

VULCAN MATERIALS IMPROVES SAFETY AND LOWERS PREMIUMS WITH CSC'S RISKMASTER

CSC

Web-Based Software Supports Reporting and Targeted Safety Programs in Construction Aggregate Operations

Each year Vulcan Materials Company ships more than 250 million tons of construction aggregates, primarily crushed stone, sand and gravel, to nearly every type of construction job site. That's enough rock to build three lanes of interstate highway from Los Angeles to Vulcan's headquarters in Birmingham, Alabama.

With \$3 billion in annual sales, the nation's largest producer of construction aggregates owns and operates 166 stone quarries, 37 sand and gravel plants, 66 sales yards, 45 asphalt plants and 22 ready-mixed concrete facilities. Most of Vulcan's 8,000 employees work in the quarries with heavy machinery including massive haul trucks, loaders and processing equipment that crushes stone from the size of boulders to 3/4 of an inch and smaller. This is a work environment that would pose major challenges to any risk management program.

Safety is at the core of the Vulcan culture. Not only do the company's insurance premiums and rates depend on it, but lives are at stake as well. "We manage safety and claims

very prudently," said Becky Chilcoat, supervisor of corporate risk at Vulcan Materials. "We're self-insured and self-administered for both workers' comp and liability."

Building on a Long-Term Relationship

Vulcan's history with CSC's RISKMASTER software dates back to 1991, when it replaced Vulcan's manual claims management process. At the time, Vulcan's reporting capabilities sometimes consisted of reading through each file and writing down the pertinent information. RISKMASTER was just a DOS-based product back then.

Both Vulcan Materials and the RISKMASTER software have since experienced metamorphic changes. Vulcan has tripled in size and moved to Web-based RISKMASTER X. As Vulcan Materials continued to grow, users discovered more ways to benefit from RISKMASTER's features and functions.

The safety department used the improved reports to analyze operations across the company and implement targeted safety programs for specific locations. Claims began to decrease — and that was just the beginning.

CASE STUDY

- Consistently Reduced Insurance Costs
- Improved Safety Program
- Streamlined Data Collection across Multiple Locations
- Reduced Claims and Losses

Vulcan Materials Company

"RISKMASTER has helped us reduce losses and document the reductions in detail to get better insurance premiums."

-Becky Chilcoat, Supervisor, Corporate Risk,
Vulcan Materials Company



Moving to a Web-Based Claim Form

An active member of the RISKMASTER customer community, Vulcan Materials learned about RISKMASTER X at the annual CSC Connect conference. The new system could help Vulcan streamline and improve the accuracy of data capture, and also communicate detailed claim information to various divisions. CSC worked with Vulcan Materials to develop a Web-based claims intake form for workers' compensation claims.

"We made the input information much more detailed and accurate," Chilcoat said. "The divisions have more ownership when they're entering those claims and the safety department gains valuable information from the reporting process. It's been a great tool."

The new process increased productivity in the risk management department by replacing paper claim forms that were filled out by hand, faxed to a division office for review and then faxed to risk management. Each form had the potential to be entered three times, with the chance for typos and other inaccuracies increasing at each pass.

"Now," said Chilcoat, "that information is entered only once, with most of the fields selected from a code table that is always correct." Also, Vulcan's claims administrators are free to focus on the information at a higher level because they aren't spending time entering data.

Reducing Losses and Lowering Premium

Working with RISKMASTER's power views, Vulcan Materials customized screens for its divisional safety departments' specific needs. This process uncovered the potential for Vulcan's legal department to use RISKMASTER instead of buying a new legal matter management system.

CSC'S SOLUTIONS

CSC's RISKMASTER is the most comprehensive and flexible risk management solution available. RISKMASTER helps organizations worldwide reduce risk by giving users access to more vital information: property, general liability, vehicle, incidents and more. It's a more efficient way for risk, claims and safety specialists to manage claims data.



In addition to streamlining processes, RISKMASTER has consistently delivered something more concrete to the aggregates giant. "With the information in our reports, we've been able to show our underwriters that Vulcan very carefully and effectively manages the risks associated with mining," Chilcoat said.

"In a very detailed manner we've been able to show them that our losses do not compare to most in the industry," she said. "Therefore, we've gotten very good underwriting and premiums. RISKMASTER has helped us reduce losses and document the reductions in detail to get better insurance premiums."

Teaming Up with CSC

"In the last few years, we've been working more closely with CSC and the other RISKMASTER users, particularly because of CSC Connect and some of the regional user group meetings," Chilcoat said. "We have really come to feel that we are all working together rather than battling with a software vendor, going back and forth to get what we want within the constraints of what can be provided. We work together and get things accomplished, for Vulcan as well as CSC."

Vulcan Materials even served as a beta tester for the release of RISKMASTER X. "It gave us a chance to preview the product and have input on what we

thought were important features for the product to have," Chilcoat said. "Working side-by-side with CSC gave us a greater understanding of the actions that CSC has to go through to actually meet their customers' requests for enhancements. It was a great, eye-opening experience."

Chilcoat advises others to participate in CSC Connect and the regional RISKMASTER meetings. "At the regional user groups, you have a chance to communicate with other RISKMASTER users and find out what their issues are," she said. "It really is a partnership between CSC and its clients."

About CSC

CSC, one of the world's leading consulting and IT services firms, helps clients in industry and government achieve strategic and operational results through the use of technology. The company's success is based on its culture of working collaboratively with clients to develop innovative technology strategies and solutions that address specific business challenges.

Having guided clients through every major wave of change in information technology since 1959, CSC combines the newest technologies with its capabilities in consulting, systems design and integration, IT and business process outsourcing, applications software, and Web and application hosting to meet the individual needs of global corporations and organizations.

