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inGOODcompany

The Official Magazine of LCIA.



THE MEMBER SERVICES ARM OF LCI WORKERS' COMP

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Association News:

New Year, New Programs: We have been talking about LCIA's new programs for some time now, and we are excited for LCI policyholders to start taking advantage of them. This issue of *In Good Company* serves as the official launch of our new lineup. For an in-depth look at each of LCIA's new programs, turn to page 3.

Tune In: LCIA invites you to Tune In to our weekly webinar series every Tuesday at 2:00. For about 20 minutes each week, we discuss business events happening around the state, show you stories and companies we've been following via social media, and introduce you to a Louisiana business resource. You can call in to hear the latest or pull up the presentation on your computer, phone or tablet, but if you can't make it for the live session, you can always access recordings of past Tune Ins in the LCI/LCIA Member Portal at members.lciwc.com.

New Office: LCIA has moved. While LCI Workers' Comp's headquarters remain in Mandeville, as of November 2015, LCIA is located at Canal Place in New Orleans.

Account Manager: Sarah Guarisco, LCI's first Account Manager, joined us in the fall of 2015. She works closely with LCI policyholders to keep you in the loop about your workers' comp policy, as well as LCIA happenings. Sarah can be reached at sarah@lciwc.com.

Successful Stormwater Management Workshop: On December 10th, LCIA hosted "Stormwater Management: A Guide for Contractors." The workshop introduced contractors to techniques and materials used for stormwater management. A prime example of an Industry Insights workshop, LCIA created the workshop specifically for our Construction, Utilities, and Property Services group, so they could learn about a growing topic in their sector.



Photo taken by: FIVE 65 Design / Scott McCrossen

LCIA Events:

JANUARY

**INDUSTRY INSIGHTS:
THE STATE OF THE AGRICULTURE INDUSTRY
IN LOUISIANA**

WHEN: JANUARY 28
10:00 AM - 10:30 AM

**WHERE: ONLINE THROUGH GOTOWEBINAR.
LOG IN INFORMATION PROVIDED
AT REGISTRATION.**

FEBRUARY

**LOCALLY VESTED:
CAPITAL REGION/BATON ROUGE**

WHEN: FEBRUARY 17
11:00 AM - 1:00 PM

WHERE: LOD COOK, ABELL BOARD ROOM

Lunch will be served.

**INDUSTRY INSIGHTS:
NEW TRENDS IN THE HOSPITALITY INDUSTRY**

WHERE: NEW ORLEANS

Lunch will be served.

MARCH

**INDUSTRY INSIGHTS:
WHERE TO FIND HIRES FOR THE
TRANSPORTATION INDUSTRY AND CSA
UPDATES**

WHEN: MARCH 10
11:00 AM - 1:00 PM

WHERE: NEW ORLEANS

Lunch will be served.

TUNE IN



Tune in is LCIA's new weekly webinar series.

Every Tuesday at 2:00, we invite you to tune in and get LCI Workers' Comp and LCIA updates, see what's happening across Louisiana, and be introduced to a valuable business resource.

Learn more about Tune In on page six of this issue, and find out who is tuning in with us at lciassociation.com/tunein

For more information and to register for these events, go to lciassociation.eventbrite.com or email Christina Buras at christina@lciassociation.com.

On the Issues:

LCIA's New Programs

Same mission, new programs. While LCI Workers' Comp protects your

business, LCIA wants to see it thrive. LCIA's mission has always been to connect our LCI policyholders with resources, to start conversations, and to arm you with the tools to succeed in today's business climate; our new programs seek to further that mission.

Over the past year, we evaluated our programs and decided we needed:

- 1: More industry-specific workshops
- 2: A focus on the unique needs of our Louisiana communities
- 3: Resources that you can access on your time

Using those elements, we created the following programs. With these new programs, we can bring more to you, our LCI policyholders.

LCIA designed our new programs with all Louisiana businesses in mind. With LCI policyholders spanning the many industries and locales of Louisiana, our programs are designed to benefit all of you.



:: In the coming pages, you can learn about LCIA's five program offerings. You can also learn more at lciassociation.com/programs

Locally Vested

Your company is vested in your community, and LCIA wants to help you grow your investment.

Locally Vested is a moderated live forum that LCIA hosts in different cities to discuss the unique issues affecting each Louisiana community. When we come to you, you can join a discussion about what's happening in your community and how those activities may affect your businesses.



