

SUCCESS STORIES

BUSINESS ISSUE

A company specialized in directional drilling had recently discovered they'd been downgraded on their safety score – by a third party vendor management service working on behalf of a large regional utility contractor. It just so happened that this Utility Co made up nearly 50% of the driller's work, and while the work wasn't impacted immediately – they were told they'd lose all contracts effective Jan 1 (which was less than 90 days away). The driller had engaged with an outsourced safety management consultant to handle their ISNetwork interactions who told the driller there was nothing they could do to get their grade back in compliance. The driller shared their predicament with a friendly competitor, who referred the driller to OVD.

ACTION PLAN

The team from OVD Insurance immediately engaged with the (now) client to develop and implement a plan of action. Working closely with the client's leadership team, the plan focused on a grade variance in the short term while also laying the groundwork for larger management changes in the long term.

The Plan :

- _01** Develop a Mitigation Plan and submit the plan to the utility company
- _02** Review all past claims to find patterns/trends
- _03** Establish procedures to mitigate the likelihood of repeating trends
- _04** Job Hazard Analysis (JHA) training
- _05** OVD provided the client access to an online Learning Management System for safety and compliance training. OVD's Risk Consultant helped to curate the course selections to match the goals and objectives laid out in the action plan. The trainings were delivered directly to the client's team members.

An OVD claims consultant helped to establish a consistent claims management process which included:

- The identification of modified duty job opportunities for injured workers
- Proactive management of claims to bring about cost-effective closures
- Recurring claims review process

RESULT

After dedicating the needed time and energy from all parties, the driller was able to obtain a grade variance in the modeling system and has since been able to drive their scores in the right direction with the long term plan. The variance allowed the driller to renew upwards of \$3,000,000 worth of work that had previously been at risk. This type of collaboration does not work without a focused plan from OVD, commitment from the driller to execute, and clear and consistent communication with the large utility company and their vendor – but in the end the determination of both sides to accomplish this goal was rewarded.