

See It to Believe It:
Two Customers, Real Results

Tori Reich

Systems Analyst, Risk Solutions| Kohler Co.

Amanda Roberts

RMIS Manager | McLane Company

2026 Konnect

Headquartered in
Kohler, Wisconsin

Operating in
32 countries
3 core business groups

30,000+ associates
worldwide
2 5-star resorts

KOHLER®

The journey:

10 Years
Riskonnect Partnership

5 Years
Serving as System Admin

Limitless
Continuous Improvement

CONSTANT PRIORITIES

- Capture
- Automate
- Communicate

Headquartered in Temple, Texas

80+ distribution centers nationwide
50,000+ products distributed
110,000 customer locations

20,000+ teammates nationwide

McLANE

What we've gained:

- Actionable insights
- Risk & Safety Awareness
- Agile Process Improvement
- Risk Mitigation
- Frictionless Experience
- Reduced Silos


A picture is
worth a
1000 words.

Demo

KOHLER®

Complex Litigation Dashboard

Transforming data into actionable insights that improve stakeholder visibility, streamline complex litigation processes, and enable proactive management of financial exposure, insurance recoveries, and regulatory obligations.

Legal Dashboard

Leveraging data to strengthen cross-functional collaboration, enhance visibility across stakeholders, identify trends, and support informed decision-making.



Divisional User Home Page

- Claims & OSHA Information
- Behavioral & Safety Observations
- Work Status Tracking

Workers' Comp Dashboard

Adjuster KPI Dashboard

KPI Cognos Report

McLane – PD Claims KPI

Period Covered : 2026-08-15T00:00:00.000 To 2026-09-10T00:00:00.000

Adjuster Name			
PD Claimants Added:	#	PD Claimants Closed:	#
PD Inventory Start	#	PD Closing Ratio: (102%)	%
PD Inventory End	#	PD 14 Day Reserve O/S	#
PD Reopened	#	PD 14 Day Reserve Compliance (90%)	%
PD Reopen Rate	%	Tasks Deficient	#

PD 24 Hour Contact: (80%)	#	%	PD Level 1 Assigned	#	PD Average Claim Cycle Time Lv.1	Avg #
PD No Contact Date	#	%	PD Level 2 Assigned	#	PD Average Claim Cycle Time Lv.2	Avg #
PD 90 Day Close: (75%)	#	%	PD Level 3 Assigned	#	PD Average Claim Cycle Time Lv.3	Avg #
DOT's Assigned	0	%	PD Level 4 Assigned	#	PD Average Claim Cycle Time Lv.4	Avg #

2026 KOnnect

McLane – BI Claims KPI

Adjuster Name			
BI Claimants Added:	#	BI Claimants Closed:	#
BI Inventory Start	#	BI Closing Ratio: (102%)	%
BI Inventory End	#	BI 14 Day Reserve O/S	#
BI Reopened	#	BI 14 Day Reserve Compliance (90%)	%
BI Reopen Rate	%	Tasks Deficient	#

Period Covered : 2026-08-15T00:00:00.000 To 2026-09-10T00:00:00.000

BI 24 Hour Contact: (80%)	#	%	BI Level 3 Assigned	#	BI Average Claim Cycle Time Lv.3	Avg #
BI No Contact Date	#	%	BI Level 4 Assigned	#	BI Average Claim Cycle Time Lv.4	Avg #
BI No Attorney	#	%	Legal Incurred #	#	Legal Incurred $	Avg #
BI Attorney Rep	#	%	BI Incurred #	#	BI Incured $	Avg #
DOT BI Claims	#	%	BI Settlements #	#	BI Settlements $	Avg #

2026 KOnnect

McLane – Compliance Claims KPI

Period Covered : 2026-08-15T00:00:00.000 To 2026-09-10T00:00:00.000			
Adjuster Name			
ISO Completed (90%)	#	ISO Competed (90%) %	%
Internet Presence Investigation Completed (90%)	#	Internet Presence Investigation Completed (90%) %	%
MSP Query	#	MSP Query % :	%
MSP Query on Closed Claims	#	MSP Query on Closed Claims %	%
Good Faith Efforts	#	Litigation Hold	#

2026 KOnnect

McLane – Recovery Claims KPI

Period Covered : 2026-08-15T00:00:00.000 To 2026-09-10T00:00:00.000							
Adjuster Name							
Recovery Claimants Added:	#	Recovery Claimants Closed:	#		Recovery Closing Ratio: (102%)	%	
Recovery Inventory Start	#	Recovery Tasks Deficient	#		Recovery 24 Hour Contact: (80%)	#	%
Recovery Inventory End	#	Aging Analysis	#		Recovery No Contact Date	#	%
Recovery Reopen Rate	%	Arbitration Decisions	#		No Recovery	#	
SOL Expired (0%)	%	Arbitration Awards	#				
Arbitrations Filed	#						

Dollars Recovered (#/$)	#	$		Level 1 Assigned	#	Average Claim Cycle Time Lv.1	Avg #
Outstanding Demand (#/$)	#	$		Level 2 Assigned	#	Average Claim Cycle Time Lv.2	Avg #
Average Recovery	$			Level 3 Assigned	#	Average Claim Cycle Time Lv.3	Avg #
Recovery Velocity (#)	#			Level 4 Assigned	#	Average Claim Cycle Time Lv.4	Avg #
Demands Sent	#						
Demand Velocity (#)	#						

