



**RYTEC**

HIGH PERFORMANCE DOORS

**CASE STUDY**

# **A New Culture of Safety — with Bottom-Line Benefits**

How Rytec worked with HUB to engage employees and minimize workers' compensation claims



In the spring of 2014, with staff nearing 200 and rapidly expanding operations, Rytec Corporation, a leading industrial door manufacturer located in southern Wisconsin, was facing growing exposure to workers' compensation (WC) claims, among other risks.

The company named veteran employee Kris Finell as its risk manager, and her first task was to find an insurance broker that could provide the insurance solution and consulting that Rytec needed to help reduce its WC risk. "I needed to work with a company with the expertise to positively impact our company's operations and help us create safety priorities," said Finell.

She turned to HUB.

"HUB immediately assigned a team of people to help us with our insurance, product liability and workers' compensation needs," she continued. "They conducted a risk assessment that helped us understand where to focus to prevent injuries and other accidents — enabling us to become more proactive."



## A Two-Part Plan That Reduced Experience Modification Rates By 20%

Two sets of changes took place at Rytec in the first few months following the partnership with HUB.

The first set of changes began with an Enterprise Risk Management (ERM) assessment to determine Rytec's exposures related to employee safety, IT data security and business interruption. It also included an evaluation of Rytec's physical property to identify opportunities to reduce risk and improve peace of mind. HUB quickly spotted an opportunity to reduce the company's business interruption risk by installing redundant machinery in areas where replacing critical equipment would require extensive lead time.

The second, more significant set of changes took the form of a complete overhaul of the safety culture at Rytec. Finell worked with HUB to:

- Better understand regulatory compliance requirements
- Establish a more visible safety committee
- Revamp Rytec's accident and investigation policy and procedures
- Train a new safety manager

Rytec's new safety culture positively impacted the bottom line as a result of lower WC insurance rates and a lower experience modification factor.

Rytec's enhanced safety culture was a win-win: employees were excited about the greater emphasis on safety, and the changes positively impacted Rytec's bottom line as a result of lower WC insurance rates and a lower experience modification factor — the determinant of a business's WC insurance rate, compared with peer companies.

When Rytec first began working with HUB, its experience modification factor well exceeded the industry average of 1.0. Within a year, its modification factor had dropped to 0.95, and the following year, it fell again to 0.81 — almost 20% below average for comparable businesses.

The improvement in the modification factor was a direct result of the new safety culture, which significantly reduced the number and severity of accidents and claims. As Finell explained, "We now have a formal process to review any incidents that occur, identify their root causes and provide corrective actions. We now have very few accidents."

## Making Safety Cool

Another order of business was to establish a more visible, effective safety committee. As Finell put it, “In the past, we had to practically pay people to join the committee, because few knew about it, and nobody understood its purpose.”

HUB guided the new internal safety committee of 10 employees through the creation of an operating plan that would establish more direction and greater visibility for the group. HUB also provided training related to:

- Safety procedures, including the use of job-safety analysis forms provide by HUB
- Understanding and identifying hazards within each of Rytec’s operations
- Preventing accidents related to those hazards

The committee produced safe operating procedures for each task/job, along with guidelines to share with employees at onboarding. Signs hung throughout the facility foregrounded safety topics including proper ergonomics, machine guarding and forklift safety; additional topics were covered at “Tool Box Talks” during Monday morning production meetings.

“This year we had so many people who wanted to be on the safety committee that we had to turn people away. That in and of itself tells me that safety is becoming

an integral part of our culture,” said Finell. “In a very short period of time, we’ve been able to affect the way employees see and experience safety. That speaks to the progress we’ve made.”

## Maintaining Regulatory Compliance

Finell was also tasked with revamping Rytec’s antiquated accident and investigation policy, and with familiarizing employees with the updates. HUB provided guidance on how to proceed following an injury and how to investigate claims — and even prepared templates specific to Rytec’s needs for each step of the process.

HUB also helped establish a system to help prevent employee injuries, including periodic safety audits to identify potential:

- Occupational Safety and Health Administration (OSHA) compliance issues
- Unsafe work practices
- Better ways to handle workflow on the plant floor

Additionally, when a new safety manager was promoted to Finell’s team from within the Rytec ranks, HUB helped guide him through a mock OSHA session and recommended professional development seminars and conferences.

