The annual fall business meeting is now history. We again had near record attendance for a fall business meeting. The following is a recap of those in attendance:

- Members: 124
- Speakers & Guests: 6
- Total Attending: 130

We began the meeting with a second installment from Rob Beeler with Benefit Source Inc., in Des Moines, Iowa. Rob provided a most informative and educational update on the state of healthcare reform. Rob shared with the members his “take” on how our healthcare system has changed in one year since his last presentation and what we can expect in 2013 as we brace for 2014 when the Health Benefit Exchanges and employer mandates are to take affect. His presentation is too extensive to cover in this newsletter, but it is worth your time to review his presentation. Rob has provided the MICA office with a copy of his slide presentation. He asked that we share his presentation with our members. If you are interested in getting a copy of his slide presentation, please contact the MICA office, and we will e-mail you a copy.

We followed Rob’s presentation with a presentation by our legal counsel, Gary Auman on “Electronic Contracting in the Internet Age – Part One”. Gary reviewed the basics of contracts and contract law with the members as a basis for their understanding of how contract law will affect them as they use electronic media as part of their business lives. Gary discussed this aspect in his follow-up presentation on Thursday morning when he completed his presentation with “Electronic Contracting in the Internet Age – Part Two”. Gary’s slide presentation is also available from the MICA office.

The Wednesday afternoon session concluded with three concurrent forums dealing with member issues. There was a union contractor forum, an open shop contractor forum, and an associate member forum, all running simultaneously. Each of the three sessions was well attended. There were some lively discussions in each of the forums. This format has been used in the past and again proved to be quite effective.

The Wednesday evening welcome reception included our sixth annual Table Top Displays of associate members’ products and material literature. This year our table top displays featured our member firms classified as distributors, fabricators or manufacturers reps. Sixteen of our associate member firms participated in the table top display session. The 90 minute session was very well attended by the members and barely gave the attendees enough time to visit all of the displays. The comments were again very positive from both the displayers and the attendees. We anticipate continuing this format next year.

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After the second half of Gary Auman’s presentation Thursday morning, we heard from Mr. Donavan Emery, CEO of Cearna. Don shared his insights on how he has helped companies develop effective business practices. His talk focused on cost and revenue improvement strategies that can help a business generate significant improvements to their balance sheet and P&L. He provided the members with two case studies that demonstrated how

(Continued on page 4)
TO: THE MICA MEMBERSHIP

HELLO MICA FAMILY,

Well, here we are in October already…and I just have to shake my head and wonder where has this year gone? I wonder about that as I am preparing for the MICA Fall business meeting in Omaha and gathering my thoughts for writing this month’s newsletter.

I really get kind of excited when I review the MICA Fall meeting agenda and realize what a GREAT program the MICA Board of Directors has put together for our members. Thank you ALL (members and Board members) again for your effort and dedication to this organization. I am proud to be your MICA President and honored of having the pleasure of being surrounded by some of the best people in our industry during these meetings.

I would like to talk about “Return on Investment” (ROI) in this month’s newsletter. We have so many areas in our industry that can have a return on investment: the ROI for each of us when doing our financial planning in our personal or company 401K and retirement plans, or how about return on investment for the insulation being installed on the steam lines or heating lines in the bid for your customers, or how about the ROI on the new employee that you want to hire or have hired? We all want a return on investment for a lot of the things we make decisions on every day, whether it is for that home project or for the many projects we deal with every day in our busy work schedules.

I would like to ask that we look at the ROI for employees whether a “Newbie” (That’s the new hires we talked about in several of the last months newsletters) or the Dino’s, the dinosaurs like me, that have been around since dirt was made. We all have to show a return on the investment (at least all of us that do not work for the federal government). How can we do this return on investment better?

One way is to continue to educate and continue to grow. If we continue to educate ourselves, we have the opportunity to get smarter and get more efficient. By doing both, we have a lot better chance to continue to grow and generate more business and/or a more profitable business. And gosh, what would happen if you did both?????