2026 KOnnect

QUESTIONS

2026 KOnnect

CONNECT WITH ME

Tori Reich

tori.reich@kohler.com

kohler.com/en

in/tori-reich-501331ba/

Amanda Roberts

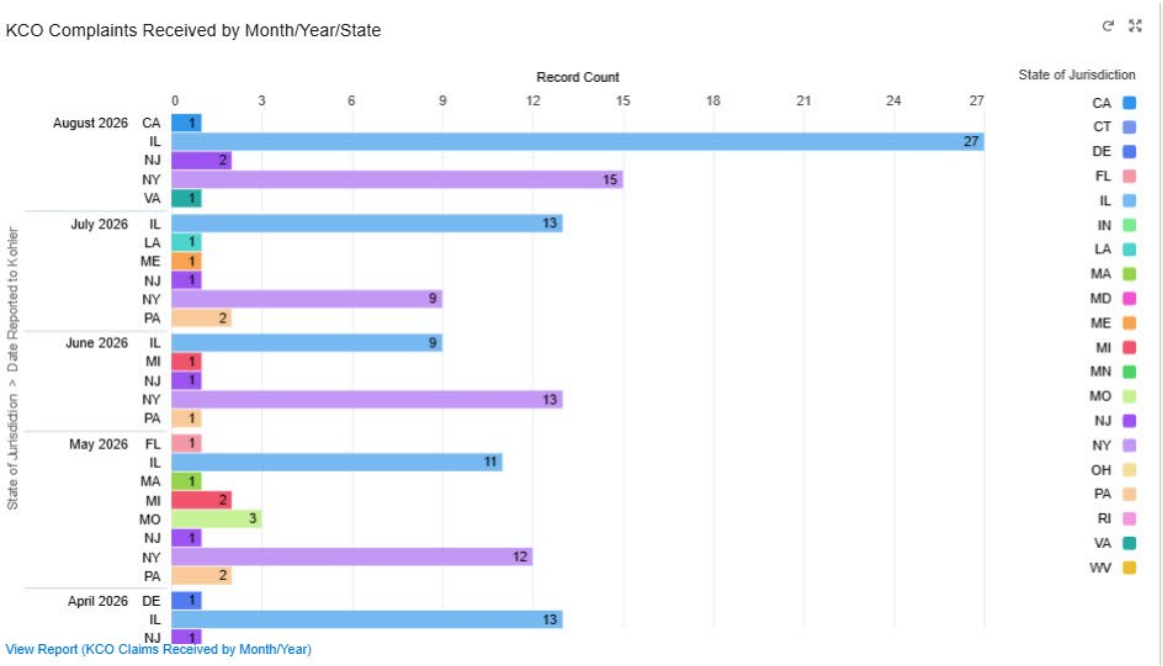
amanda.roberts@mclaneco.com

mclaneco.com/

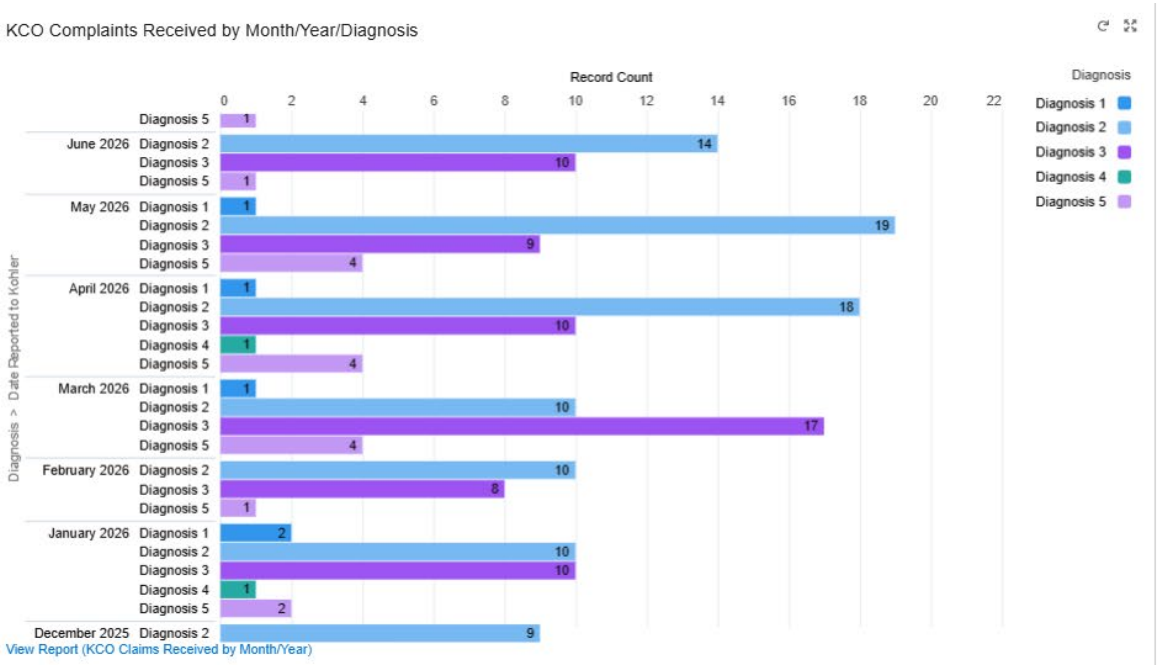
2026 Konnect


THANK YOU
2026 Konnect

Kohler – Complex Litigation Dashboard



View Report (KCO Claims Received by Month/Year)

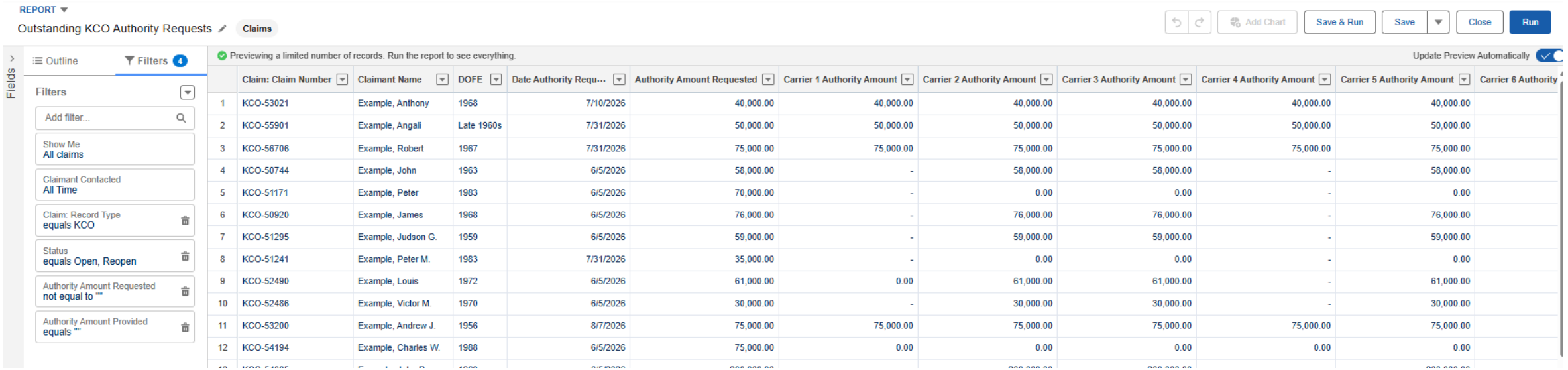


View Report (KCO Claims Received by Month/Year)

2026 KOnnect

Kohler – Complex Litigation Dashboard

Outstanding Settlement Authority Requests



REPORT

Outstanding KCO Authority Requests | Claims

Add Chart | Save & Run | Save | Close | Run

Fields

Outline | Filters 4

Filters

Add filter...

Show Me
All claims

Claimant Contacted
All Time

Claim: Record Type
equals KCO

Status
equals Open, Reopen

Authority Amount Requested
not equal to ""

Authority Amount Provided
equals ""

Previewing a limited number of records. Run the report to see everything.