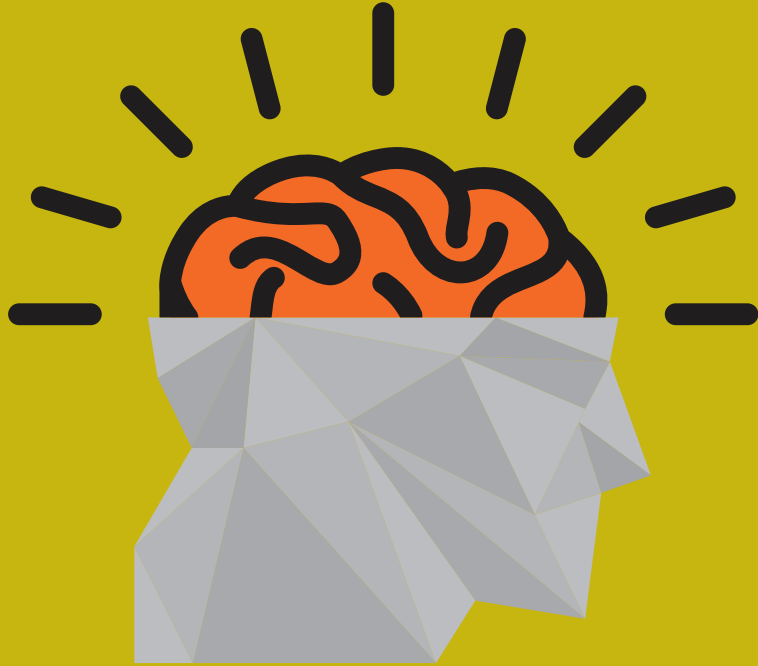
LOCALLY VESTED

Industry Insights

No matter your industry, you're in business with LCIA.

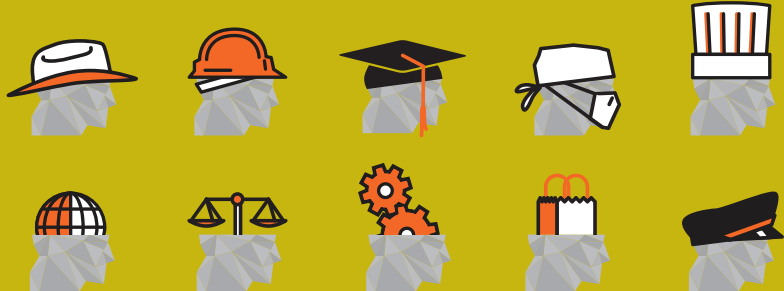
A construction company has different business needs than a bakery, and a day care probably operates differently than a trucking company. For this reason, we have created a program that will provide the right training and resources for your particular industry. Through Industry Insights, LCIA wants to bring you the right tools to develop your business in whatever sector you may work. Industries include:

- :: Agriculture & Natural Resources
- :: Construction, Utilities & Property Services
- :: Education & Social Services
- :: Healthcare & Wellness
- :: Hospitality & Entertainment
- :: Information, Design & Consulting Services
- :: Legal, Financial & Insurance
- :: Manufacturing, Fabrication & Processing
- :: Retail, Sales & Other Services
- :: Transportation, Freight & Warehousing



INDUSTRY INSIGHTS

These industry icons help you identify programs for your industry. Look for your industry's icon on event invitations, LCIA's website, and social media.



Tune In

We invite you to Tune In every Tuesday at 2:00. Like clockwork, we'll be there to fill you in on the latest Louisiana business news.

Tune In is LCIA's weekly webinar series that brings you a brief report of the latest business news and events around Louisiana. Sitting in your office or on the move, you can Tune In to listen to a 20-minute webinar broadcast that will fill you in on what's happening that week around the state. All you have to do is click the link and join the webinar or call in; the choice is yours.



:: Find out who's tuning in with us at: lciassociation.com/tunein

Opportunities

Opportunity is knocking.

Opportunities are offers, deals, discounts, and promotions that LCIA has secured exclusively for LCI policyholders. Each Opportunity is presented by a trusted vendor—an Opportunity Maker—and can be a job or project, discount on products or services, free or reduced event admission, and more. Be on the lookout for these Opportunities in the LCI/LCIA Member Portal, as well as in the LCIA eNewsletter.

OPPORTUNITIES

OPPORTUNITY MAKER

MEET LCIA'S FIRST OPPORTUNITY MAKERS

These two businesses offer LCI policyholders discounted admission to their workshops.



About the Business: Get Online NOLA makes affordable, editable websites for small businesses. Learn more at getonlinenola.com

About the Opportunity: Get Online NOLA regularly hosts workshops about WordPress, a content management system (CMS) that allows users to update their own website without knowing any programming. Typically \$15.00 per person, LCI policyholders are offered discounted admission of \$10.00 to these workshops.



