

## HNI Case Study

### BOB JOHNSON & CAROL JAMROSZ

President/CEO & VP Safety, RGL Holdings, Inc.

# WE CAN DRIVE 55!

## HOW RGL REDUCED THEIR WC EXPERIENCE MOD.

Bob Johnson, CEO of RGL Holdings, Inc.\*, does not appear to be a hard driving entrepreneur on the surface, but when it comes to reaching a goal, Bob knows how to drive. Five years ago as RGL embarked on a plan to reduce its workers compensation costs, the RGL team needed to set a goal. They looked at their experience mod as the ultimate indicator that they were indeed managing their costs. At that time, the RGL mod was unacceptable. Johnson said, "our goal is 0 losses." Of course, the team questioned how realistic is that? Besides, we need to focus on sales and service first and foremost.

Needless to say, the journey began to reduce WC costs and milestone after milestone has been achieved. This year, RGL's mod of .55 has been celebrated, but as Carol Jamrosz says, "It's just the beginning." Johnson & Jamrosz shared their 5 keys to success in a recent interview.

1. "Get the message out."
2. "Turn the program over to employees."
3. "Invest in safety."
4. "Manage the leading indicators before they become lagging."
5. "Keep your eye on the ball."

The best thing about achieving this level of success is the collaboration of both the RGL and HNI teams. We come from similar value systems and have a mutual responsibility in challenging each other to become better. "We come up with a lot of out of the box ideas, and as our partner HNI has helped us achieve things we didn't even think were possible," said Jamrosz.



“Safety is not a priority at RGL, it is a core value.”

### 5 Keys to RGL's drive to .55

- **[Get the message out.]** Our safety message is constant and consistent because it is part of our culture. Actions and behaviors that are safe communicate our message better than words.
- **[Turn the program over to the employees.]** The risk of injury exists in the warehouses and over the road where our employees work. Ownership of safety belongs to them which produces the best results.
- **[Invest in safety.]** We realize that in order to earn a payback we must have the best talent, knowledge and commitment. Allocating resources of the safety solution.
- **[Manage the leading indicators before they become lagging.]** By the time losses occur you are too late. We focus on certain indicators of behavior and performance that are precursors of potential losses.
- **[Keep your eye on the ball.]** While progress is being made, we need to get better. This includes managing known risks and also being proactive by anticipating emerging risks such as regulatory compliance.

\* The operating companies of RGL Holdings are Leicht Transfer & Storage Co., Checker Logistics and RGL Specialty Services.

CHANGE THE GAME.