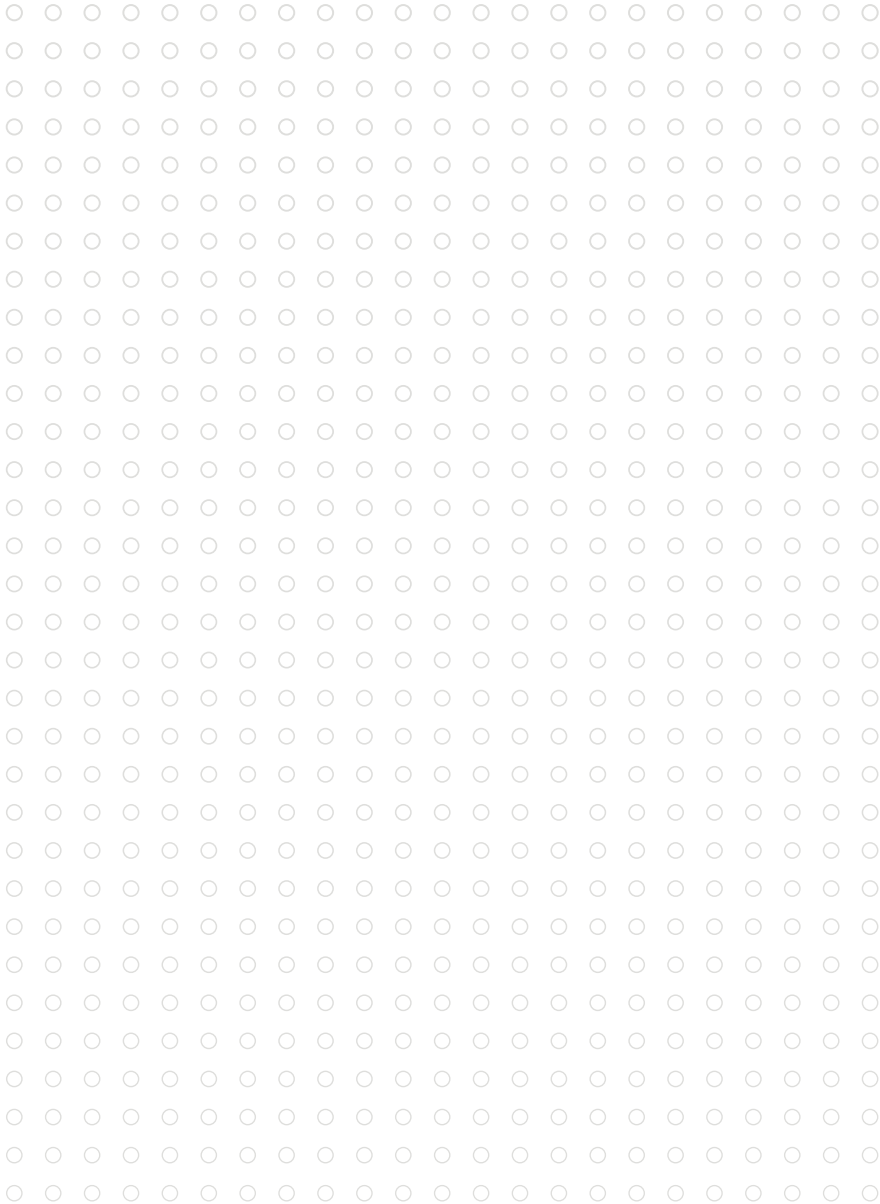
“HUB is continually giving us information on top OSHA complaints and hazards, and suggesting areas to focus on,” said Finell. “Things are much better now that we’re able to be proactive rather than reactive.”

## Walking the Talk

At Rytec, employees are the company’s greatest strength, and they know it. By building a culture of safety that permeates every inch of the organization, Rytec has proven to its employees that keeping them safe on the job — ensuring they leave work in the same condition they arrived — is the number one priority.

“Ultimately, safety is everyone’s responsibility. We want everyone to be thinking about safety as they go about their day,” said Finell.

“ Having HUB’s expertise on our side gives us the confidence that we’re moving in the right direction and that we’ve covered all our bases. It’s invaluable. And the best part is that the HUB risk consulting services are primarily bundled as part of their brokerage services. ”



# Protect what matters most.

Let's work together to help you create a culture of safety for your organization. Contact a HUB broker today at:

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