

OConnor Painting LLC  
4636 N High Prairie Pl, Star, ID 83669  
(208)880-3387  
Dons1970gto@gmail.com

**To: BBSI Leadership Team**

To whom it may concern,

I would like to reflect on my experience with BBSI this past year. The staff in Meridian has been a great asset to our overall business operation—from payroll services to HR issues. The staff also helped me become more focused as a business owner through round table meetings and the deep dive we participated in last year.

There were many things that arose during the process. Not all were pats on the back. But sometimes the painful stuff is the most beneficial. The discussion on ABC team members was an eye opener. Over the past year, we have been able to remove the C players from our staff who were dragging down the A & B players. I can say now, looking in the rearview mirror, that we have had less employee complaints and zero client call backs. This was also reflected in employee job satisfaction and satisfied clients who referred us to future clients. As difficult as it is to admit, I think without the 'deep dive' into the meat of our business, we would not be in the same place today.

Jason has been a great business coach to our company. BBSI continues to assist us in ways I was unaware that a payroll company could perform. I've used staff leasing companies for well over 25 years and BBSI has been the best experience by a long shot. Because of this, I enjoy sharing my positive experiences with BBSI with other small business owners and encouraging them to try BBSI in their own business models.

Thanks again for all your company and staff have done for our small business.

Sincerely,

Don O'Connor