The mechanical insulation industry has been very good to a lot of us that are in MICA today and if you agree with this, why not continue to educate yourself, a Dino and or a new person in your company. Send them to the MICA meetings, both spring and fall. Get them on the list to read the MICA Messenger or the NIA Insulation Outlook. Go get on the MICA website and go thru the MICA plates, or order the New 7th edition MICA Manual and review this with the Newbie’s or even review it yourself. All of this, in my opinion, is considered an upgrade education in our industry.

Being involved in MICA is a chance to give back to the industry that has provided a pretty decent life style for a lot of us. I can honestly say that my being involved in MICA (and more so by getting involved in the committees and on the Board of Directors of MICA) was a “Great” education for me. And the ROI for me being involved in MICA was a sustained profitability.

So I wish to ask and challenge you business owners or managers reading this newsletter that are hesitant to enroll a Newbie or Dino at the next MICA meeting. Stop and look at the “return on investment” that will happen because of them reaping the benefits gained at these MICA business sessions and discussing industry issues with the other contractors or associates.

Give it a try and let me know your thoughts. Thanks for reading.

Regards,

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companies can improve their operations if they are willing to invest the time and energy necessary to analyze their own operations, identify where improvements can be made, and then make the necessary decisions to implement the strategies. Don has made his slide presentation available to the MICA membership. Call the MICA office if you are interested in getting a copy of Don’s presentation.

Our final speaker on Thursday was Mr. Jon McCleary. Jon is Manager of Strategic Development for Performance Contracting Group - Kansas City Headquarters. His responsibilities include leading the Learning and Development function, Leadership Development and Succession Planning Strategy for PCG. Jon talked of his experiences and methods that he uses to professionally and effectively deliver a project proposal from its inception, to issuance, and all the way through field execution. He demonstrated how to sequence work for actual vs. planned releases, material delivery preplanning vs. actual needs, and manpower usage planned to actual. His presentation was most educational and informative. If you would like to have a copy of Jon’s presentation, just call the MICA office. We will get a copy to you.

We finished the meeting with committee reports and a report on MICA operations by MICA’s Executive Secretary, Tom Shimerda. It was evident by the attendance and participation of our members at the fall business meeting that there truly is benefit from belonging to and participating in MICA. We had several prospective members and many company representatives that were attending their first MICA meeting, and they came away with an appreciation for association membership.

The Board has scheduled its winter meetings for January 24 — 27, 2013, in Naples, Florida. Several of the standing committees will meet on January 25, 2013, in conjunction with the Board meeting. If you are interested in attending any of the committee meetings, please contact the MICA office for complete details.

The 56th annual spring convention was also discussed during the fall meeting. We are looking forward to an exciting and “fun” convention. President Rich Huseman is excited about next year’s meeting in Naples, Florida. The convention is scheduled for June 17 — 20, 2013, at the Waldorf Astoria Naples. We are confident that you will find the setting quite luxurious. Be sure to mark your 2013 calendar to include attendance at the 56th annual spring convention of MICA!
UNIT CORPORATION SUED BY EEOC FOR REFUSING TO HIRE WOMEN

Drilling Rigs Rejected Female Workers Because of Their Sex, Federal Agency Charges

PHOENIX - Unit Corporation and its wholly owned subsidiary, Unit Drilling Company, violated federal law when they refused to hire women to work for the company's drilling operations, the U.S. Equal Employment Opportunity Commission (EEOC) charged in a lawsuit it filed in Salt Lake City on Friday. One of the largest onshore drilling companies in the United States, Unit maintains its headquarters in Tulsa, Okla., and, according to its website, operates 127 drilling rigs in approximately 13 Western and Midwestern states.

According to the EEOC's suit, Unit has over 2,000 employees and has not hired women to work at their drilling operations since at least 2008. One hiring official told a female job applicant that he would "never hire a girl" because male employees would pay attention to a woman on the job to the detriment of their work, the EEOC said. Another hiring official told a female job applicant that the company couldn't hire her because they "couldn't have the guys looking at" her instead of working. Company officials also told a female applicant that they could not hire her because Unit did not have housing facilities for women in its company-provided housing known as a "mancamp," even though male employees were not required to live at the "mancamp." The suit alleges that Unit continued hiring men for open positions even after rejecting the female applicants.

