

SOLV

**COMMITMENT
TO CULTURE**

(800) 388-3650 | [thesolvgroup.com](https://www.thesolvgroup.com)



Adventure

Commitment | Motivation | Results | Growth

2021



First 15

TODAY'S PRIORITIES *Projects to focus on*

- 1
- 2
- 3

TIER 2 PROJECTS *If there's time*

TODAY'S VIPs *People to connect with*

- 1
- 2
- 3

PERSONAL *Also on my mind*

Errands

Family

Exercise

Dinner

Evening Plans

RANDOM THOUGHTS & IDEAS *Capture for later*

Meet Elaine Brazle!

Customer Service | Coeur d'Alene

Teammate since 2002

ABOUT ELAINE

I am a mother of 2 beautiful children who then made me a grandma of 8 ... they apparently figured that they need to really repopulate. I grew up in a tiny, small town and I was obsessed, ask me! That is one thing that I miss... the small hometown feel, but home is where the heart is.

I have a degree in motherhood, but if I had gone to college I wanted to be a lawyer because I love to argue ... ask Margo! I would say that at **SOLV**, I am definitely the team mascot, it gives me an excuse to be fun and crazy... the only downside is that everyone still knows it's me ... Elaine ...

I have been with **SOLV** for 19 years and pressure myself for perfection. I'm a bit Type A ... My favorite thing to do though is going that extra step to make each and every customer feel valued and appreciated that they have chosen us for their needs.



“WHAT WOULD BE YOUR SUPERPOWER?”

Time Travel!

“WHAT IS YOUR BIGGEST FEAR?”

Drowning... that sounds awful!

“WHAT WOULD BE THE NAME OF YOUR AUTOBIOGRAPHY?”

A Road Back to Me.

“WHAT IS YOUR GO-TO KARAOKE SONG?”

Well I don't karaoke but if I did -
Don't Go Breaking My Heart
by Elton John

“WHAT IS YOUR GUILTY PLEASURE?”

A spa day or a margarita!

Meet Jamie McCormick!

Chief Financial Officer | Meridian

Teammate since 1999

ABOUT JAMIE

I graduated from Montana State University with a BS in Finance ... and by BS I mean Bachelor of Science. I have been with the company for 21 years where I am best known for laugh-crying... a lot. My favorite part of my job is working with fun clients and employees. I enjoy helping people and find it incredibly exciting to discover new ways to grow our business.

I have been married to my husband, Rick, for 29 years. I also have two children, Megan and Ryan, who were both born and raised here in Boise. They both went (and are still going) to the University of Idaho where they are probably ... studying!

In the winter, I enjoy cross country skiing and snowshoeing; and in the summer, my family enjoys spending all of our free time on our pontoon boat and camping. I LOVE the lakes in Idaho.



“WHAT IS YOUR GO-TO KARAOKE SONG?”

Love Shack by The B-52's

“WHERE IS YOUR HAPPY PLACE?”

On the warm beach in Mexico
drinking a Cerveza.

“WHAT IS YOUR GUILTY PLEASURE?”

Peanut Butter Pretzels.

“WHAT IS THE FARTHEST PLACE YOU HAVE BEEN FROM HOME?”

Italy.

“WHAT IS YOUR FAVORITE MOVIE QUOTE?”

*“You just have to do good,
to do good.”*

- Ted Lasso

Meet Tracy Lay!

Marketing and eCommerce Lead | Meridian

Teammate since 2005

ABOUT TRACY

I was born in California (shhhhh! Don't tell!) and lived in the Bay Area through most of my childhood, with the exception of a 3-year stint in Purgatory Omaha, Nebraska and a couple of years in ~~The Bad Place~~ Fresno. Finally, my family moved to Idaho when I was 16. That seemed like a terrible idea at the time, so two years later I ran off to college in a small town about 50 miles west of Boston. I majored in English and Fine Art, though I would probably have majored in Star Trek and Lord of the Rings if those had been options.

I came back and I ended up buying a sweet old house just two blocks up the street from my parents. When I'm not at work you can find me there with my tech guru husband, 2 big dogs, and a foul-tempered black cat, geeking out over writing, web design, Egyptian dance, and all the nerdy sci-fi I can get my hands on.

“WHAT IS YOUR FAVORITE MOVIE QUOTE?”

“The word? Is no. I am therefore going anyway.”

- Star Trek 3: The Search for Spock

“WHAT WOULD BE THE NAME OF YOUR AUTOBIOGRAPHY?”

The Boring Story of Someone Who's Weirder Than You Expect.

“WHAT IS YOUR GO-TO KARAOKE SONG?”

All Night Long by Lionel Richie

“WHAT IS YOUR GUILTY PLEASURE?”

