



## CUSTOMER SUCCESS STORY JOHNS MANVILLE

### The Company

Johns Manville, a Berkshire Hathaway company, is a leading manufacturer and marketer of premium-quality building insulation, commercial roofing, roof insulation, and specialty products for commercial, industrial, and residential applications. In business since 1858, the Denver-based company has annual sales in excess of \$2 billion and holds leadership positions in all of the key markets that it serves. Johns Manville employs approximately 7,800 people and operates 41 manufacturing facilities in North America, Europe and China.

Johns Manville's Roofing Systems business was the first division to begin using the PureSafety online training solution. Roofing Systems' roots with Johns Manville date back to 1858 when the company first launched. Roofing Systems currently has over 600 dedicated employees in 13 locations throughout North America. Johns Manville is a leading supplier of commercial roofing systems, and provides customers with one of the most comprehensive product lines in the industry. Their extensive product line, coupled with the company's well-known reputation for superior customer service and support, makes Johns Manville Roofing Systems the clear leader and logical choice in the North American commercial/industrial roofing industry.

### The Challenge

Johns Manville is dedicated to protecting public health and the quality of the environment, and the health and safety of its employees. Led by Group Safety Leader Mark Fidishun, the Roofing Systems team works hard to promote these values in the company's 13 North American facilities. Johns Manville maintains a comprehensive safety plan in which training is a key component. But delivering a high quality, consistent safety message to a diverse and decentralized organization doesn't come without its challenges:

#### Training Materials

Before PureSafety, much of the training in Roofing Systems was presented via PowerPoint. Materials were difficult to keep updated and it was challenging to keep employees engaged. Also, materials were only available in English, making it difficult for Spanish-speaking employees to fully understand the safety information being presented.

#### Scheduling

Business levels are traditionally lower in the winter months and many plants would schedule more safety training due to employee availability. This resulted in information overload and didn't follow suit with the company's goal of having ongoing safety focus and monthly hot topics.

#### Inconsistent Trainers

The instructors presenting the PowerPoint information were typically the safety professionals from each plant. All of them have varying degrees of experience and understanding of materials, which resulted in inconsistent presentation and training effectiveness.

#### Tracking

Before PureSafety, it was a very labor-intensive and time-consuming process to track completions manually. Also, documenting the effectiveness of the training was difficult and somewhat ineffective.

#### High Costs of Classroom Training

Classroom training was primarily done at shift change, which required the shift of employees being trained to stay late. This resulted in costly overtime charges.

#### Training Ineffectiveness

Trainers gave the same presentation several times to allow for those who missed out initially to take a make-up course. Monthly safety meetings were used to provide employees with OSHA compliance training. This resulted in additional time required to perform site-specific safety training.

"Like most EHS professionals, I'm sometimes asked to 'do more with less.' PureSafety's online safety training and risk management solutions empower me and my colleagues to do more with more. The results have been outstanding!"

Mark Fidishun  
Group Safety Leader



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### The Solution

In February 2005, Johns Manville's Roofing Systems team chose PureSafety as their online training solution provider. PureSafety has become an integral component of Roofing Systems' comprehensive safety program, which includes:

#### Training

- PureSafety
- OSHA 10-Hour Programs
- Safety Conferences

#### Employee-Led Safety Committees

- Monthly Safety Meetings
- Safety Huddles
- Dedicated Safety Website

#### Audits, Assessments and Inspections

- JSAs
- Plant Hazard Assessments
- PSM Audits
- BBS Audits
- NFPA 70E
- Global Risk

#### Program Implementation

- Voluntary Protection Program
- Management of Change
- IH Sampling Protocol
- Safety Maturity Path
- General Compliance

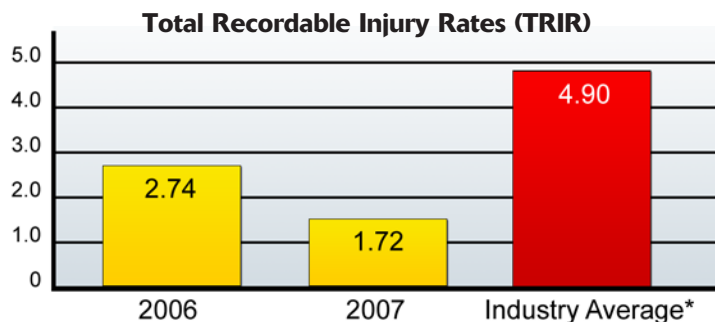
PureSafety, coupled with the division's other major safety initiatives, has allowed Johns Manville to create a culture of "safety excellence." By creating the "World Series of Safety" and "Super Bowl of Safety" incentive programs, Roofing Systems has successfully tied safety together with fun. Within each contest there are numerous metrics that count in each plant's final score. PureSafety training course completion rates are now one of the critical metrics for each contest.

### The Results

With PureSafety in place, Roofing Systems employees can now take their training anytime, from any Internet-connected computer. This has prevented costly overtime training and make-up classes. All training is now tracked automatically, making it easy for company managers to generate activity reports and measure performance. Furthermore, Roofing Systems' safety professionals can now spend more time on other proactive safety duties and act as a resource for employee questions rather than organize and lead training classes.

Beyond more efficiently and effectively meeting its training objectives, PureSafety has contributed to significant improvements in the company's safety results. Since implementing PureSafety in February 2005, Roofing Systems has seen a steady decline in its Total Recordable Injury Rates (TRIR) and Lost Time Incident Rates (LTIR).

While the industry TRIR average is 4.9, Roofing Systems has held its average below three since 2004 and it has reached an all-time low of 1.72 YTD 2007.



Furthermore, Roofing Systems' LTI has reached an all-time low of 0.52 YTD 2007, while much of the industry averages 2.7.