Sex discrimination in hiring violates Title VII of the Civil Rights Act of 1964. The EEOC filed its lawsuit in U.S. District Court for the District of Utah, Central Division (Case No. 2:12-cv-00917-DBP), after first attempting to reach a voluntary settlement. The agency seeks lost wages for at least five women who sought employment with Unit, as well as compensatory and punitive damages, and injunctive relief.

"It is both unlawful and illogical for any employer -even those in traditionally male-dominated industries - to reject qualified job applicants just because they are women," said Mary O'Neill, regional attorney for the EEOC's Phoenix District. "Women are productive workers in every part of our economy, and they must be given an equal opportunity to compete for jobs, whether in an office or on a drilling rig."

Rayford O. Irvin, district director for the Phoenix District added, "Employers who base hiring decisions on sexist stereotypes instead of objective assessments of candidates' qualifications are violating the law. Women and men successfully work side by side in virtually every imaginable field, and it is a disservice to all hard-working Americans to think that women aren't capable or that men can't control themselves."

The EEOC's Phoenix District has jurisdiction over Arizona, Colorado, Utah, Wyoming, and most of New Mexico. The EEOC enforces federal laws prohibiting employment discrimination. Further information about the EEOC is available on its web site at www.eeoc.gov.

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WASHINGTON – The U.S. Department of Labor’s Occupational Safety and Health Administration is launching an alternative dispute resolution pilot program for complaints filed with OSHA’s Whistleblower Protection Program. ADR can assist complainants and employers in resolving their disputes in a cooperative and voluntary manner.

The program will be implemented in two OSHA regions and offer two voluntary methods of ADR: early resolution and mediation. When a whistleblower complaint is filed with OSHA in one of the pilot regions, the parties will be notified of their ADR options and may work through an OSHA regional ADR coordinator to use these methods.

“OSHA is committed to fair, effective and timely enforcement of the whistleblower laws delegated to us by Congress,” said Assistant Secretary of Labor for Occupational Safety and Health Dr. David Michaels. “Alternative dispute resolution can provide immediate relief and finality to both parties.”

The two OSHA regions that will participate in the pilot are headquartered in Chicago and San Francisco. The Chicago Regional Office is responsible for whistleblower investigations filed with federal OSHA in Illinois, Indiana, Michigan, Minnesota, Wisconsin and Ohio. The San Francisco Regional Office is responsible for whistleblower investigations filed with federal OSHA in Arizona, California, Hawaii and Nevada, as well as various Pacific Islands including the commonwealth of the Northern Mariana Islands, Guam and American Samoa.

OSHA administers the whistleblower provisions of 22 statutes. All of these laws cover millions of public and private sector employees in health care, food, finance, air travel, pipeline, transit, rail and other industries. OSHA receives approximately 2,500 whistleblower complaints annually. Information on the pilot program can be viewed at http://s.dol.gov/WV. Additional information on OSHA’s whistleblower program is available at http://www.whistleblowers.gov.

MICA’S WILLIAM R. HEASTON MEMORIAL SCHOLARSHIP

At the Fall meeting, the scholarship was awarded to Ms. Erin Taylor, an accounting major at Creighton University.
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FUTURE MICA MEETING DATES


56th Annual Spring Convention — June, 17 — 20, 2013, Waldorf Astoria Naples, Naples, Florida. [Please note that the convention will begin on the Monday after Father’s Day. This slight change in the schedule is the direct result of member feedback to the Board].

Fall 2013 Annual Fall Business Meeting — October 16 & 17, 2013, Embassy Suites Downtown, Omaha, NE.

MICA MEMBER ADDRESS/INFO. UPDATES

Be sure to inform the MICA office of any changes or corrections to your listing for either the MICA Directory, e-mail correspondence or mailing address. Even if you update your company listing on the MICA website, please inform the MICA office of the changes. We try to be as current as possible with your help. For those not in attendance at the fall meeting, we will be sending out an up-to-date MICA Directory.
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What We Do
WASHINGTON – The U.S. Department of Labor challenges developers, students and anyone else with a little tech savvy and creativity to enter the Workplace Safety and Health Challenge. The goal is to design a tool that demonstrates the importance of recognizing and preventing hazards by helping young people understand their rights in the workplace.