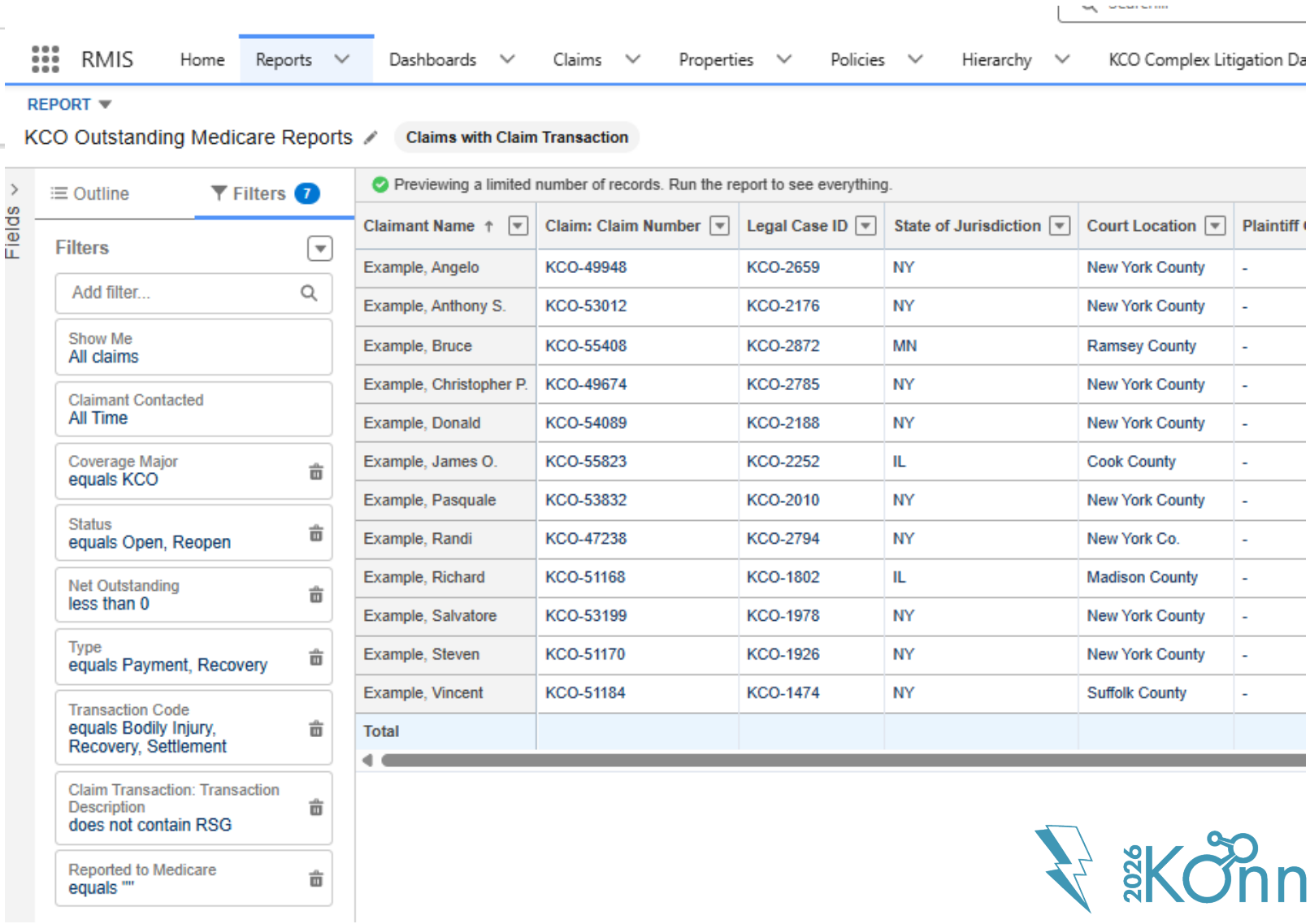
Update Preview Automatically

	Claim: Claim Number	Claimant Name	DOFE	Date Authority Requ...	Authority Amount Requested	Carrier 1 Authority Amount	Carrier 2 Authority Amount	Carrier 3 Authority Amount	Carrier 4 Authority Amount	Carrier 5 Authority Amount	Carrier 6 Authority
1	KCO-53021	Example, Anthony	1968	7/10/2026	40,000.00	40,000.00	40,000.00	40,000.00	40,000.00	40,000.00	
2	KCO-55901	Example, Angali	Late 1960s	7/31/2026	50,000.00	50,000.00	50,000.00	50,000.00	50,000.00	50,000.00	
3	KCO-56706	Example, Robert	1967	7/31/2026	75,000.00	75,000.00	75,000.00	75,000.00	75,000.00	75,000.00	
4	KCO-50744	Example, John	1963	6/5/2026	58,000.00	-	58,000.00	58,000.00	-	58,000.00	
5	KCO-51171	Example, Peter	1983	6/5/2026	70,000.00	-	0.00	0.00	-	0.00	
6	KCO-50920	Example, James	1968	6/5/2026	76,000.00	-	76,000.00	76,000.00	-	76,000.00	
7	KCO-51295	Example, Judson G.	1959	6/5/2026	59,000.00	-	59,000.00	59,000.00	-	59,000.00	
8	KCO-51241	Example, Peter M.	1983	7/31/2026	35,000.00	-	0.00	0.00	-	0.00	
9	KCO-52490	Example, Louis	1972	6/5/2026	61,000.00	0.00	61,000.00	61,000.00	-	61,000.00	
10	KCO-52486	Example, Victor M.	1970	6/5/2026	30,000.00	-	30,000.00	30,000.00	-	30,000.00	
11	KCO-53200	Example, Andrew J.	1956	8/7/2026	75,000.00	75,000.00	75,000.00	75,000.00	75,000.00	75,000.00	
12	KCO-54194	Example, Charles W.	1988	6/5/2026	75,000.00	0.00	0.00	0.00	0.00	0.00	