That song *Mmm Bop*. Don't judge me.

“WHERE IS YOUR HAPPY PLACE?”

The Oregon Coast, quiet places near trees and water.





A COMPANY OF LEARNING

BOOKS WE HAVE READ IN THE PAST

2015:

Unbroken

2016:

All the Light You Cannot See

2017:

The Boys in the Boat

2018:

I'll Push You

2019-2020:

The Hard Hat

2021:

The Convenience Revolution

**WHAT BOOKS HAS YOUR
COMPANY READ?**

Why do we read a book every year? Partly because being a learner is part of our **culture** and being a learner means reading. It helps us build our awareness, to consider other ideas, to debate, to bring new ideas to the table. We spend so much time at work, so we're always looking for ways to contribute to a person's growth - not just as an employee, but as a human being.

The first books we gave were really more about the human spirit. They were great books, but they were longer, thicker books, and we treated them as something to do in your spare time.

We noticed we didn't have as much participation as we wanted, so we changed our focus last year. And we didn't just say, read the book. We kept talking about it. We took turns presenting lessons from the book in our monthly Town Hall meetings. We gave each other peer awards based on living up to those lessons. We really worked to take in the ideas and make them part of our **culture**.

The purpose of the book is to give to the team something to rally around. It gives us a social activity where we're all doing something separately, but we can all bring it back to the table and come together. And it gives us some common language, new ideas to discuss, concepts to try out so we can see whether they work for us or not, or how we might improve on them.

Meet Dave McLaughlin!

Accounting and Inventory Project Manager | Meridian

Teammate since 2018

ABOUT DAVE

I was born in 1965 and have spent most of my life living in Idaho. I graduated from Capital High School in 1984, and then went on to graduate from Boise State University with a Degree in Physical Education and Health... with which I am not doing anything.

I was an avid Mountain Biker for a large portion of my adult life. My favorite places to bike at were: Moab, Fruita, St. George, and anywhere in Idaho that had a single track. I still love the outdoors but rather than riding a bike, I now have a motor and the trails are much wider and way easier to climb.

I have a beautiful wife ... who is also my boss... that supports me in everything that I do. I also have two great boys, both of which graduated from college: one is a physical therapist and the other works at the desk next to mine doing marketing.



“WHAT WOULD BE YOUR SUPERPOWER?”

Being able to fly.

“WHAT IS YOUR GO-TO KARAOKE SONG?”

Juke Box Hero by Foreigner

“WHAT WOULD BE THE NAME OF YOUR AUTOBIOGRAPHY?”

Go Big or Go Home.

“WHAT IS YOUR FAVORITE MOVIE QUOTE?”

“All work and no play makes Jack a dull boy!” (mainly quoted at work)

- The Shining

“WHO IS YOUR BIGGEST INSPIRATION?”

My wife. I admire her so much for what she does and continues to do every day.

Meet Tressa McLaughlin!

President and Chief Executive Officer | Meridian

Teammate since 1990



ABOUT TRESSA

I was born and raised in Boise, Idaho where I graduated from Capital High School and went on to Boise State University where I earned my BFA in Advertising Design/Marketing. I love my job because it is full of variety, creativity, and puzzle-solving ... in fact, the harder and more complex the puzzle, the more I love it! The bigger the challenge, the better!

37 years ago, I met my husband while we were juniors in High school and have together raised two wonderful, and accomplished young men. Kyle, the physical therapist and Matt, the creative designer here at **SOLV!**

Outside of work, I enjoy spending time with my family and friends relaxing at our pool, barbecuing in the backyard, and taking great vacations ... where I still manage to work because the grind never stops. I love reading, home improvement projects, camping, and hard rock (like AC/DC and Van Halen).

“WHAT WOULD BE THE NAME OF YOUR AUTOBIOGRAPHY?”

All In.

“WHAT IS YOUR GO-TO KARAOKE SONG?”

Lights by Journey

“WHAT IS YOUR GUILTY PLEASURE?”

That’s a toss-up - jewelry or purses or shoes ...

“WHAT IS THE FARTHEST YOU HAVE BEEN FROM HOME?”

Cozumel, Mexico on a cruise with friends right after hurricane season.

“WHO IS YOUR BIGGEST INSPIRATION?”

My husband. He’s the strongest person I know, always makes me stop and have fun, and can always be counted on to do the right thing.



do the best you
can until you
know better.
then, when you
know better,
do better.

- Maya Angelou -



THE CORE VALUES

ACCOUNTABILITY »

To assume responsibility - always.
Results, answerable, team player.

INNOVATION »

To identify opportunities - always.
Forward thinking, intelligent risk taking, creative solutions.

