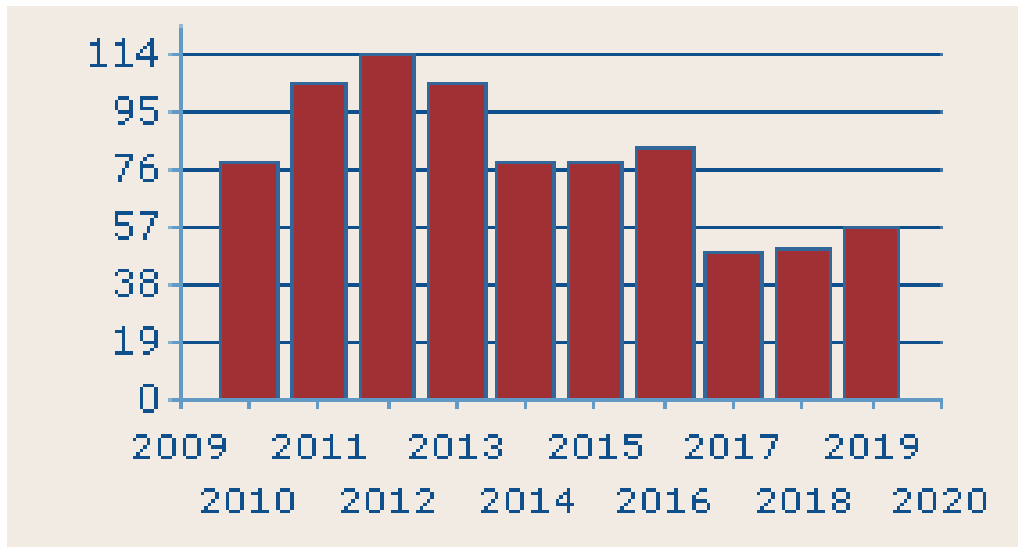


## Metal Surfaces Inc



12/07/18 C2019 057  
12/08/17 C2018 050  
12/09/16 C2017 049  
12/04/15 C2016 083  
02/20/15 C2015 079  
12/06/13 C2014 079  
12/14/12 C2013 104  
12/23/11 C2012 114

**Background:** A combination of careless injuries, coupled with fraudulent claims, pushed the ex-mod to 114 and the premium to a point that cut into profits. Something had to change.

**Solution:** Safety had to be reestablished as the most important part of everyone's job. Safety goes hand in hand with honesty, so every claim is discussed with the goal of soliciting worker input on how the injury could have been avoided. The workforce is engaged.

**Outcome:** By rewarding teams and departments for safety suggestions, procedures, and especially outcomes, motivation leads to better results. They take pride in their safety record.

**3 straight years of having an X mod between .49 and .57 greatly increased profitability**