2026 KOnnect

Kohler – Complex Litigation Dashboard

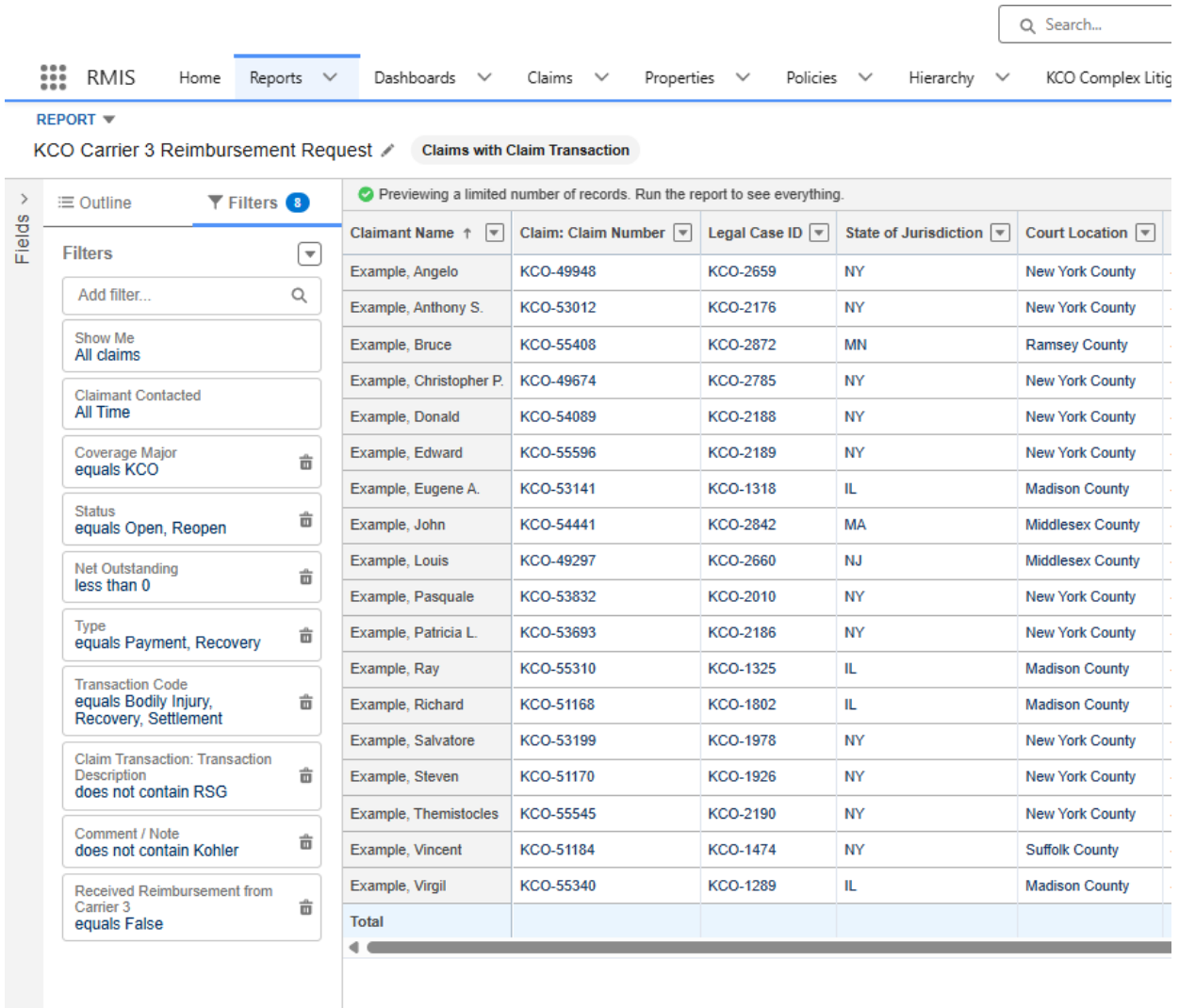
Outstanding KCO Medicare Reports



2026 KOnnect

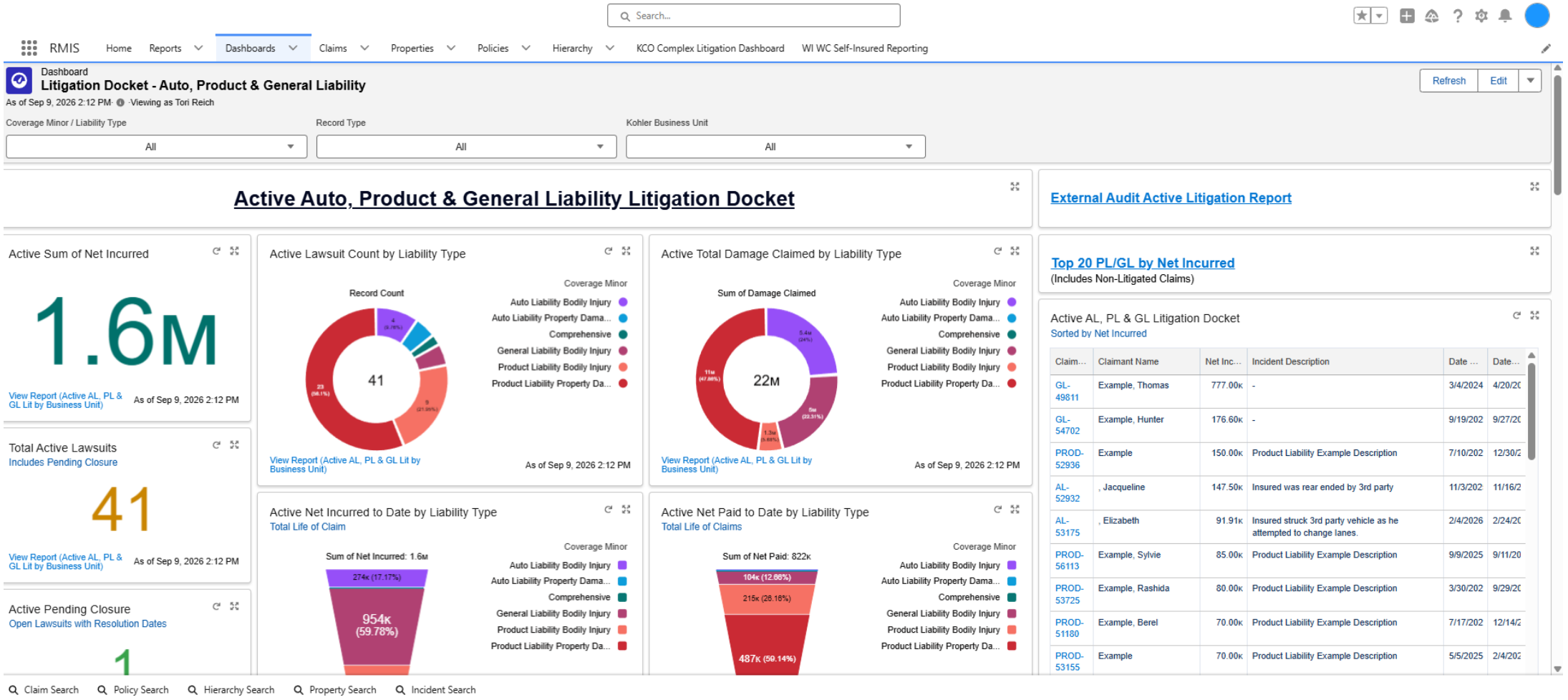
Kohler – Complex Litigation Dashboard





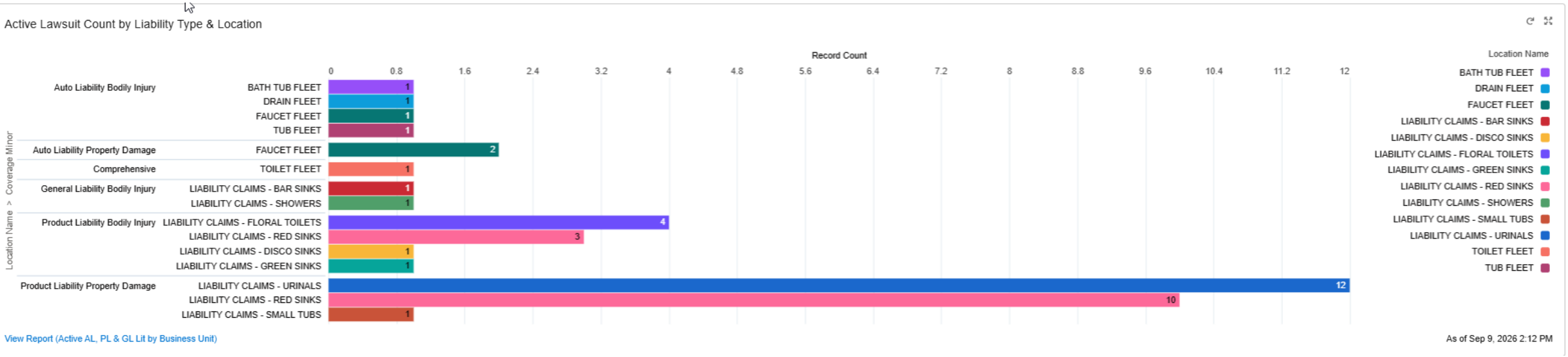
2026 KOnnect