INTEGRITY »

To do what is right - always.
Honest, ethical, trustworthy.

KNOWLEDGE »

To understand all facets of the company as it relates to your position - always.
Expertise, preparation, self-improvement.

PASSION FOR EXCELLENCE »

To provide superior results - always.
Drive, loyalty, pride.

THE CORE TEAM

MISSION STATEMENT »

To promote **SOLV's culture** and values through team building and recognition.



*"It's such an honor and a privilege to be a part of the **CORE** team. We all strive to do the best that we can do to bring such exciting, fun, and unique activities to keep our peers excited to the day-to-day routine, by making it feel not so routine. All four of us on the **CORE** team truly bring the company **culture** and team building events to the next level and try to make this everyone's home-away-from-home."*

*"What the **CORE** team means to me is, as a member it offers the OPPORTUNITY to lead and serve our team in every way possible. It means to be an example of our **CORE** Values, goals, and to be willing to support the Team whenever and in whatever we can. It's an honor. It must be continually earned, because we cannot have the mentality that "We Have Arrived". There are always more ways we can do better individually and as a Team."*



*"The **CORE** team to me means that I am truly committed to keeping the SOLV company **culture** positive. I think that all of us on the **CORE** team want to keep work fun and light-hearted because this is all of our home-away-from-home. It gives us an opportunity to be team leaders that help further build our company **culture** and grow our team personally and professionally."*

*"It is a great responsibility and honor to be a part of the **CORE** team. What being on the team to me means that my teammates respect my thoughts, my **commitment** to the **SOLV** team, and that everyone values me and my opinions. It is also a great opportunity for leadership and to represent our company's **CORE** values to the fullest extent. I want to be the type of leader that embodies the **SOLV culture** to which my fellow co-workers feel like they can rely on me."*



Meet Eric Gomez!

Account Executive | Meridian

Teammate since 2014



ABOUT ERIC

I would like to think that I am a pretty easy-going, fun guy. Now, I know that I can be serious, especially when it comes to client projects and orders, but with that said... I truly love to make people laugh. I'm a storyteller, and I try to add humor whenever possible. I always hope that my interactions with others bring a little light into their lives.

I love the fact I can partner with clients, share some cool ideas, and have a positive impact on them, their businesses, and employees. It is very easy to do when you have a **culture** like **SOLV's** as an example.

I love being a dad to my three children, Jaden, Brooklyn and Kyson; and I have been head over heels in love with my wife of 18 years, KaDee. She is my best friend, and yes... I did marry up just to be very careful. I do have my good days though, just ask her! I also have 2 dogs, Chewie and Snoop!

“WHAT WOULD BE THE NAME OF YOUR AUTOBIOGRAPHY?”

Do or Do Not, There is No Try
(I might have some copyright issues).

“WHAT IS YOUR BIGGEST FEAR?”

Going deaf. I love music too much.

“WHAT IS THE FARTHEST PLACE YOU HAVE BEEN FROM HOME?”

Cairns, Australia.

“WHAT IS YOUR FAVORITE MOVIE QUOTE?”

“That's no moon, it's a space station!”
- Obi Wan | Star Wars: A New Hope

“WHAT IS YOUR BIGGEST PET PEEVE?”

Messiness ... Sorry, but my OCD causes me to clean and pick up, over and over, and over again.

Meet Julie Cotton!

Promo and Apparel Project Manager | Meridian

Teammate since 2005

ABOUT JULIE

In a nutshell, I do whatever needs to be done.

I love to help clients with promotional and apparel orders, and my favorite part is to see how things go from concept to complete ... that might be my futuristic strength in me. I take a lot of pride in my job, and I work hard to make sure that I represent the **SOLV** team very well.

I was born and raised in Pocatello, Idaho, where I met my High School Sweetheart of 30 years. Together he and I have raised 3 children and 1 grandchild. Our favorite things to do as a family are to travel, cook and garden (lightly), play the piano, and hang out with a nice picnic. They are the reason I get out of bed in the morning, though technically it is my grandson who physically gets me out of bed...



“WHAT IS YOUR BIGGEST FEAR?”

Haunted Houses.

“WHAT WOULD BE THE NAME OF YOUR AUTOBIOGRAPHY?”

Now there's a SILVER LINING!

“WHAT IS YOUR GO-TO KARAOKE SONG?”

You are the Wind Beneath My Wings
by Bette Midler

“WHAT IS YOUR FAVORITE MOVIE QUOTE?”

“You can't handle the truth!”

- A Few Good Men

“WHAT WOULD BE YOUR SUPERPOWER?”

According to my grandson, MJ - I can make people do things with my mind.

Meet Brooke Allsup!

