



Summary of Company Achievements and Future Plans

January 2, 2024

Prepared For:



Kustom Concrete Pumping

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Completed By:

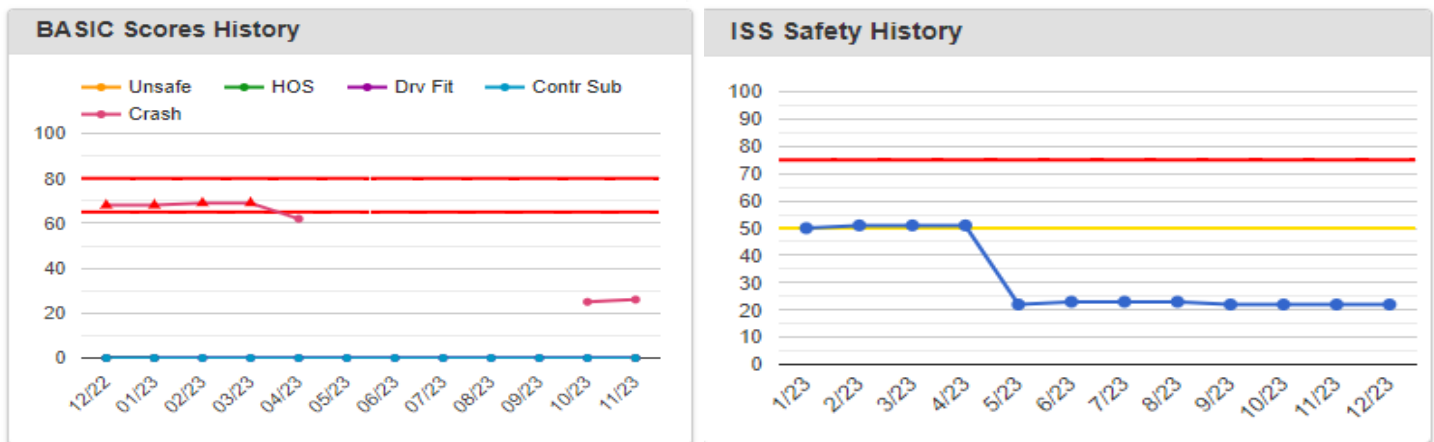
The Risk Management Division of Keystone

Kustom Concrete Pumping, in partnership with Kingsgate & Keystone, is pleased to present an overview of the comprehensive risk management program Kustom Concrete Pumping has diligently embraced. This program encompasses a range of proactive measures designed to enhance vehicle & fleet safety, driver training, DOT compliance, accident investigations, telematics support, human resources consulting, and OSHA compliance. This summary aims to outline our aggressive and proactive approach to regulatory compliance & accident prevention, highlight our corrective actions, and share our strategic plans moving forward.

See attachment 1. KCP – EMR History.

Vehicle / Fleet Safety Program

We have fully integrated the vehicle fleet safety program into KCP operations. Through a meticulous review, we ensure compliance and completeness, with particular emphasis on accountability guidelines related to motor vehicle violations, telematic data, and restricted cell phone use during company business. Any necessary adjustments to the written policy are promptly made, followed by a training session for all affected employees. The CSA BASIC score and ISS History, shown below, reflect this commitment to safety.



CSA BASIC, and ISS History scores show nearly 100% compliance with the rules.

All equipment is very clean and highly maintained. A manlift is used whenever a repair or inspection requires the employee to be more than a few feet above the ground. Documented daily, weekly, bi-weekly, and monthly equipment inspections are completed by the employee assigned to that piece of equipment and audited by the supervisor. All incidents and/or damages are documented with applicable images taken.

Driver Training

We prioritize safety as a fundamental value and meticulously document all training initiatives. Every new team member, regardless of prior experience, undergoes an extensive 28-day training program for pump and/or telebelt trucks, with an additional 14 to 21 days dedicated to dump trucks. Continuous improvement is ingrained in our culture, and ongoing retraining is conducted through immediate, virtual, and in-person sessions, meticulously documented to ensure comprehensive employee coaching.

To reinforce our commitment to safety, we conduct weekly "toolbox talks" with all employees, addressing pertinent topics. Additionally, our monthly safety committee meetings serve as a forum to review policies, address driver concerns, discuss near misses, and analyze any incidents to refine our safety protocols.