Kohler – Legal Dashboard



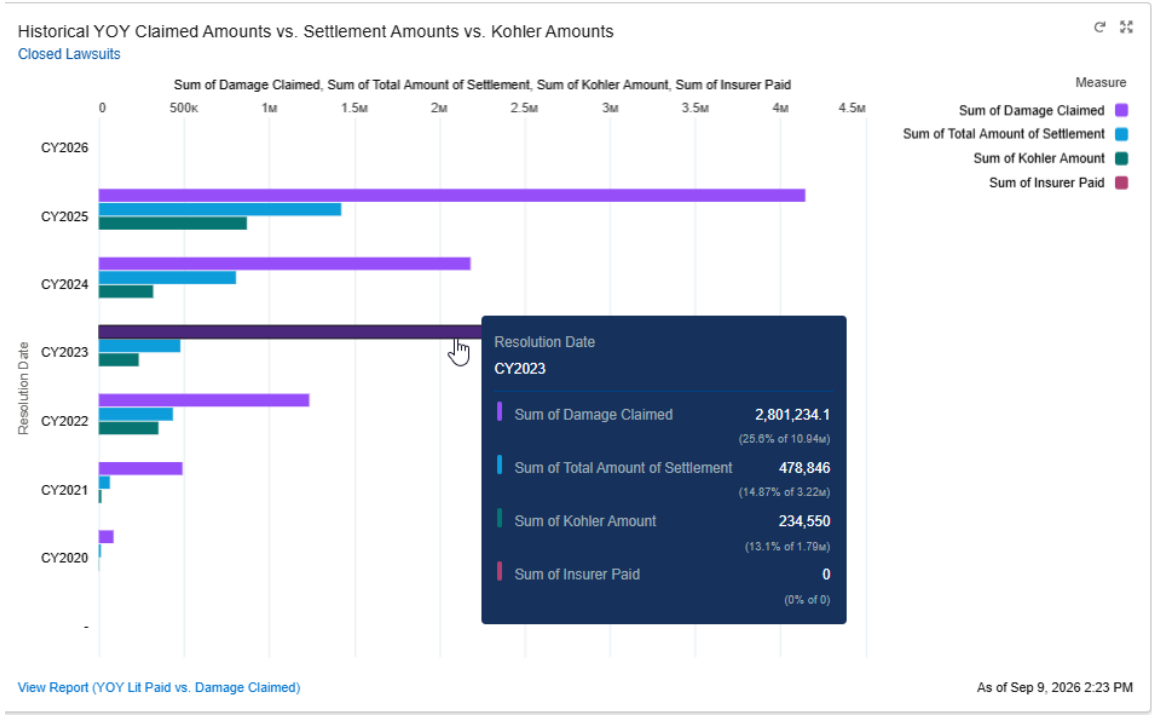
2026 KOnnect

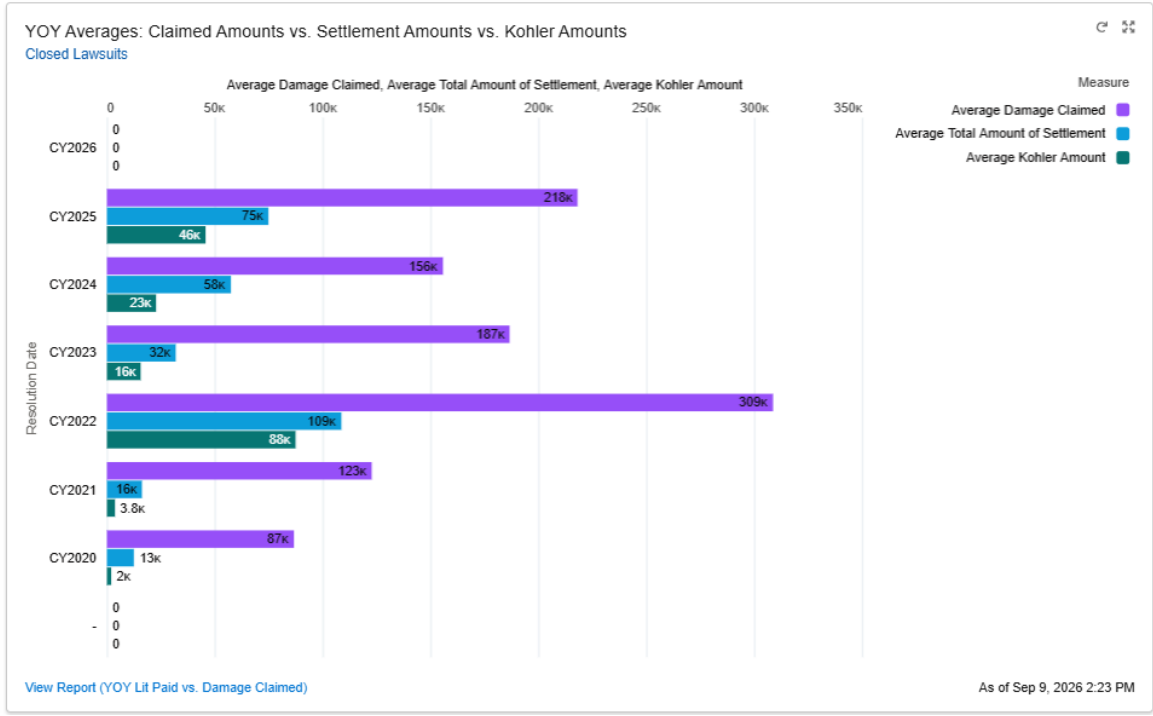
Kohler – Legal Dashboard



Kohler – Legal Dashboard

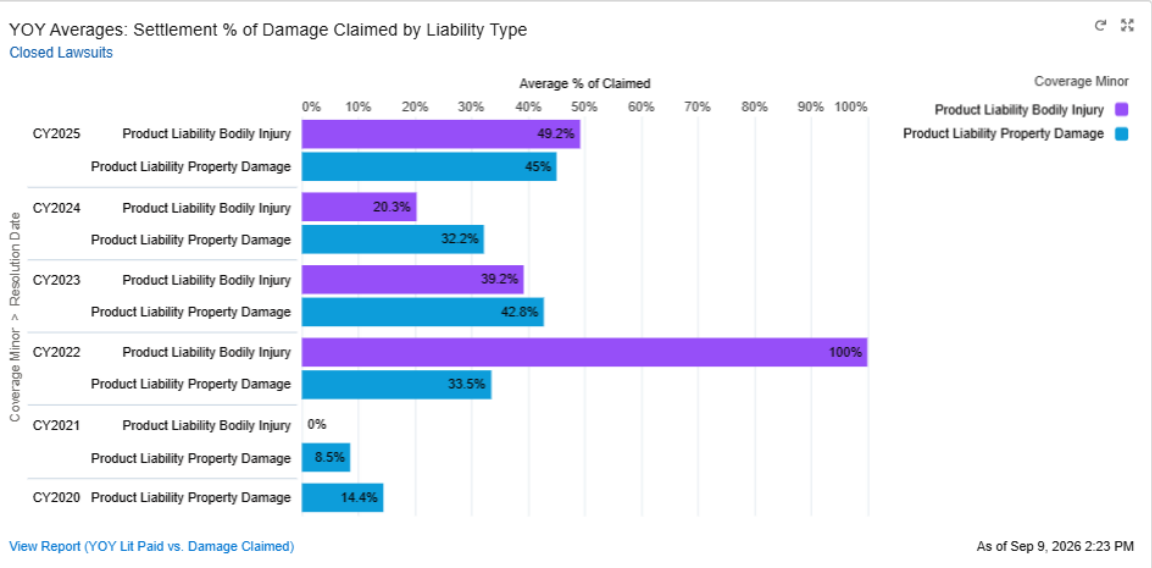
Historical Auto, Product & General Liability Litigation Data