Production Artist | Idaho Falls

Teammate since 2007



ABOUT BROOKE

I was born in a period of transition and therefore can either be a Gemini or Cancer depending on the Zodiac calendar alignment. Unless you are going by the Zodiac Calendar with 13 signs, in which I am either a Taurus or Gemini. I don't really follow that calendar, though. I prefer the Julian Calendar because it has 8 days in a week.

I attended Kindergarten as a young child and eventually was found proficient enough to graduate to First Grade. This was repeated yearly in advancing from my current grade until I graduated 12th Grade. More schooling was considered and attempted but not completed.

I see my roll in this company as mostly a Kaiser Roll ... crusty and a bit round and best served with a lunch or dinner. I don't advise sprinkling me with things.

“WHAT IS YOUR FAVORITE MOVIE QUOTE?”

“Asps. Muy peligroso. Tú vas Primo.”
- Raiders of the Lost Ark

“WHERE IS YOUR HAPPY PLACE?”

My Library of books.

“WHAT IS YOUR BIGGEST FEAR?”

Losing my ability to think.

“WHAT IS THE FARTHEST PLACE YOU HAVE BEEN FROM HOME?”

Cuidad Juarez in Mexico

“WHAT IS YOUR BIGGEST PET PEEVE?”

People who slow down before off ramps. They should burn in **[BLANK]** for a long, long ... really, really long ... long time.



STRENGTHS-BASED TRAINING

BASED ON THE BOOK “STRENGTHS FINDER 2.0”
BY TOM RATH

We’ve tried a lot of methods over the years to help the team understand ourselves and each other. We’ve done DISC. We’ve done the 16 types. All of them had some useful insights, but StrengthsFinders has been a real game-changer for us.

The important thing about this concept is that it focuses on the way that everyone has unique value. Just because you may be higher or lower in one specific strength, it doesn’t make you better or worse than your teammates. It just means you function differently, and by understanding and valuing that, you can work better together as a team. You can do the things you’re great at and lean on your teammates in areas where you aren’t as strong.

So that’s why you see everyone’s top 5 strengths on the “Meet the Team” pages in this book. Every new hire at SOLV takes the assessment, and we do multiple trainings throughout the year to understand how we can use this awareness to help each other and our customers. We do a lot of work to keep those strengths top of mind.

We do this because knowledge is one of our core values, and self-knowledge impacts everything you do. By using this framework to help our team know themselves and each other, we get better collaboration, better energy, and better projects. And then we can really start to craft something awesome.

Meet Matt McLaughlin!

Creative Designer | Meridian

Teammate since 2020



ABOUT MATT

When it comes to working at SOLV Hmmm, I would say working with both of your parents is not as bad as you might think ... it's only tolerable because I get to do all the creative work!

When it comes to my life, I have lived here pretty much all my life except that one summer I studied in Germany. For school I went to The College of Idaho (not to be confused with CWI), where I graduated with a BFA in Marketing & Digital Media plus Fine Art, but on top of that I got two minors in Human Biology and Cultural Psychology ... you can say I am a bit of an over-achiever ... but that's pretty normal in my family.

What do I do when I'm not at work ... I'm probably either on some kind of adventure or doing something creative. If I had to describe myself in one word though it would probably be... maybe feisty.

“WHAT WOULD BE THE NAME OF YOUR AUTOBIOGRAPHY?”

Help Me! I'm Dying!

“WHAT IS THE FARTHEST PLACE YOU HAVE BEEN FROM HOME?”

Munich, Germany

“WHAT IS YOUR BIGGEST PET PEEVE?”

Slobs or Slow Walkers, I hate it!

“WHAT WOULD BE YOUR SUPERPOWER?”

Something with fire ... I mean ... I'm a fire sign.

“WHAT IS YOUR FAVORITE MOVIE QUOTE?”

“Ugh! As if!”

- Cher Horowitz | Clueless

Meet Gordon Klepec!

Chief Sales Officer | Meridian

Teammate since 2019

ABOUT GORDON

My trek to sitting in Meridian, Idaho started in a small Alaskan village in 1971. Well ... not actually a village, but it sounds better than a city. Anyway, after breaking many hearts and moving to Texas when I was 14, I eventually split up a relationship and married my wife of almost 25 years.

Two kids, 8 dogs, two minivans, and a Honda Civic later, we are almost empty nesters with half of our money going to University of Washington and the other half going to University of Arizona.

Little known fact - in addition to being a professional salesperson of things people often throw away, I have also been a professional golfer and professional hockey referee. Not wanting the fame, money, and notoriety that comes along with winning tournaments and standing on the ice in front of 20,000 people, I chose to get my own office in Meridian, Idaho.