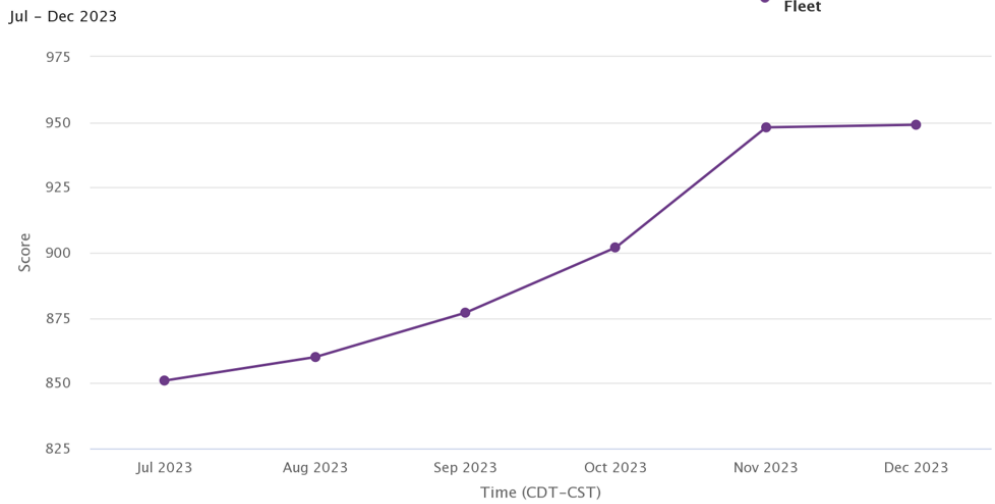
As proud members of the American Concrete Pumpers Association (ACPA), we go beyond industry standards. Three of our employees are certified by ACPA as trainers, responsible for instructing all KCP employees on the safe and proper utilization of our equipment. Our dedication extends to surpassing ACPA safety standards, exemplified by our meticulous adherence to practices such as blocking and bracing, as well as maintaining optimal distance and angle of the boom.

Telematics

We are taking full advantage of the Telematics system installed in all our vehicles, aligning them with specific operational goals. We collaborate closely with our Telematics provider to establish customized parameters ensuring maximum system utilization. Daily and weekly summary reports are provided to our supervisors, covering areas such as speeding violations, harsh driving occurrences, DVIR monitoring, and general system information. At the time of an infraction, drivers receive immediate notice from their telematics device, which may then be followed by a call from their supervisor. All driving behavior is documented and scored. Virtual Coaching reviews all alerts generated by drivers in the previous week and recommends a small subset of alerts that can be reviewed by the driver to understand the areas they can improve. Manage Coaching Sessions for drivers based on their performance statistics. View system recommended coaching sessions, reference the driver's coaching history, configure automated coaching sessions, reference the driver's coaching history, configure automated coaching sessions, and maintain documentation of completed coaching.

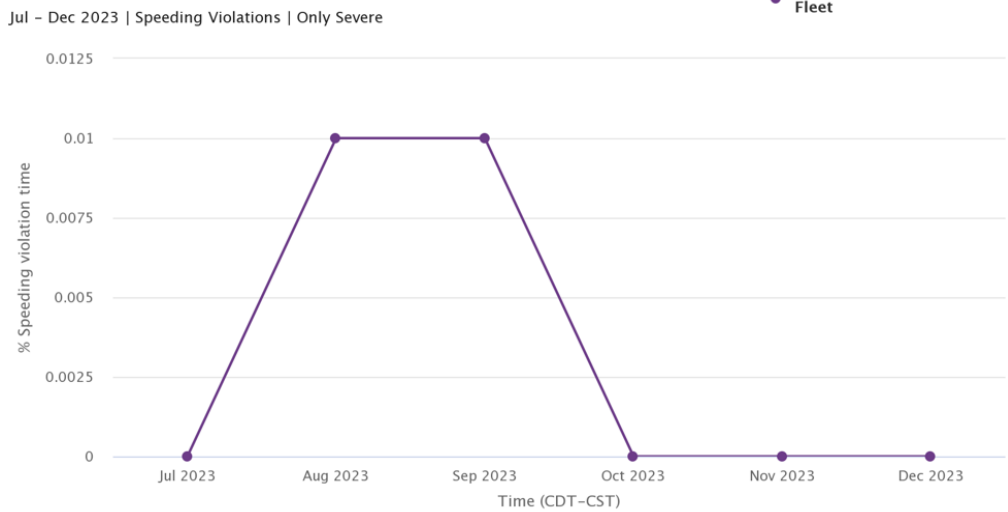
See attachment 2. GPS Insight, Daily Supervisor Report.

