

New York specialty rubber company bands with Insperity

Number of Employees: 145 | **Headquarters:** Pawling, N.Y.

Pawling Engineered Products is a leading specialty rubber manufacturer that became its own entity in 2011 after splitting off from its parent company. Now, their employee ranks have grown by 40 percent since inception and plan to continue that level of growth for the near future.



5 percent: Those are the odds Craig Busby gave the Insperity® business performance advisor who walked into his office back in 2011 to gain his business.

“We’re a smaller company and I didn’t think a large national company like Insperity would be the right fit for us,” Busby, managing director and president of Pawling Engineered Products, said. “My business partner and I didn’t think we’d get the level of attention we wanted. The business performance advisor was good; he talked us through it all and started running the numbers and we ended up signing up with you guys.”

Pawling is a specialty rubber manufacturing company based about 90 minutes outside of New York City. They make specialty seals and gaskets for a wide array of industries including nuclear power, aerospace, pharmaceutical and defense-related applications. Their list of clients includes Boeing and Amtrak.

When Pawling broke off from its parent company in 2011, Craig Busby, John Rickert (co-owner of the company) and the rest of their team started exploring what they needed to do from a structure standpoint. They thought it’d be great to find someone to help them with healthcare, 401(k) and workers’ compensation. That’s how they ended up with Insperity.

Breadth, depth and level of care

Busby says the ability to keep costs under control and get outside support on things like improving employee engagement and developing company vision and values have been big for them. He also likes to talk about Insperity’s

high level of service, including a support team he knows he can count on.

“If we have a challenging employee situation, I know I can call Michael, our Insperity HR specialist, and he will help guide us and support us while we manage the situation,” Busby said. “Having the ability to contact people who are truly experts in their field to help us with unique problems is extremely valuable.”

Growth in recent years

In the last seven years they’ve grown from 105 to 145 employees with plans to grow another 10 percent in 2018.

“The economy is just flying. We’re almost too busy. We’re having to turn away business or we’re late on deliveries because we just have so many orders. It’s nerve-wracking but it’s good.”

– Craig Busby, Managing director and president, Pawling Engineered Products

With the economy motoring along at high speed and more orders coming in, Pawling has started to take full advantage of Insperity’s services in the last couple of years. Recently, they’ve used safety services. Insperity came out to Pawling and did a mock review applying common OSHA standards. Busby said it was great having another set of eyes analyzing the business.

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Also, they've had meetings with the Insperity team working on company culture. After Pawling leadership and Insperity conceived a plan, Insperity came back and facilitated a larger employee meeting on how to boost the company culture..

Busby says that all of the extra services they use are helpful but at the end of the day, Insperity® Workforce Optimization® basic services are the big draw.

“The reality is that the basic core services are what we can't really do without,” he said. “I'd hate to have to go out and negotiate workers' compensation again or have to develop our own 401(k) plan again. We could do it but it's very good not having to worry about it.”

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