“WHAT IS YOUR BIGGEST FEAR?”

A snake in the foot of my bed.

“WHAT WOULD BE YOUR SUPERPOWER?”

Invisibility.

“WHAT WOULD BE THE NAME OF YOUR AUTOBIOGRAPHY?”

The Man, The Myth The ... are you F'n Kidding Me?

“WHO IS YOUR BIGGEST INSPIRATION?”

It's between Will Ferrell and Ghandi ... Maybe if Will Ferrell played Ghandi.

“WHAT IS YOUR FAVORITE MOVIE QUOTE?”

“You're a terrible **[BLANK]** softball player Jack!”

- Tom Cruise | A Few Good Men



WHO.WE.ARE.

Commitment - expect high performance.

*Motivation - teamwork to build great companies,
great employees, great relationships.*

*Results - answerable to ourselves,
our customers, our team.*

Growth - constant learners and curious.

*HELPING THROUGH EXCELLENCE,
OPPORTUNITY, AND SERVICE*

Meet Margo Parks!

Customer Service Lead | Meridian

Teammate since 1995

ABOUT MARGO

Where do I start? Well ... I have been married to my husband, Darren, for 27 years and together we have raised: 2 sons, Tom and Nick, 1 daughter, Aubrey, 2 Cats, Zoey and Millie, and 1 dog, Lucy. My family is my whole world despite sometimes they don't think I'm that funny when I KNOW I am hilarious.

I have been working for **SOLV** for 26 years and I think I am the most important piece to this puzzle here. Even if it is just yelling out into the void ... or hallway and hoping that Noreen, Julie, or Moira will hear me ... lol.

If I am not at the top of my game here, not only would it affect my co-workers, but most importantly our customers in a negative way. I always take pride in my work and am here to help anyone anytime they need it. Unless it's annoying ... then I will just throat punch you.

"WHERE IS YOUR HAPPY PLACE?"

My house ... it was expensive!

"WHAT WOULD BE YOUR SUPERPOWER?"

Reading Minds.

"WHAT WOULD BE THE NAME OF YOUR AUTOBIOGRAPHY?"

To Throat Punch or Not to Throat Punch?

"WHO IS YOUR BIGGEST INSPIRATION?"

My Mom.

"WHAT IS THE FARTHEST YOU HAVE BEEN AWAY FROM HOME?"

New Orleans, Louisiana.





CONNECTIONS

2021





REMEMBER TO SAVE THE DATE!

November 11, 2021 | 10:30AM-1:30PM MT



Meet Karri Schock!

Marketing and eCommerce Project Manager | Meridian

Teammate since 2016



ABOUT KARRI

I have been a part of the **SOLV** team for 5 years where I started off as the Administrative Assistant and now work in Marketing, eCommerce, and W2 Processing ... there are no brakes on this train! I love working with my teammates and working hand-in-hand with our CEO, but my favorite part of work is how much we have grown our amazing **culture** for our company and products & services for our customers. **SOLV** is truly my home and family.

I also have an MBA and Bachelor's in Psychology ... which comes in handy when you are a single mom with 2 teenagers at home and 2 fully-grown kids ... and 2 grandsons (Yes! I am a proud grandma). I enjoy spending time with my family in the outdoors where we camp, fish, or hike TableRock.

I have a deep love for music and listen to hard rock all the way to classical music depending on my mood ... ask my office-mates ... they listen too!

“WHAT IS YOUR HAPPY PLACE?”

The holidays with my entire family under one roof laughing.

“WHAT WOULD BE THE NAME OF YOUR AUTOBIOGRAPHY?”

Crazy Beautiful - book is in the works.

“WHAT IS YOUR GUILTY PLEASURE?”

Tortilla Chips with Pico de Gallo.

“WHAT IS YOUR FAVORITE MOVIE QUOTE?”

“Sit down, before you fall down.”

- Raiders of the Lost Ark

“WHAT IS THE FARTHEST YOU HAVE BEEN AWAY FROM HOME?”

I went to Sweden when I was 17 ... it took 24 hours to get there, but that was decades ago, lol!

Meet Matt Peterson!

Account Executive | Burley

Teammate since 2015

ABOUT MATT

I was born and raised in Burley, Idaho, the best town in the Magic Valley and have lived here all my life! The only time I left was when I decided to go to Snow College in Ephraim, Utah, where I decided ... this place sucks. From there, I transferred to Idaho State University where I studied Education.

Other than working at **SOLV**, I also currently coach baseball at Burley High School. To some it might be considered America's pastime, but to me it is the best sport on the planet! Though I also like golfing a lot too and I would say I'm the best on the **SOLV** team even though Gordon, Dave, Eric, and Moira might fight me on that. I am also a father to two wonderful daughters, who are a sixth grader and a Sophomore.

