

## CUSTOMER SUCCESS STORY FURMANITE

### The Company

As the worldwide leader in on-site and on-line plant and pipeline maintenance, Furmanite's core mission is to "maximize asset uptime" for its customers. Its broad array of specialized technical services and proprietary technology are critical to the operation and financial success of some of the world's largest companies in the refining, chemical and petrochemical, oil and gas, power generation, pulp and paper, pharmaceutical, and national defense industries. Headquartered in Richardson, Texas, Furmanite has over 1,400 employees working from over 70 field service offices on six continents.

### The Challenge

When Robb Matthews joined Furmanite as Health, Safety and Environmental Director in 2006, he identified several areas where the company could improve workplace safety training delivery and management. Specifically, he wanted to implement a training solution that would:

- Replace outdated video-based training materials
- Centralize training in an extremely decentralized organization
- Confirm real transfer of knowledge
- Enable testing on all training topics
- Automate the issuance of certificates of completion
- Help the company better monitor training completion
- Track hands-on, instructor-led and online forklift and DOT training through one solution
- Quickly deliver complete safety training records to clients for all personnel working on a project
- Provide online OSHA 10-Hour courses and certification

Robb's mission was to build a stronger, more centralized safety culture at Furmanite, deliver a consistent, up-to-date and high-quality training message, and leverage the Internet for maximum efficiency.

### The Solution

After reviewing online safety training offerings from Coastal, PureSafety and Summit, Furmanite chose PureSafety for several key reasons:

- PureSafety offered off-the-shelf courses that matched all of Furmanite's "Core 24," the 24 courses that are most relevant and imperative to its employees' safety
- PureSafety provided a "complete solution" and didn't try to "nickel and dime" Furmanite for every required feature or related support item
- PureSafety's system was the most intuitive and easy to use
- PureSafety's solution enabled efficient tracking and monitoring of all training – online, in the classroom and hands-on
- PureSafety had an excellent support team in place to help with implementation and ongoing needs
- PureSafety could meet future course development, customization and translation needs with its in-house professional services team and SMEs
- PureSafety had a proven track record with other companies in the energy sector
- Furmanite saw the potential to create an alliance of PureSafety customers operating in its primary industry sectors, with a focus on joint content development, information sharing and best practices. As a PureSafety customer for several years in his previous position with a Caterpillar dealer, Robb had participated in annual PureSafety Cat® Alliance meetings and experienced the benefits of this model firsthand.

*"I've been a PureSafety customer for over five years, at two different organizations. In my experience, no one does more to help you implement successful training and safety management programs and strengthen your safety culture. At Furmanite, PureSafety solutions have helped us improve nearly every area of our program. Completion rates are up, TRIR and Workers' Comp claims are down, we have consistent and highly effective training at every location worldwide, and our tracking and reporting is now centralized, streamlined and extremely efficient."*

**Robb Matthews**  
Health, Safety and Environmental Director  
Furmanite Corporation



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### The Results

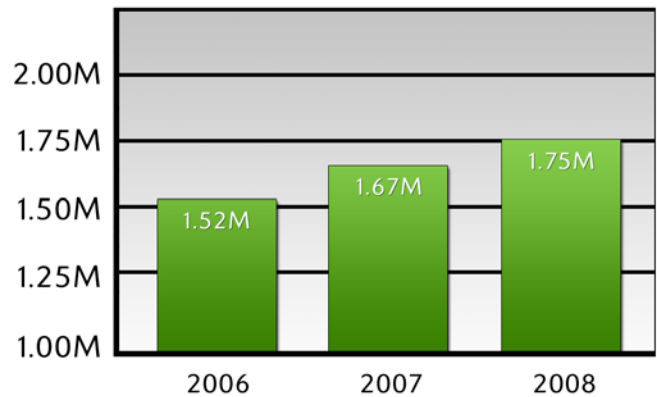
Since engaging PureSafety in 2006, and as a testimony to the company's highly skilled and safety conscious field technicians and supervisors, Furmanite has achieved outstanding results, including:

- Significant improvements in man hours worked without an injury, EMR and TRIR.
- Lower Workers' Comp claims in 2007 and 2008
- 6 million man-hours without a lost time accident in 2008
- Increased visibility and emphasis on safety training
- More efficient training tracking and reporting, including some instructor-led training, with no need for paper files
- Higher satisfaction and buy-in for its safety training program from both managers and employees due to 24/7 availability and engaging, self-paced training environment
- Nearly 100% completion of all required training

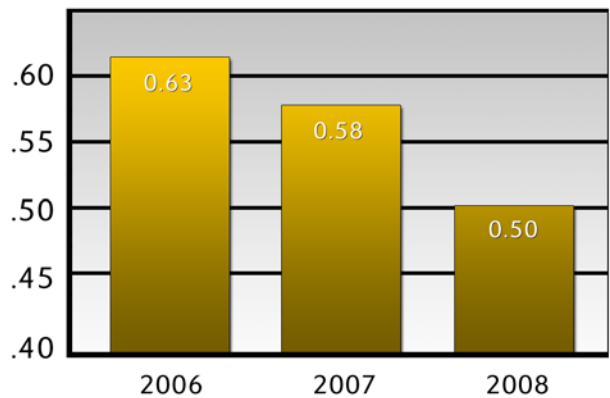
PureSafety's solutions have also empowered Robb and his team to accomplish important company-wide safety improvements, such as:

- Better training documentation, including weekly reports on completion distributed via email throughout the company (up to the president)
- Training completion incentives for employees and Regional Managers based on reports available in the PureSafety Learning Management System
- Consistent training message with 30 days for completion
- Regular audits to confirm that training objectives are being met
- Dedicated "Training PCs" at all locations that allow employees to take their required safety training at the office, or if they choose, from home

Man Hours Worked Without an Injury



EMR Reduction



TRIR Reduction