Tax Help NOLA, LLC

Taxes • Accounting • Payroll • Quickbooks • Consulting

About the Business: Tax Help NOLA provides accounting, tax, and consulting services to businesses across Louisiana. Learn more at taxhelpnola.com

About the Opportunity: Tax Help NOLA's owner, Paul Jouet, is a certified QuickBooks instructor. Paul invites LCI policyholders to join him at one of his monthly classes for a discounted price of \$100.00, \$27.00 off the regular price of \$127.00.

:: See all of LCIA's Opportunity Makers at Iciassociation.com/opportunitymakers. Find current Opportunities in the Member Portal at members.lciwc.com

Family Day

You work hard all year, so let LCIA treat you and your family to a day away from work.

Family Day is LCI and LCIA's member appreciation event, where we invite all LCI policyholders to join us at a family friendly venue for food and fun. We host two Family Days each year, one in North Louisiana, and one in the South. Check LCIA's event listings to find the next Family Day near you.



UPDATES

FROM LCI's PARTNER

staylocalTM
A PROJECT OF THE URBAN CONSERVANCY



StayLocal has big plans for 2016.

Here are some happenings to expect each month:

JAN

**Tools to Attract
and Retain
Great Employees:**

Lunch & Learn

FEB

**Maximize Your Local
Media Marketing:**

Drink & Learn

MAR

Wholesale 202:

The sequel to Wholesale 101
with resources for makers,
artists, and product designers.

APR + MAY

Office Hours:

Local industry experts offer
short, free consultations to
local business owners.

Visit www.StayLocal.org for updates!

Member Spotlight

LCIA would not exist if not for our members. You, the 3,500+ businesses insured by LCI Workers' Comp, are LCIA. You represent countless industries throughout Louisiana. We use this Member Spotlight section of our magazine to showcase our members' unique businesses. By sharing the contributions our members make to their industries and communities, we are showing you that with LCIA, you're *In Good Company*.

Cascade Stables





UNBRIDLED COMMITMENT

ABOUT CASCADE STABLES

Nestled in a picturesque corner of Audubon Park in New Orleans, Cascade Stables is a hub for horseback riding and lessons, as well as horse boarding and training. Owner Barbe Smith, along with her staff of trainers and instructors, provide weekly lessons for competitive riders, as well as recreational trail rides through Audubon Park. They also board many of their riders' horses to train them, and prepare them for competitions.

A TRAINER, A TEACHER, AND A HORSE LOVER

Barbe Smith has been on horses since she was five years old after her family moved to New Orleans. "I learned to ride at Cascade (then Audubon Stables) as a child. Some of my earliest memories of being on a horse are from right here," Barbe explains. She rode competitively throughout her teenage years and while in college. Barbe did not have any formal education in horse training, but, "I have been around horses my entire life. I have worked with them and trained them, and I learned from great trainers. This can prove even more valuable than formal training."

Barbe bought Cascade Stables in 1981, and she now shares her expertise, along with her love of horses, with a new generation of riders. While she has trainers and instructors

on staff, Barbe is anything but a bystander. She is an active instructor during riding lessons, and she personally spends time training horses.

CASCADE'S SERVICES: TRAINING, LESSONS, COMPETITIONS

Cascade Stables is a training, educational, and recreational facility. While Cascade offers recreational trail rides for locals and tourists of all experience levels, much of what keeps Barbe and her staff busy are the lessons and practices for competitive riders. Barbe teaches a type of horseback riding known as Saddle Seat riding. This style of riding showcases high trotting action of horses and requires a significant time investment in training the horses. With an emphasis on precision, the riders aim to display tight control over the horse's movements during competitions.

Cascade Stables owns around 20 horses, which are used for both recreational and competitive riding. Barbe works with a breeder in Missouri and has the horses sent to her when they are ready to be trained. She begins training the horses when they are two years old, and works with horses as old as 25. Cascade Stables also boards and trains horses that are owned by Cascade's riders. Barbe and her trainers work with the horses

every day to get them competition-ready, and the owners come in twice each week to take lessons, practice with their horses, and prepare for competitions.

DEDICATION TO EXCELLENCE. AND THE AWARDS TO SHOW FOR IT.

Barbe's commitment to her craft—to her riders and to the horses—shows in the results. Cascade participates in competitions throughout the year, including the most highly regarded horse show of the year: the United Professional Horseman's Association National Championship at the Royal Association in Kansas City, Missouri. Cascade's riders regularly win awards, including four top-ten finishes in November 2015. Additionally, Cascade Stables is designated an Elite Training Facility by the United States Equestrian Foundation, one of only 13 facilities in the country to receive this designation after going through a thorough review. To top it all off, Barbe has been named the coach of the US World Cup Team for the 2016 championships. She will be traveling to South Africa in July 2016 as the team competes in the championships.