Though I might be out here in Burley, my **SOLV** family always makes me feel included.



“WHAT IS THE FARTHEST PLACE YOU HAVE BEEN FROM HOME?”

Moscow, Russia

“WHAT IS YOUR GUILTY PLEASURE?”

Buffy the Vampire Slayer!

“WHO IS YOUR BIGGEST INSPIRATION?”

My Dad.

“WHAT IS YOUR FAVORITE MOVIE QUOTE?”

“Don't think, you can only hurt the ball club.”

- Bull Durham

“WHAT WOULD BE THE NAME OF YOUR AUTOBIOGRAPHY?”

It Sounded like a Good Idea at the Time



**LISTEN... QUESTION...
CHALLENGE...**

Meet Nicole Tamura!

Administrative Assistant | Meridian

Teammate since 2020

ABOUT NICOLE

I am a very weird person ... in a good way I suppose. I have been told that I am a strong and stubborn person, but to that I say ... "What about it?" I just have a lot of goals that I want to achieve so that I can become a better person.

I was born and raised in the Boise Area and have never left which is fine, because I love it here. My family, on both my parents' sides, are from Oregon. My family is full of mechanics, so I actually really enjoy cars and know a lot about all different makes and models. My favorite things to do when I am not working are: playing video games or read a good book ... not a bad one, but a good good ... well not just good, but GREAT!

I aspire to become the very best that I can be, so that I can help **SOLV** reach and obtain any goals that we have.

"WHAT IS YOUR GUILTY PLEASURE?"

Cheeseburgers and fries!

"WHERE IS YOUR HAPPY PLACE?"

In a good video game where I have to think about what I am doing.

"WHAT WOULD BE THE NAME OF YOUR AUTOBIOGRAPHY?"

Surviving the Madness.

"WHAT IS YOUR BIGGEST FEAR?"

Vomiting, I am terrified to vomit. But in all seriousness, failure. My biggest fear is to fail and let down the people in my life.

"WHAT IS YOUR BIGGEST PET PEEVE?"

I don't want to answer this one or everyone will start doing it.



Meet Noreen Rannus!

Accounting | Meridian

Teammate since 1989

ABOUT NOREEN

Can you hear me?

I would like to start off by saying that I AM the Disney Princess of **SOLV!** Other than that I am a mom, a daughter, a sister, a grandma and an avid dog lover (if you ever want to look at my Corgis, let me know!) I just genuinely enjoy every aspect of the outdoors and all simple pleasures in life.

I started with **SOLV** in 1989, as the receptionist ... waaaaay before computers and cell phones were even around. Basically, everything was done manually on my stone tablet. Now, here I am 32 years later and still kicking it ... or punching it ... or calculating it ... I don't know I'm just happy to be here! My job is very detailed, and I feel like my job is very important! I value what I do every day and I absolutely love everyone here! I could not imagine my life without my **SOLV** family! I treasure each and everyone on the **SOLV** team.



“WHAT IS YOUR GO-TO KARAOKE SONG?”

Here for the Party
by Gretchen Wilson

“WHAT WOULD BE THE NAME OF YOUR AUTOBIOGRAPHY?”

Ohhh ... What's it Called?

“WHERE IS YOUR HAPPY PLACE?”

With my little grandbabies.

“WHAT IS YOUR FAVORITE MOVIE QUOTE?”

“You are killing me smalls!”
- The Sandlot

“WHAT IS YOUR BIGGEST FEAR?”

Mice. They're nasty.

OUR COMMITMENTS TO HOST MEETINGS THAT DON'T SUCK



Include the meeting purpose in every meeting invitation ... even if it is a virtual meeting. If one isn't included, ask the person who organized the meeting to provide one.



Review the purpose and the agenda prior to each meeting you attend and come prepared to engage. The team can get more done if everyone is prepped and ready before the meeting even starts.



Create all meeting agendas in a question format. This will stimulate engagement in the meeting and cause more valuable discussions on the topic at hand.



Document action items from the meeting and send them to ALL attendees within 24 hours. People who have been assigned action items will be responsible for completing their tasks by the due date discussed and make sure that the action item is updated with the resolution and then closed.

CULTIVATING THE INFINITE MINDSET



“We can’t choose the game. We can’t choose the rules. We can choose how we play. Any leader who wants to adopt an infinite mindset must follow 5 practices.”

ADVANCE A JUST CAUSE - a specific vision of a future state that does not yet exist; a future state so appealing that people are willing to make sacrifices to drive towards the vision.

BUILDING TRUSTING TEAMS - an environment in which people feel psychologically safe to express themselves and be who they really are.