Driver & Fleet Score Chart



At KCP, we take immense pride in our commitment to continuous improvement, and this is notably reflected in the remarkable upward trajectory of our driver score since July 2023. Demonstrating our unwavering dedication to safety, efficiency, and excellence in transportation services, our driver score has steadily and consistently improved each month.

Compliance Trends Chart



The Chart above shows speeding since July of this year. Only August and September show up as alerts, the speeding is almost nonexistent at 0.01%:

Month of Aug 2023

0.01 %

🔗 Speeding Violations – Severe

11 Mins of speeding violation out of 3340 Hours 54 mins driven

Month of Sep 2023

0.01 %

🔗 Speeding Violations – Severe

0% from previous Month

14 Mins of speeding violation out of 2871 Hours 49 mins driven

We have an open API with our telematics service and have integrated Fleetio, which is our maintenance software, everything is in one system making it easy for our maintenance staff to know where issues are with the vehicles if a code were to pop up, document it properly and conduct our preventative maintenance.

Electronic File Maintenance: Driver Qualification Files

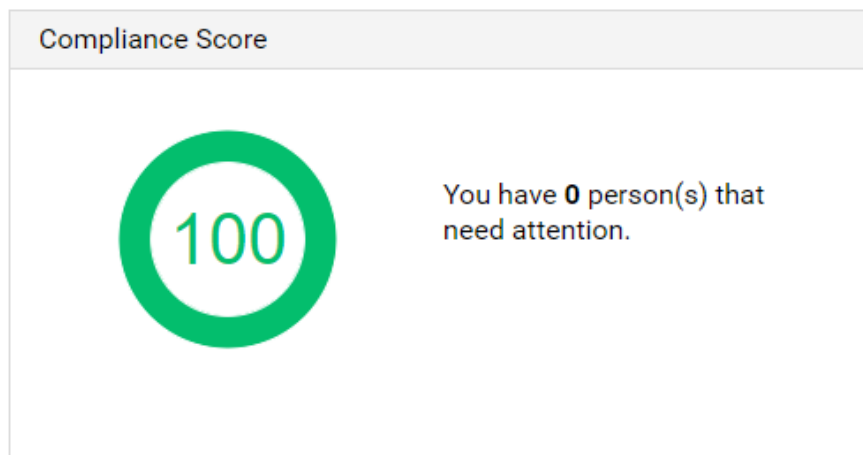
At KCP, we prioritize efficiency and precision in managing driver qualification files. Recognizing the importance of thorough screening, we have partnered with a trusted outsourcing service to meticulously handle essential elements such as drug testing, medical certifications, and Motor Vehicle Records (MVRs) for all our drivers. This strategic collaboration ensures that our qualification processes are streamlined, compliant, and adhere to industry standards.

Our Minimum Driver Requirements, Recruiting and Retention.

1. Within the prior 3 year a drivers' MVR with:
 - a. no more than 3 moving violations or accidents;
 - b. no suspended or revoked license;
 - c. no offense for:
 - i. driving while intoxicated or under the influence, (DWI or DUI);
 - ii. reckless driving;
 - iii. illegal drug possession or narcotics; or
 - iv. making a false accident report or leaving the scene of an accident.
2. Holds a valid driver's license with required endorsements to operate particular size and type of vehicle, a Commercial Drivers' License (CDL), for 2 years or greater, and issued by the United States.

By entrusting these critical components to a specialized external provider, we not only optimize our internal resources but also benefit from the expertise and dedicated focus of professionals in the field. This approach allows us to maintain a stringent and up-to-date qualification system, guaranteeing that our team of drivers meets the highest standards of safety, regulatory compliance, and overall excellence. Our commitment to outsourcing driver qualification files reflects our dedication to a seamless and robust operational framework, ultimately enhancing the reliability and proficiency of our transportation services. This system is audited daily.

DASHBOARD



Safety Committee and Worksite Inspections

At KCP, our commitment to safety extends to comprehensive jobsite safety inspections, a crucial component of our operational excellence. Our systematic approach involves conducting thorough inspections at each jobsite, capturing critical aspects through documented pictures. These visual records serve as tangible evidence of our dedication to creating and maintaining a secure work environment.

