

Special
points of
interest:

2 n d Q u a r t e r

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- Have you instituted your total ban yet?
- Some seasonal advice that applies to all seasons.
- Do your employees know how to handle a spill?

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issue:

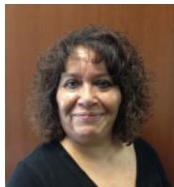
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Introducing the Workers' Compensation Dedicated Claims Team at Sedgwick CMS

Cindy Perkins

We are pleased to introduce our WC Dedicated Team. Upon completion of file transfers from across the country; they have been diligently working to determine adequate reserving, strong action plans and communicating with respective insured contacts. We believe their efforts have already been felt as we have received positive feedback from many. They are all excited and determined to escalate the level of customer service and aggressive claims handling. Please join us in welcoming our new team members.

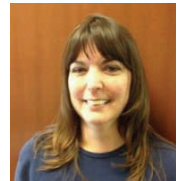
Martha Branson – Supv.



Martha has been in the insurance industry since 1985. Martha is a native Texan and has been married 30 years. She is blessed with 3 boys and 4 grandchildren. Martha enjoys spending time with her family at her lake cabin and attending Texas Ranger baseball games.

Kim Barrett – Examiner

Kim has been handling workers compensation claims since 1993, ranging from medical only to catastrophic losses. Kim has been married for 30 years and has two children ages 28 & 24. Kim is a native Texan who spends time with her family camping and being outdoors. She also enjoys working with stained glass.



Marisa Solomon – Examiner



Marisa has worked in the insurance industry for six years and in customer service 20 years before that. Marisa is a native Texan and has been married for 25 years resulting in two son's ages 10 & 13. She spends her free time watching her youngest son and the Texas Rangers play baseball or reading.

Heather Norris – Examiner

Heather has 11 years of insurance industry experience. Heather is a native Californian and has been married 2 years. She enjoys spending time with her family and reading case law in her spare time.



Sparkle Ensley–MO Examiner



Sparkle has been in the insurance industry for 4 years. She was born in Louisiana but relocated to Texas at age 15. She spends her free time reading, cooking new recipes and spending time with her mom, dad and fiancé.

Florence Elliott – Claims Asst.

Florence has 3 years experience in the insurance industry and 20 years experience in customer and administrative services. Florence was born and raised in Montana but says she escaped to Texas as soon as she could. She has one daughter, six step-children and eleven grandchildren. Florence's passion for sports is mostly for the Dallas Cowboys, but she also supports the Texas Rangers and the Dallas Stars.



A Total Employer Cell Phone Ban?

Linda Midyett

Did you know: In a 2010 survey of Fortune 500 companies that had implemented total cell phone bans, only 7% of respondents said productivity decreased, while 19% thought productivity had actually increased.

Total Employer Cell Phone Ban Defined:

- * Handheld and hands-free devices
- * All employees
- * All company vehicles
- * All company cell phone devices
- * All work-related communications—even in a personal vehicle or on a personal cell phone



The National Safety Council's position on banning the use of cell phones while driving says the best action for employers is to implement a total ban policy that includes handheld and hands-free devices and prohibits all employees from using cell phones while driving. That also happens to be my position. I hope that very soon, you will adopt it as your position in both your personal and professional life.

Some PestSure members with a strong safety culture within their organizations have already taken this stance and been enforcing the policy of zero tolerance for years. Safety initiatives reduce risk and protect employees. Safety best practices are good business. Your safety culture not only protects your employees but also their families and your community. Motor vehicle crashes are the number one cause of work-related deaths and the National Safety Council estimates that at least 24% of crashes in 2010 involved drivers using cell phones. If your fleet drivers are four times more likely to be involved in a crash when using a cell phone why would we ever encourage this behavior? [Think About This](#) and then get busy making sure that every person in your company knows that the use of any cell phone while driving is not allowed. There is no difference between cell phone use while driving and other occupational safety issues. When you permit or encourage cell phone use while driving, you are choosing to expose your drivers to four times the risk of injury. "We certainly don't encourage the use of cell phones while driving!" Really? As a leader in your company, do you talk and or text and drive? Do your company practices (formal or informal) follow the **"if it's the office or the boss calling you better answer!"** rule? Have you told your employees not to use the cell phone while driving? Have you educated your drivers on how to responsibly utilize the cell phone in keeping with your company best practices?