STUDY WORTHY RIVALS - another player in the game worthy of comparison.

PREPARE FOR EXISTENTIAL FLEXIBILITY - the capacity to initiate an extreme disruption to a business model or strategic course to advance your Just Cause more effectively.

DEMONSTRATE THE COURAGE TO LEAD - a willingness to take risks for the good of an unknown state, staying aligned with the Just Cause.

HOW DO YOU WIN A GAME THAT HAS NO END? YOU CULTIVATE AN INFINITE MINDSET

Leading with an infinite mindset helps inspire everyone to be **committed** to themselves, to their teams, and their companies as a whole. It’s being flexible and open-minded to succeed and progress forward, even as our individual and collective needs change, and when life throws curveballs.

It’s leaving something behind that outlasts your finite presence or contributions. An infinite leader builds a **culture** so strong, that the **culture** lives on when the leader is no longer there. The work produced striving for the Just Cause lasts far beyond the time of a the leader’s tenure.

WHAT GAME ARE YOU PLAYING?

FINITE GAME: Finite games have winners and losers. The rules of the game are known and well-defined, there are known players, and at the end of a prescribed period of time, a winner is declared. It’s clean. Someone wins, someone loses.

INFINITE GAME: The “game” of leadership and business is an infinite game where the rules change frequently, competitors come and go, and there is no endpoint to the game. You are either ahead or behind. There is no ultimate winner or loser. The **INFINITE GAME** continues indefinitely until someone loses the will or resources and quits playing.

THE PROBLEM: When finite players play to win and infinite players play to keep the game going, you have an unstable environment with a decline in trust cooperation, and innovation.

WE PLAY THE INFINITE GAME



WHY DO WE HAVE EVERYBODY CREATE A PERSONAL PURPOSE STATEMENT?



THE SHORT ANSWER:

Because life is short, time is precious, and people should be happy and fulfilled in their work.

We have a purpose for the company: Helping through excellence, opportunity and service. That rolls down into each of our job functions. It rolls down to how we help our customers internally, externally, how we serve the community and how we're always striving to do better.

If you're crystal clear on your own purpose and it aligns with the company purpose, you operate better as an employee. You understand how your work has meaning, and how you contribute to the company purpose by becoming who you want to be.

If your personal mission and beliefs are at odds with the company purpose, you won't be successful. Our motivation is to make sure that we are building great employees and great teammates, but also helping our team grow as people. That's what a leader should be doing instead of just looking at people as a number.

As part of our employee onboarding, each person crafts their own personal purpose – something unique and deeply meaningful to them – a statement of why they're in the world, what they're here to do. We try to distill it to its simplest, truest form, so it's something that really sparks. It's something that you need to know so that you don't go through life just checking a box. You're clear on your personal mission and how it aligns with the company's purpose.

Passion:
The purpose
that drives
SUCCESS!

attitude
changes
EVERYTHING

SIMPLIFY

and commit to
being
your

best.

GRACE
— UNDER —
PRESSURE

Everything
will
work out
in the end.

make it
beautiful.

Doing a
GOOD JOB/
complete the task correctly.

HELP OTHERS.

I get satisfaction in lending
a hand or giving knowledge to
others when they need help.
Doing things without being told.

Never
run
back

to what
broke you.

ACTIVELY
winning

curiously
thinking
big

Unconditionally

PROVIDING POSITIVE

RESULTS

Thinking of
OTHERS
before self.

Leave things
BETTER
than they were before.

Run
TOWARD
what will
help you *grow.*

To passionately
& **SERVE**
& **INSPIRE**
with a
grateful
heart.

PASSIONATELY
Driven for
SUCCESS

RELAX
and be a
GOOD
HUMAN
BEING

Live
in the
NOW.
Be happy.

The best way
to make your
DREAMS
COME TRUE
is to
wake up.

Live
in the
moment.

BE PRESENT.

Altruistic -
Here to
Help
You

Meet Don Garfield!

Warehouse and Shipping | Meridian

Teammate since 2020



ABOUT DON

I was born in Henderson, Nevada ... and if you don't know where that is, it's about 15 minutes just outside Sin City ... so, if you're a betting person I would bet on me... lol! I was the youngest of 4 kids, and we moved to Magna, Utah where I graduated from Cyprus High School and then went to the University of Utah to play baseball.

After College, I joined the US Air Force where I served as a medic and surgical tech. This is where I met my wife as a 21 year old Airman back in 1986 ... and 33 years later we finally got married in September of 2019. During that time we have had 3 stellar sons, DJ, Brenden, and Kyle, all of which I am insanely proud of. I then, left the service and went on to run my own concrete company, and finally moved up here to Boise where I am now rocking it in warehousing and shipping here at **SOLV**. I am super happy to be here and I am excited for what my future holds!