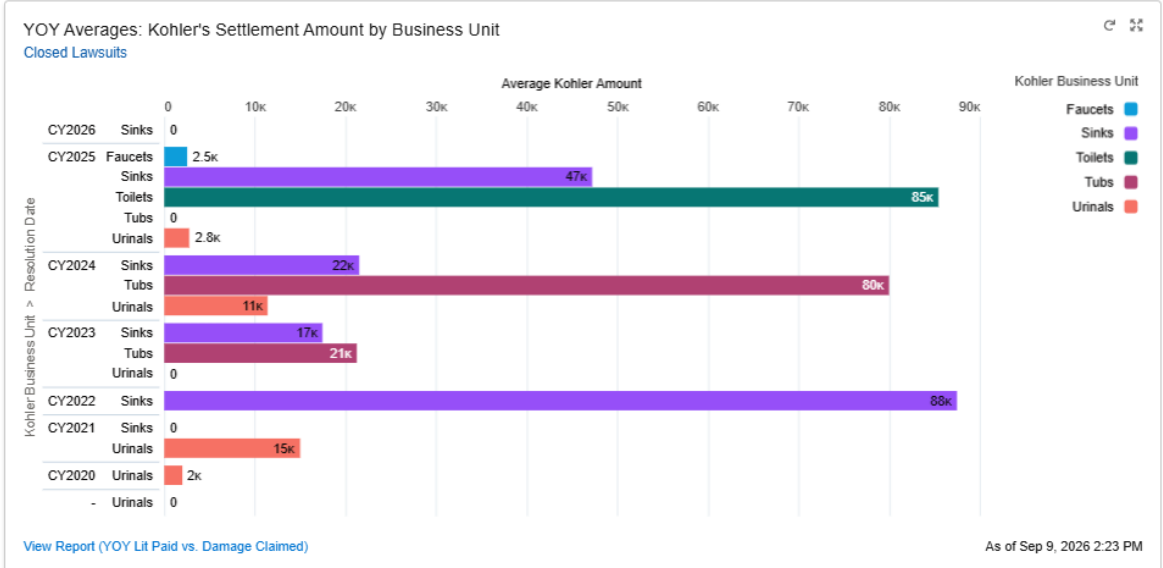




2026 KOnnect

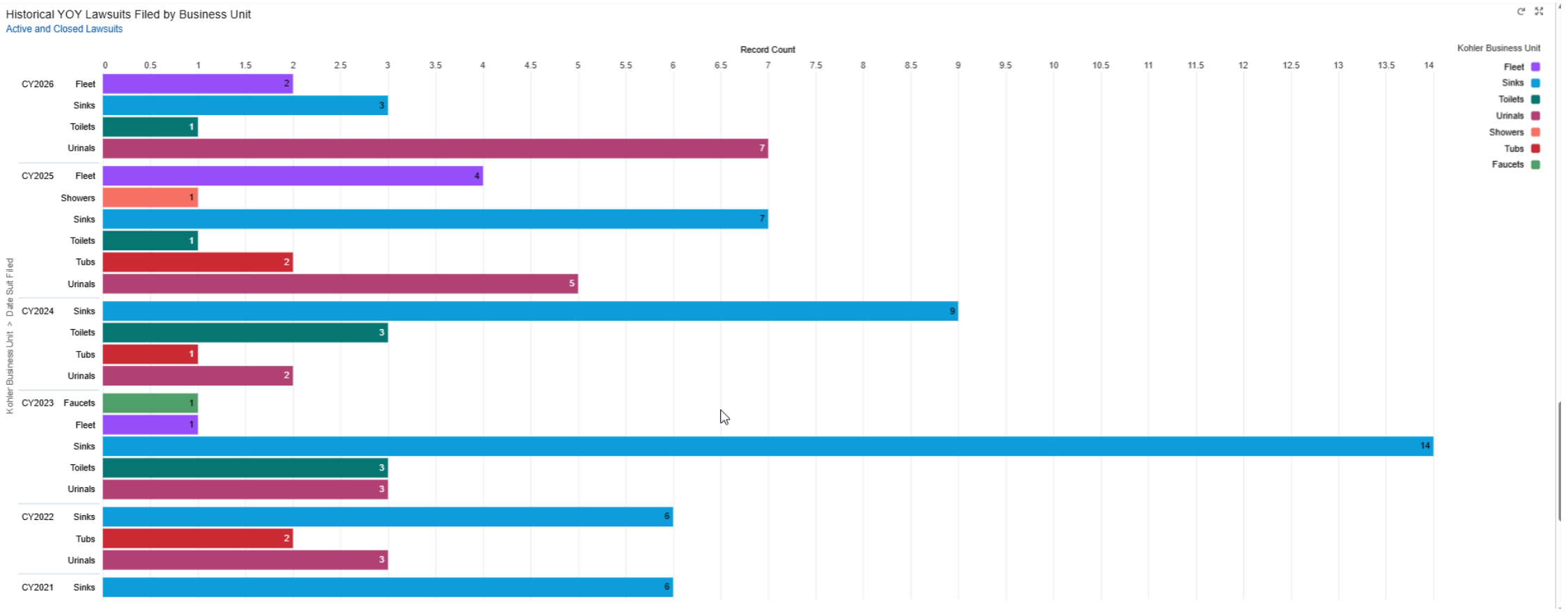
Kohler – Legal Dashboard





2026 KOnnect

Kohler – Legal Dashboard

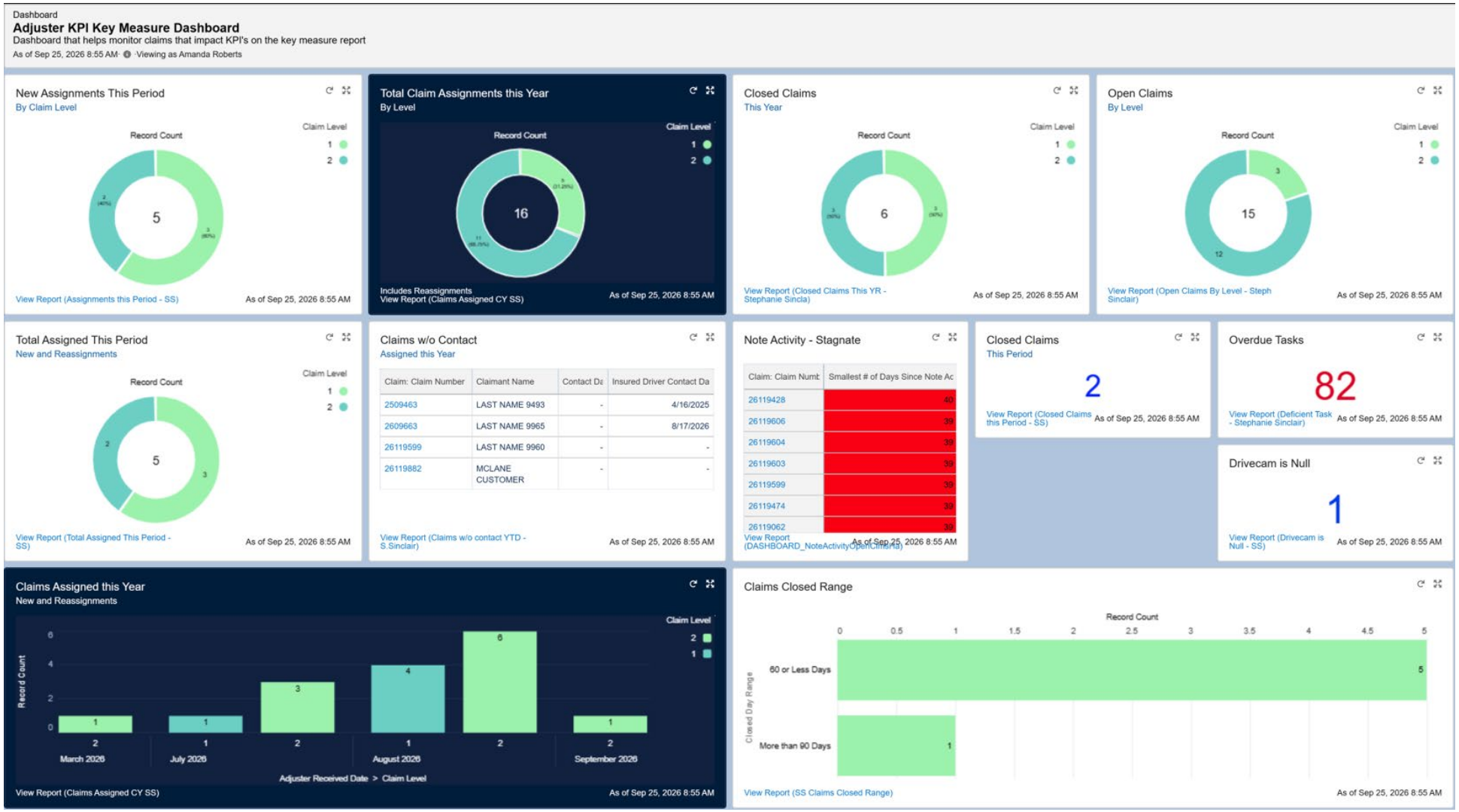


2026 KOnnect

Appendix – McLane Screenshots

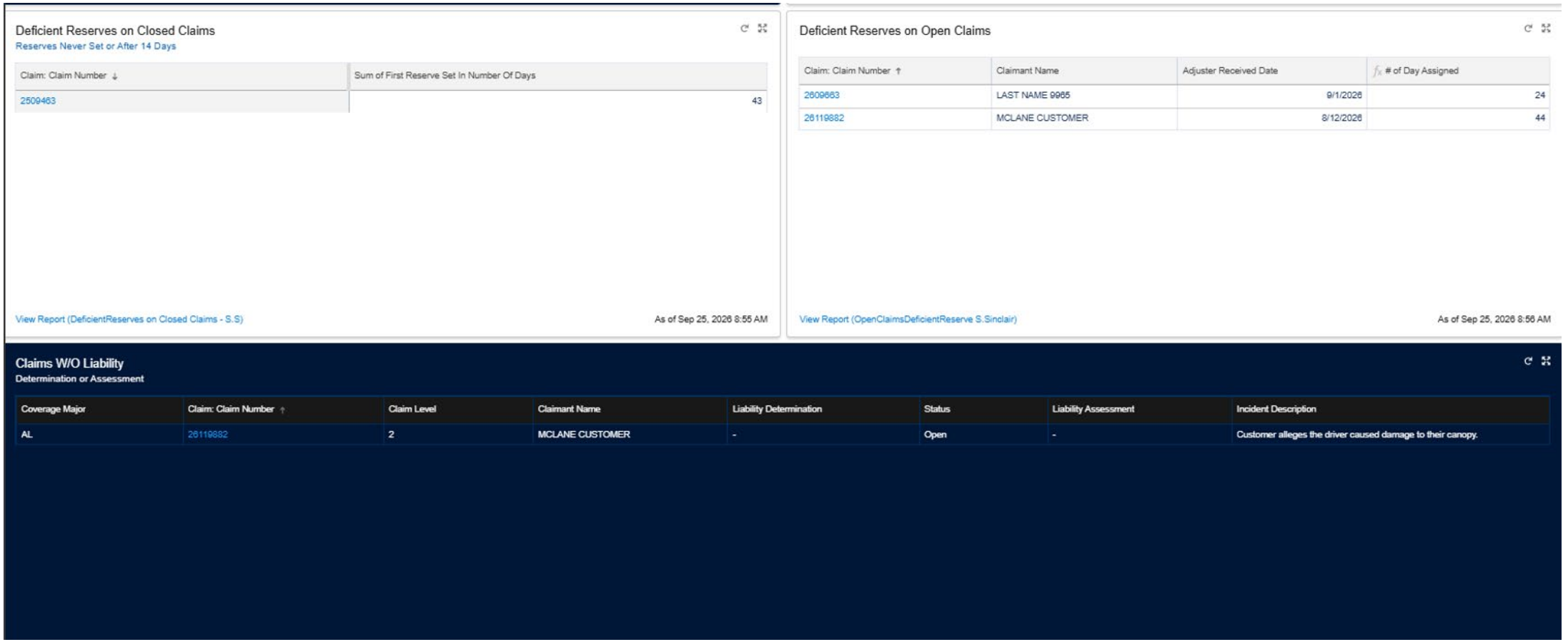
2026 KOnnect

McLane – Adjuster Dashboard



2026 KOnnect

McLane – Adjuster Dashboard



Deficient Reserves on Closed Claims