See attachment 3. Completed Job Site Inspection.

These safety inspections are not just a routine procedure but a dynamic and collaborative effort. Each inspection is a collective endeavor, involving members of our safety committee—comprised of ownership and representatives from all workplace activities. This diverse committee ensures that a broad spectrum of perspectives are considered, enriching our safety protocols with valuable insights from various roles within the organization.

The inspection findings are regularly discussed at our safety committee meetings, fostering a culture of transparency and continuous improvement. As a group, we analyze documented pictures, identify potential hazards, and collectively strategize on preventive measures and corrective actions. This collaborative approach not only enhances the effectiveness of our safety initiatives but also empowers our workforce to actively contribute to the ongoing evolution of our safety standards.

See attachment 4. Safety Committee Minutes.

The involvement of ownership in the safety committee underscores our commitment from the top down, emphasizing that safety is a core value embedded in our organizational culture. By prioritizing these collaborative safety measures, we strive to create a workplace where every team member actively participates in maintaining the highest standards of safety and well-being on every jobsite.

Injury and Illnesses – Data and Rates

Over the last 2 years, we've witnessed a consistent decline in TRIR & DART rates, reflecting our steadfast commitment to employee safety. The latest data shows 0 recordable injuries over the last year and a consistent reduction in EMR since 2021, underscoring our proactive approach to mitigating workplace incidents. Since Kingsgate Insurance took over the account, rates have remained well below industry average per BLS Statistics.

Calendar Year	Total Recordable Injury Cases	Lost/Restricted Workday Cases	OSHA Recordable Case Rate	Days Away/Restricted Workday Case Rate	EMR
2020	4	4	8.67	8.67	0.99
2021	3	3	5.93	5.93	1.14
2022	1	1	1.92	1.92	1.05
2023	0	0	0	0	0.097
NAICS Code-238110 Poured Concrete Foundation and Structure Contractors			Industry Average 3.9	Industry Average 2.7	

Footnotes:

- 1 Recordable Cases Total cases recorded on the OSHA 300 Log. Recordable cases are those that meet the criteria defined by OSHA recordkeeping standard 29 CFR 1904.
- 2 Recordable Case Rate $\frac{(\# \text{ of Recordable Cases}) \times (200,000)}{\text{Total Hours Worked By All Employees}}$ 200,000 = Base for 100 equivalent full-time workers 40 hours per week, 50 weeks per year.
- 3 BLS Industry Rate Based upon the Bureau of Labor Statistics, U.S. Department of Labor injury and illnesses data; 2021

Enhancing Safety Culture for a Secure Future

We are dedicated to fostering a robust safety culture that underpins every facet of our operations.

See attachment 5. Safety Manual.

As we look ahead, our commitment remains steadfast in building upon our existing foundation of safety protocols and practices. We envision a future where innovation and continuous improvement drive the evolution of our safety initiatives. By continuing with our safety program, we aim to elevate our safety standards to the highest industry benchmarks. We are resolute in creating a workplace that not only meets regulatory requirements but surpasses them, ensuring the well-being of our employees, stakeholders, and the longevity of our operations.

FINAL COMMENTS

As Kustom Concrete Pumping, in conjunction with Kingsgate & Keystone, continues to move forward, we remain committed to building upon these achievements and addressing future challenges proactively. Our strategic plans encompass:

- **Continual Improvement:** We recognize that compliance and safety demand ongoing efforts. We will sustain a proactive stance, regularly reviewing and refining protocols to stay ahead of evolving regulatory requirements. We will continue to improve and reevaluate our processes.
- **Enhanced Employee Training:** Our focus on employee development will persist, ensuring that the team remains well-informed about the latest industry standards and best practices.

In conclusion, KCP, Kingsgate and Keystone's unwavering dedication to excellence is evident in the substantial progress reflected in this report.

Sincerely,



Michael B. Kuiros, CWCA

Director of DOT & Fleet Services | East Coast Risk Management – *a division of Keystone*

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ATTACHMENTS:

1. KCP EMR HISTORY
2. GPS INSIGHT DAILY SUPERVISOR REPORT
3. COMPLETED JOB SITE SAFETY INSPECTION
4. SAFETY COMMITTEE MEETING MINUTES/AGENDA
5. SAFETY MANUAL