“WHAT WOULD BE YOUR SUPERPOWER?”

Time Travel, 100%.

“WHERE IS YOUR HAPPY PLACE?”

At home with my wife.

“WHAT IS YOUR GO-TO KARAOKE SONG?”

The Chair by George Strait

“WHAT IS THE FARTHEST PLACE YOU HAVE BEEN FROM HOME?”

Punta Cana, Dominican Republic

“WHAT IS YOUR GUILTY PLEASURE?”

Melted chocolate chip ice cream!
Think about it ... all the chocolate chips sinking to the bottom! Mmmm!

Meet Tess Munn!

Customer Service | Meridian

Teammate since 2020

ABOUT TESS

Well ... I moved from Kansas City to Idaho originally so I could take care of my mother, but now I am here being a mother of two sons and one daughter (even though they are in North Dakota). I am also a “Gigi” to five grandsons and one granddaughter with my sixth grandson arriving soon! I just love my grandchildren! Hearing them laugh and seeing them smile soothes my soul.

I am a lifetime Kansas City Chiefs fan and love photography, especially black and white photos. I also love Audrey Hepburn ... she is the epitome of elegance and class ... and in my opinion the best actress ever! However, my favorite movie is The Notebook and no matter how many times that I watch it, I cry like a baby ... to which I fit in with all of my grandchildren and am no longer “Gigi”. What can I say! I am a hopeless romantic!



“WHAT IS YOUR BIGGEST FEAR?”

Being in front of crowds. I don't like being the center of attention.

“WHAT WOULD BE YOUR SUPERPOWER?”

To heal people from any illness.

“WHAT IS YOUR GUILTY PLEASURE?”

Chocolate, anything with chocolate.

“WHO IS YOUR BIGGEST INSPIRATION?”

Eric the Hip-Hop Preacher. He's an amazing motivational speaker. He's real and went from being homeless to inspiring people around the world.

“WHAT WOULD BE THE NAME OF YOUR AUTOBIOGRAPHY?”

She Fell, Got Back Up, and Survived it All.

Meet Jacobi Davidson!

Customer Service | Burley

Teammate since 2021

ABOUT JACOBI

I was born in Burley, but growing up I moved back and forth between there and American Falls with my Dad. I'm currently dog mom to a mini-pitbull named Rocky. I treat him like he is my own son and spend more time with him than my family, at least that's what they say. He's my hiking buddy in the summer, and turns into my cuddle bug in the winter.

I am more of a free spirit, my family always tells me I'm spontaneous and I do random things for no reason. Little do they know that everything is completely intentional with me ... unless it's embarrassing ... then it is totally random. What is life if you don't do anything in the spur of the moment? Also, one of my many passions though is that I do humanitarian trips to other countries and I volunteer as tutor to special needs students.

“WHAT IS YOUR BIGGEST FEAR?”

Needles!!! I pass out every time I'm near one! Even if someone is talking about needles, I will pass out!

“WHAT WOULD BE YOUR SUPERPOWER?”

Probably super speed.

“WHAT IS YOUR GO-TO KARAOKE SONG?”

Killer Queen by Queen

“WHAT IS THE FARTHEST PLACE YOU HAVE BEEN AWAY FROM HOME?”

Panama!

WHAT IS YOUR FAVORITE MOVIE QUOTE?

“It's killed meh”
-Draco Malfoy | Harry Potter and the Prisoner of Azkaban



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FIRST 15 NOTEPAD

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STRENGTHS-BASED TRAINING

Inspired by the book “Strengths Finder 2.0” by Tom Rath. Used in conjunction with the Gallup website found at gallup.com/cliftonstrengths. Taught and explained to us by Consilio in Boise

OUR COMMITMENTS TO HOLD MEETINGS THAT DON'T SUCK

Information and ideas come from Tammy Adams Spann a Boise Vistage Chair.

CULTIVATING THE INFINITE MINDSET


Inspired by the book “The Infinite Mindset” written by Simon Sinek. Information, teaching, and writing done by Consilio in Boise.

PERSONAL PURPOSE STATEMENTS

Information provided and explained by Consilio in Boise.



Pages marked with a  have a back story and bonus content you'll be able to access inside our new **Connected Community** group.

Pages marked with a  have been adapted from other sources - see all of the credits at the end of the book

The logo for SOLV, featuring the word "SOLV" in a bold, white, italicized sans-serif font. The background is split diagonally from the top-left to the bottom-right, with a red upper-left section and a black lower-right section. A large, stylized white arrow shape is centered, pointing from the red area towards the black area.

SOLV

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