most important.

- All workplaces – including equipment and work processes – must be inspected as often as necessary to keep the employees safe.
- Quarterly inspections by employees trained in hazard recognition are a good way to get the job done, and are required for most companies with more than 10 employees.

If your business has more than 10 employees you are most likely required by OSHA to have a safety committee.

- If you have a committee they must establish procedures for conducting workplace safety and health inspections.
- People trained in hazard identification must conduct the inspections at least quarterly – and as often as necessary at mobile locations.

If you have 10 or more employees, and do not have a safety committee, please contact a BBSI Risk Consultant, Dan Sweeney or Steve Dobbs, at 541-772-5469 and let us evaluate your situation. If needed, BBSI will assist you in establishing and training an effective safety committee.

## RECRUITMENT AND STAFFING CORNER

*The Intersection of Quality and Efficiency*

### Paperless Onboarding is Here!

- Has your company been set up for Paperless onboarding yet?
- Is your company filling out and retaining new employee I-9 paperwork?

If you are new to paperless onboarding, reach out to the Staffing Business Unit to receive an email template with your company's job code number.

If you are new to signing and retaining your employee's I-9's then reach out to your Human Resources Consultant.

For any questions at all, feel free to contact me at [laurena.gallegos@bbsihq.com](mailto:laurena.gallegos@bbsihq.com)

### Staffing / Recruitment Reminders

- Have we conducted a Staffing Plan for your business? We would love to meet with you and go over your goals for 2018 and beyond.
- We can assist with creating and developing job postings.
- We can assist with posting your job ads utilizing an array of platforms.
- Do you need help with pre-screening candidates? If so, let us know.

If you would like more information on how the BBSI Staffing Unit can help you, please do not hesitate to reach out to us. We are here for you and to help you reach your goals and succeed!!

**Together let's make 2018 a prosperous year!!**

If you ever have questions or need help filling a position,  
please don't hesitate to contact the Staffing Business Unit

Medford—541-772-5469

Grants Pass—541-471-7828

## RECRUITMENT AND STAFFING CORNER

*The Intersection of Quality and Efficiency*

### PAPERLESS ONBOARDING IS HERE.....

Example of email that is sent to the new hire.

Greetings and Welcome to BBSI!

To begin your online application you will need the **6-Digit Job ID: 990005**

(PEO customers please call for your individual job code #)

After you complete your online application please call **541-772-5469** and make an appointment to complete the hiring process.

#### What to bring:

- Identification Documents to complete the I-9 (even if you scan and upload them into the online application.
- A blank voided check if you would like to sign up for direct deposit.
- At that appointment we will conduct a quick urine drug screen

**Address:** 3512 Excel Drive, Suite 107  
Medford, OR 97504

**Link to Receive Paperless Documents:** [PEO New Hire](#)

#### PLEASE NOTE

This process is two parts. Part one is clicking on the link, and submitting your info. When this step is finished you will get a message that your info has been saved.

NEXT is the actual paperwork that you will receive via the email address you have submitted. The email you will receive is from ECHOSIGN and is an entire packet of paperwork that must be completed.

To know that you have completed the packet, there will be no required fields left and you will get a message that "You have successfully signed the agreement".

## BBSI TEAM CORNER

### WELCOME ANGELA LOY—NEWEST TEAM MEMBER OF BBSI

Angie comes to us from Ventura, a small beach town in Southern California, where she worked in accounting and payroll processing. Prior to working in payroll, Angie spent several years as a contributing editor for a motorcycle publication and spending time on the expert-class road racing circuit. These days, her passions lie in less dangerous outlets like crafting handmade jewelry, tennis and Scrabble. She also claims to be an expert in air-guitar, but none of us have seen her perform first-hand. She's loving her new life here in Southern Oregon and especially loves the warm welcome she has received from her colleagues and community.

### YOUR BBSI TEAM

Joe Rossi  
Area Manager  
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Suz Montemayor  
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Barrett Business Services Inc.

# BBSI Southern Oregon Interchange Q1 Newsletter 2018

## Customer Highlight Corner

### Quantum Innovations

After moving to the Rogue Valley to be closer to his wife's family, Norm Kester started a company in his garage. That was 16 years ago. Now, the veteran-owned ophthalmic coatings company has its headquarters in Central Point, Oregon and sells globally. Norm's understanding of coating theory, design and application, combined with his passion for helping people, has created a thriving company. In 2013 Quantum Innovations was named one of the "100 Best Companies to Work for in Oregon" by Oregon Business Magazine. This is in large part due to employees being treated like family, and given the freedom and knowledge to work effectively.

Quantum specializes in coating equipment and lab supplies for ophthalmic clients who produce AR (anti-reflective) and UV (ultraviolet) coatings for eye glasses. These coatings address high energy visible light and the effects of digital eye strain, something everyone can relate to. "Everything we do is made in America and most of it we try to do local, so we design all of our own parts. If we can't do it ourselves, we do our best to have it sourced locally."



**Norm Kester, President of Quantum Innovations** catching some inspiration on the Rogue River just minutes from his office in Central Point, Oregon.  
Photo Credit: David Gibb Photography

Quantum's success is centered around two driving principles. Norm explains the first principle, "**An 'Attitude of Servitude'**" is the idea of putting others first and looking first to serve them. It's not getting hung up on titles or positions. It's asking: is this serving the customer or am I serving the guy/gal next to me? It's doing the right thing because it's the right thing to do."

The second principle, "**Virtuous Cycles,**" is taking the "Attitude of Servitude" and applying it to the business model. Norm takes these principles seriously and puts them into action as a member of regional business groups, where he works to advance local economic opportunities and provide students with skill development. He has represented the manufacturing sector in several regional workforce initiatives, is a leading promoter of the annual Careers in Gear youth success expo, and is the chair of the Rogue Advanced Manufacturing Partnership. He's giving back to the business community of Southern Oregon, knowing that it will come back through fostering the next generation of employees, and building the business community that helps Quantum and other local businesses thrive.

Quantum has been partnering with BBSI for over a year, utilizing all aspects of BBSI services including payroll, human resource consulting, safety management, and staffing management. BBSI helped Quantum create and build a formal HR and Safety Program, which had not previously existed.

#### Quantum Innovations Business Facts:

- \* In business for 15 years in Southern Oregon
- \* Won "100 Best Companies to Work for in Oregon" in 2013
- \* Supports competitor's equipment and manufactures their own line of ophthalmic coating equipment
- \* Is a leader in the ophthalmic industry
- \* Has grown from 2 to 44 employees



### COMPANY PROFILE

BBSI is a leading provider of business management solutions, combining the knowledge base typically associated with the management consulting industry with best practices and tools of the human resources outsourcing model. By aligning our efforts with the mission of business owners, we bring the resources of a large company to small companies. Locally based BBSI business teams partner with each client, taking a systemic view of each client's business. Through discipline and a proactive approach, we help organizations to be more effective through a focus on best practices, process improvement and organizational development.

### 2017 FACT SHEET

<b>Official Name:</b>	Barrett Business Services, Inc.
<b>Preferred Brand Name:</b>	BBSI
<b>Year Founded:</b>	1951
<b>Type of Business:</b>	Publicly traded, NASDAQ Stock Market under symbol "BBSI"
<b>Corporate Headquarters:</b>	Vancouver, WA
<b>2016 Gross Revenues:</b>	\$4.6 billion (\$4,692,887,000)
<b>Client Retention Rate:</b>	+ 90%

### BRANCH INFORMATION

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3512 Excel Drive Suite 107  
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(f) (541)-858-3291

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Grants Pass, Or 97526  
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(f) (541) 471-7841