PestSure is now on Facebook and Twitter! Keep up with the latest on PestSure by [liking us](#) on Facebook and [following us](#) on Twitter!"



Check the PestSure website at www.pestsure.com for an extensive library of industry specific safety tips to use in your weekly training sessions.

New Member!



Our newest member is Brandon Pest Control in Jacksonville, FL. We are extremely pleased they have joined the program.

At this stage of the season, our business is operating at full speed, as are many in our industry. It is a high energy time - full of enthusiasm, new clients, and, given that we regularly add employees just before the spring to be able to cover increased production, some newer employees. In our part of the country, May is the start of a 6 month sprint.

In all of this buzz, our annual challenge is to maintain the discipline of regular training, vehicle inspections, safety training and activities, and all those tasks that come easily in the slower seasons. In addition, at the field level, the goal is to maintain concentration in hectic, tiring, and uncomfortably hot times, to ensure that safety steps aren't overlooked and distractions don't keep us from doing what we would normally do in unhurried moments.

Russ Ives is President of Bio-Serv Corporation headquartered in Troy, MI. He is also the President of our PestSure Board of Directors.

Our experience is that workers compensation claims and auto accidents are more likely to occur when everything is happening fast around us. And these are the very times of year when we can least afford to have an employee or vehicle out of service. And while general liability claims don't occur frequently, it is not surprising that they also seem to occur in the summer, when the pace is rapid and our team members are often encountering less routine pest situations.

How can we minimize risk in these times of welcome business opportunity? One trick is to maintain training discipline. Schedule training meetings for the year in advance, before the busy season starts. If they are not already on the calendar, they are more likely to get pushed aside or deferred to a later date (if ever). And when the schedule is set, stick to it and plan everything else around it. This helps to ensure that team members are getting the necessary safety and technical reminders for constant improvement, taking a moment to rest and refresh while learning something new, and perhaps sharing perspectives in the busy season that are helpful to you as manager. Ironically, when we allow ourselves to be captive to seemingly urgent service demands, we may actually reduce our capacity to address them effectively and safely.

Along with honoring training schedules, ensure that equipment maintenance schedules are honored as well. A planned vehicle maintenance appointment costs much less in time and money than a vehicle breakdown on a busy day, or, worse yet, a vehicle failure that leads to an accident, jeopardizing life and property. Safety is improved through good planning and commitment to it.

Finally, seasonal demands often put us together on work sites for larger jobs. What a great opportunity to observe our team members' safety adherence in action! A service technician on a route is rarely visible, and harder to monitor for safety adherence. But on a team job, we can see how attentive he or she is to those details, and correct any unwelcome practices. If we inspect what we expect, it is more likely to be done, even when we are not looking!

You've undoubtedly got additional great ideas to support and reinforce safe practices. These are just a few of mine. But the key is to put them to work, intentionally and consistently. Have a safe summer!

LOSS CONTROL

Spill Control Training with Loyal Pest!!

The team at Loyal Pest Control does a fantastic job with safety. They thought it was time to refresh their spill control practices. We spilled some liquid (milk) and some granular (cornmeal) and then we cleaned it up. Congratulations to Loyal for taking the initiative and spending time on this worthwhile exercise.





Contact Us

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Successful pest control operators trust PestSure as their risk advisor, claims advocate, and loss prevention resource. PestSure is member-owned and designed to address the specific coverage needs of pest control operators like you.

A one-stop resource for all your insurance and risk management needs, our goal is to show you how to control your cost of insurance and protect your company's balance sheet. So relax, we have you covered.



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Reducing Risk. Raising Expectations.™

Save the Dates

PestSure Safety and Loss Prevention Meeting 2012

Salt Lake City September 11 and 12

If you miss this meeting, you miss one of the very best benefits of being a PestSure Member. Be our guest for two full days of safety and loss prevention learning and sharing. Send up to two people from your company and we cover the hotel for 3 nights and the food for the event. No charge for the meeting. Watch your email for your invitation arriving early June.

Some of the Topics slated for this year include:

- Surviving an OSHA Inspection
- Recordkeeping - Accurate OSHA Logs = Qualified Contractor
- Background Screening - New Rules on using the information you obtain
- Hazard Communication Standard - In order to ensure chemical safety in the workplace, information about the identities and hazards of the chemicals must be available and understandable to workers.



PestSure enjoyed a team outing to the Texas Rangers game in May.