Submissions may be designed for Internet browsers, smartphones, feature phones and social media platforms, or as native Windows or Macintosh applications. The deadline is Nov. 30.

“New technologies have the promise of making our safety and health resources even more accessible for workers and employers,” said Dr. David Michaels, assistant secretary of labor for occupational safety and health. “Successful proposals could take many different forms, such as interactive and informative games, a smartphone app, social or professional networks, or data visualization.”

Each submission should meet both of the following objectives:

- **Demonstrate the importance of knowing about workplace safety and health hazards:** Components should be included that inform young workers about hazards in the workplace and the serious consequences of workplace injuries. Information on safety and health from the department’s Occupational Safety and Health Administration, the department’s Bureau of Labor Statistics, the National Institute for Occupational Safety and Health, state workers’ compensation programs and/or other government sources must be incorporated. Additional suggested features include those that bring awareness to best management practices, such as engineering controls and personal protection equipment.

- **Help workers understand their rights in the workplace:** Components should be included that help young workers understand their rights in the workplace and their employers’ responsibility to ensure their health and safety on the job. The content and type of application must be age-appropriate, and should also feature mechanisms for users to interact or share with each other.

A panel of judges that includes Secretary of Labor Hilda L. Solis, Secretary of Education Arne Duncan and the co-hosts of the popular Discovery Channel show “Myth Busters,” Adam Savage and Jamie Hyneman, will select winners for the “Safety in the Workplace Innovator Award” that comes with a $15,000 prize, and the “Safety and Health Data Award” and the “Workers’ Rights Award,” each of which includes a $6,000 prize. There is also a “People’s Choice Award” that has a $3,000 prize for the developer of the app that receives the most public votes on the challenge website. For more information, including instructions on how to submit an entry, visit http://workersafetyhealth.challenge.gov and Michaels’ blog at http://social.dol.gov/blog/safety-innovation-at-our-fingertips.
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FMI SEMINAR HELD IN CONJUNCTION WITH MICA FALL 2012 BUSINESS MEETING DEEMED A HUGE SUCCESS

In past years, we have combined an educational seminar with the fall business meeting. This combination of business meeting and seminar was designed to keep your travel costs to a minimum, yet allow you to participate in both educational activities. This year, the Board decided to sponsor a day-long educational seminar conducted by FMI, the largest provider of management consulting, investment banking and research to the engineering and construction industry. The Board sponsored this seminar as one of the many benefits that come with your membership in MICA. This day-long seminar was held on Tuesday, October 16, 2012, from 9:00 a.m. until 4:30 p.m. at our fall business meeting hotel, the Embassy Suites Downtown, in Omaha. Sixty-five members took advantage of this seminar.

Founded by Dr. Emol A. Fails in 1953, FMI has professionals in offices across the U.S. FMI delivers innovative, customized solutions to contractors; construction materials producers; manufacturers and suppliers of building materials and equipment; owners and developers; engineers and architects; utilities; and construction industry trade associations.

Cynthia C. Paul, Managing Director with FMI, Denver, conducted our seminar. Cynthia is FMI’s practice leader for business development. She covered three main topics during the seminar; Customer Needs and Benefits, Negotiation and Conflict Resolution, and The Nine Commandments of Superior Client Services.

As part of the customer needs and wants, Cynthia discussed customer expectations and how they relate to a business’ operations. She showed the attendees how to find their company’s competitive “sweet spot” as compared to their competitors. She discussed various approaches to marketing, sales, and customer service.

Tyler Pare, FMI consultant, presented the nine commandments of superior customer service to the attendees. Tyler discussed the importance of winning the war, not the battle and the importance of long-term solutions. Some of the more notable commandments included “the customer may not always be right, but he is always the customer”, “delivery bad news early”, and “treat others with respect”.

Cynthia ended the seminar with a presentation on negotiating and conflict resolution. She explained the importance of understanding conflict and that anger and frustration are a normal part of conflict. Cynthia stressed the importance of being organized as you enter negotiations and that bargaining is the heart of the negotiating process. She explained the win-lose grid of the negotiating process.