To learn more about Cascade Stables, visit cascadestables.net, or call 504-891-2246.



MEET BARBE SMITH

Owner, Cascade Stables

“I have been riding horses for as long as I can remember. Having started my horseback riding career at Cascade Stables as a child, it means a lot to me to continue the tradition of riding and pass it on the next generation of riders. I am proud of the work we do, and of the awards we have won.”

LCI Workers' Comp Corner

LCI Company News

NEW HIRES



Liz Schreiber

As LCI's Underwriting Assistant, Liz works closely with LCI's underwriters and prepares loss runs, mails new policies, and prepares endorsements and waivers. She is available to assist LCI's partnering agents in getting any questions answered.



Robby Warren

Based in Winnfield, Robby is LCI's Field Auditor for North and Central Louisiana. He travels to meet with LCI policyholders and assists in the completion of annual workers' comp audits.

GIVING BACK FOR THE HOLIDAYS



During the 2015 holiday season, LCI and its employees were involved with charitable efforts. First, LCIA collected canned goods for the Second Harvest Food Bank at its October Family Day. The giving continued through the end of the year with an online fundraiser through the Second Harvest website. LCI proudly matched donations secured through the site.

Prior to Christmas, LCI employees partnered with LCI policyholder Crossroads NOLA to provide gifts to children in foster care. Crossroads provides support to Louisiana foster families, and the gifts provided by LCI employees went to children in foster care to help bring some holiday cheer.

LCI remains committed to the communities of Louisiana, as well as the businesses.

ANOTHER BIG YEAR FOR LCI



By the end of 2015, LCI had attained a record number of active policyholders. Thank you to the more than 4,000 businesses spanning across nearly all Louisiana parishes and representing countless industries, who entrust LCI with your workers' comp coverage. We look forward to big things in 2016!



LCI Employee Spotlight: Eugenie Babin

Position: Senior Underwriter

Hometown: Slidell, LA

Q. Where did you grow up? What was the best thing about growing up there?

A. I was born in New Orleans, however we moved to Slidell when I was young. I liked that Slidell was a small town. I went to a small private school, and was able to make friends that I am still friends with today.

Q. LCI Underwriters have little contact with LCI policyholders. Please explain the process and how it best serves LCI's policyholders.

A. We receive and underwrite applications from our partnering agents. We review each application for accuracy, and make sure the policyholder is classified correctly. We try to offer the best pricing possible for the risk.

Q. What makes LCI's Underwriting Department unique?

A. We try to make the process as simple and easy as possible for our agents. We like to call ourselves the "kinder, gentler insurance company."

Q. What is the Underwriting Department's greatest strength?

A. Communication is the key in our department, and on occasion we even agree to disagree. Most of us have been working together for years, and we all work very well together.

Q. Tell us about your family.

A. I am one of three children. I have an older sister and a younger brother. I have been happily married to my husband Carl for 13 years. We have a seven year

old daughter named Cameron, and a two year old son named Drew.

Q. What does your ideal Saturday look like?

A. An ideal Saturday for me would be going shopping, grabbing a bite to eat, and then maybe catching a movie. I do not like being cooped up in the house. Our family is always on the go!

Q. What is your greatest accomplishment?

A. I believe my greatest accomplishment is being a mom. You don't realize how selfish you are until you have children. I am so thankful that I have been blessed with two healthy, beautiful, energetic kids!

Congratulations to Eugenie on being named LCI's Employee of the Year for 2015! Awarded annually by management, this recognition goes to the employee of LCI Workers' Comp who excelled in their job performance and made a significant contribution to LCI during that year. From everyone at LCI and LCIA, congratulations, Eugenie.

Employee Recognitions



LCI awarded 2015 Employee Recognitions to (from left to right):

Eugenie Babin, *Employee of the Year*

Nina Luckman, *New Employee of the Year*

Brandi Seeger, *Most Improved Employee*

Katie Elder, *New Employee of the Year*

Kevin Fletcher, *Coworker of the Year**

**Selected by LCI's staff*



THE MEMBER SERVICES ARM
OF LCI WORKERS' COMP

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Throughout this issue of In Good Company, you will find the answers to the following questions. Email the correct answers to all 4 questions to nicholas@lciassociation.com by 5:00 PM on Friday, February 12, 2016, and if you're one of the first 10 respondents, we'll send you a \$25 gas gift card.

Be sure to include your name, company name, mailing address, and phone number with your answers.

1. What was the topic of LCIA's December 2015 workshop for contractors?
2. What is the name of LCIA's Weekly Webinar Series?
3. Who are LCIA's first two Opportunity Makers?
4. Who was LCI's Employee of the Year for 2015?