Those in attendance commented positively on the seminar. They felt that it was a day well spent. If you did not submit your program evaluation, please send it to the MICA office for speaker feedback.
BENDING, TWISTING & REACHING

The following article is provided by Ray Pastorius, Senior Loss Control Consultant with Holmes, Murphy in Omaha, Nebraska.

Injuries from manual material handling, especially strains and sprains of the back, arms and shoulders, are the most frequent cause of industrial insurance claims. Overall, material handling accounts for one-third of all workplace accidents. In many types of operations this is the source of more than 75% of injuries. The major cause of these injuries is unnecessary or excessive body motions while bending, twisting and reaching. In many cases, these strains and sprains can be easily prevented. The following are a few techniques for you to consider.

Bending:

Many work tasks in industry involve unnecessary bending, which results from the improper design of the work station, a poor job layout, or inadequate or unavailable material handling equipment. The work station or area should be designed so the work is performed in the mid-range of the body, i.e., from waist to shoulder height within a 16” semicircle in front of the body. Often this can be accomplished simply by placing a table under the material being worked on, raising the work level so it can be performed in an upright position. Stacking pallets beneath materials can also raise the work level to the mid-range. The use of a load leveling devices such as a lift table, work dispenser or other similar mechanical aid will also accomplish this goal. If the work level cannot be changed, sometimes lowering the worker, such as in the grease pit of a garage, will accomplish the goal of bringing the task into the mid-range of the body.

Twisting and Reaching:

Elimination of unnecessary twisting or reaching can also be accomplished by finding ways to keep the work or materials in the mid-range. For example, while changing a light bulb or working above floor level, place the ladder so that the task will be performed in front of the body instead of twisting to the side. This demonstrates how easy it can be to minimize or eliminate many twisting or reaching tasks.

Providing adequate work space so the whole body can turn, instead of just the upper torso, is another good technique. For example, if a pallet of material must be placed behind the worker, provide enough room so that the worker must take one or two steps when moving material. When the pallet of material is placed close to and directly behind the work station, the tendency is to twist around to pick up the material. Turning the whole body is safest for the back.

Problem Solve For Creative Solutions:

Make a list of tasks you or co-workers perform outside of the mid-range of the body and then list simple solutions that will eliminate the unnecessary bending and reaching. The most creative and practical ideas will probably come from the employees who handle the materials—so everyone should get involved with identifying both the problems and the solutions.

Contact Ray Pastorius your Holmes Murphy Loss Control Consultant for assistance & guidance. Direct: 402-697-4706 rpastoriusr@holmesmurphy.com.

2012 NATIONAL INSULATION ASSOCIATION COMMITTEE DAYS MEETING TO BE HELD IN RESTON, VIRGINIA

The National Insulation Association (NIA) is pleased to announce the 2012 NIA Committee Days meeting will be held November 6-7, 2012 at the Hyatt Regency Reston in Reston, Virginia. NIA holds this members-only event each fall for association committees to report on business, action items, and current NIA activities. This event attracts approximately 100 members each year, of which about 55 percent are contractor/distributor/fabricator/laminator members and 45 percent are associate members (manufacturer attendees). With 13 committees holding meetings, attendees will learn about industry trends, receive updates on programs covering the latest business topics, and gain a better understanding of NIA’s industry education and legislative initiatives.

Along with committee meetings where attendees can share industry knowledge, the Committee Days meeting offers opportunities for networking among attendees at the luncheon presentation and a networking reception.

This year’s luncheon presentation will be given by Matt Keelen, founder and president of the governmental affairs firm, The Keelen Group. With 20 years of experience as a Washington DC insider, Mr. Keelen also serves as a special political correspondent to Fox News, and his commentary has been published in The Washington Post, The New York Times, and The Wall Street Journal. Mr. Keelen will share his thoughts on the pivotal presidential election taking place the same day and give insight into NIA’s efforts to strengthen mechanical insulation initiatives on Capitol Hill in the upcoming congressional session.

Committee Days information and online registration is available now. Please visit www.insulation.org/committeedays/12/ for details.

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