Reserves Never Set or After 14 Days

Claim: Claim Number	Sum of First Reserve Set In Number Of Days
2509463	43

View Report (DeficientReserves on Closed Claims - S.S)

As of Sep 25, 2026 8:55 AM

Deficient Reserves on Open Claims

Claim: Claim Number	Claimant Name	Adjuster Received Date	# of Day Assigned
2609663	LAST NAME 9965	9/1/2026	24
26119882	MCLANE CUSTOMER	8/12/2026	44

View Report (OpenClaimsDeficientReserve S.Sinclair)

As of Sep 25, 2026 8:56 AM

Claims W/O Liability

Determination or Assessment

Coverage Major	Claim: Claim Number	Claim Level	Claimant Name	Liability Determination	Status	Liability Assessment	Incident Description
AL	26119882	2	MCLANE CUSTOMER	-	Open	-	Customer alleges the driver caused damage to their canopy.

2026 KOnnect

McLane – Workers' Compensation



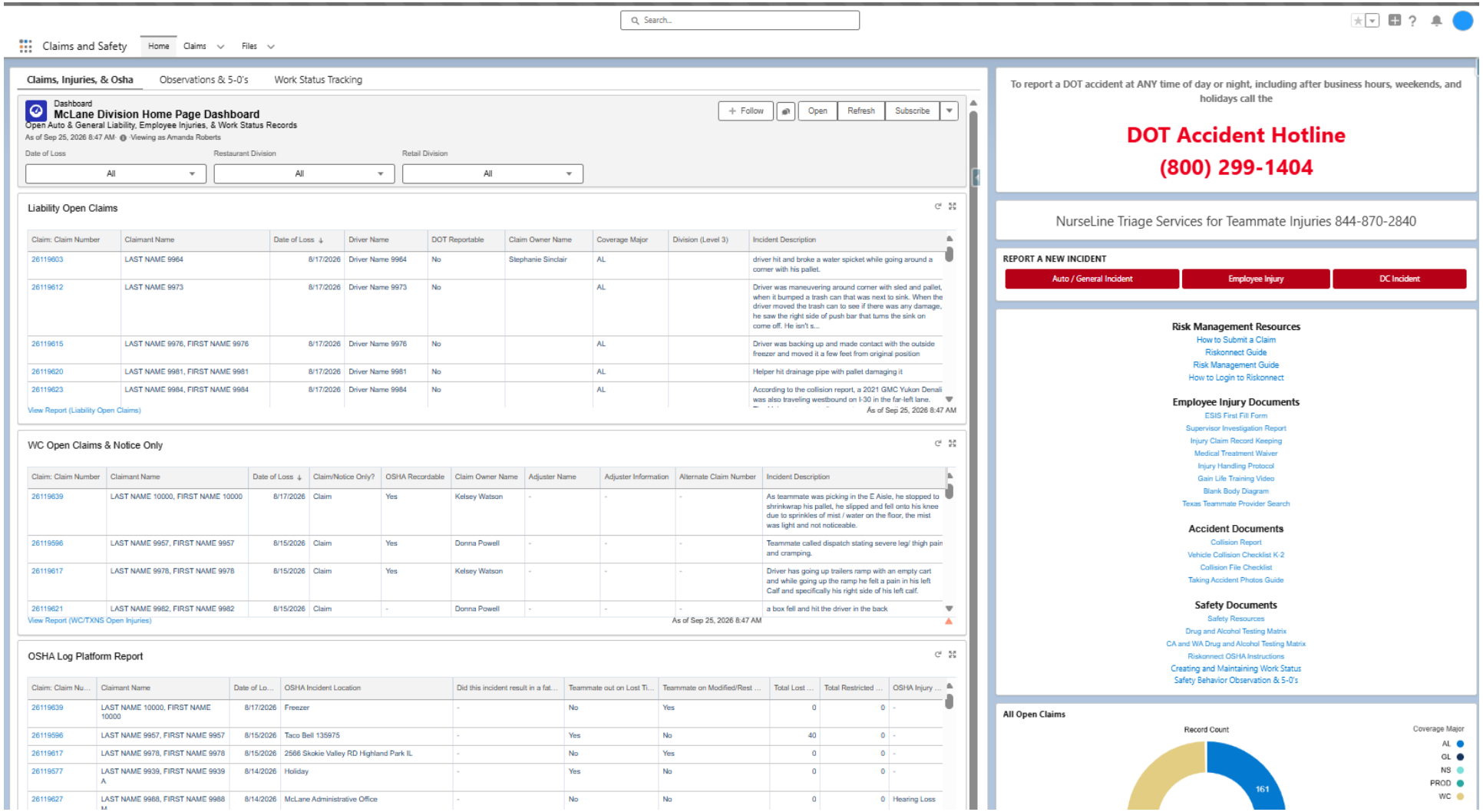
2026 KOnnect

McLane – Workers' Compensation



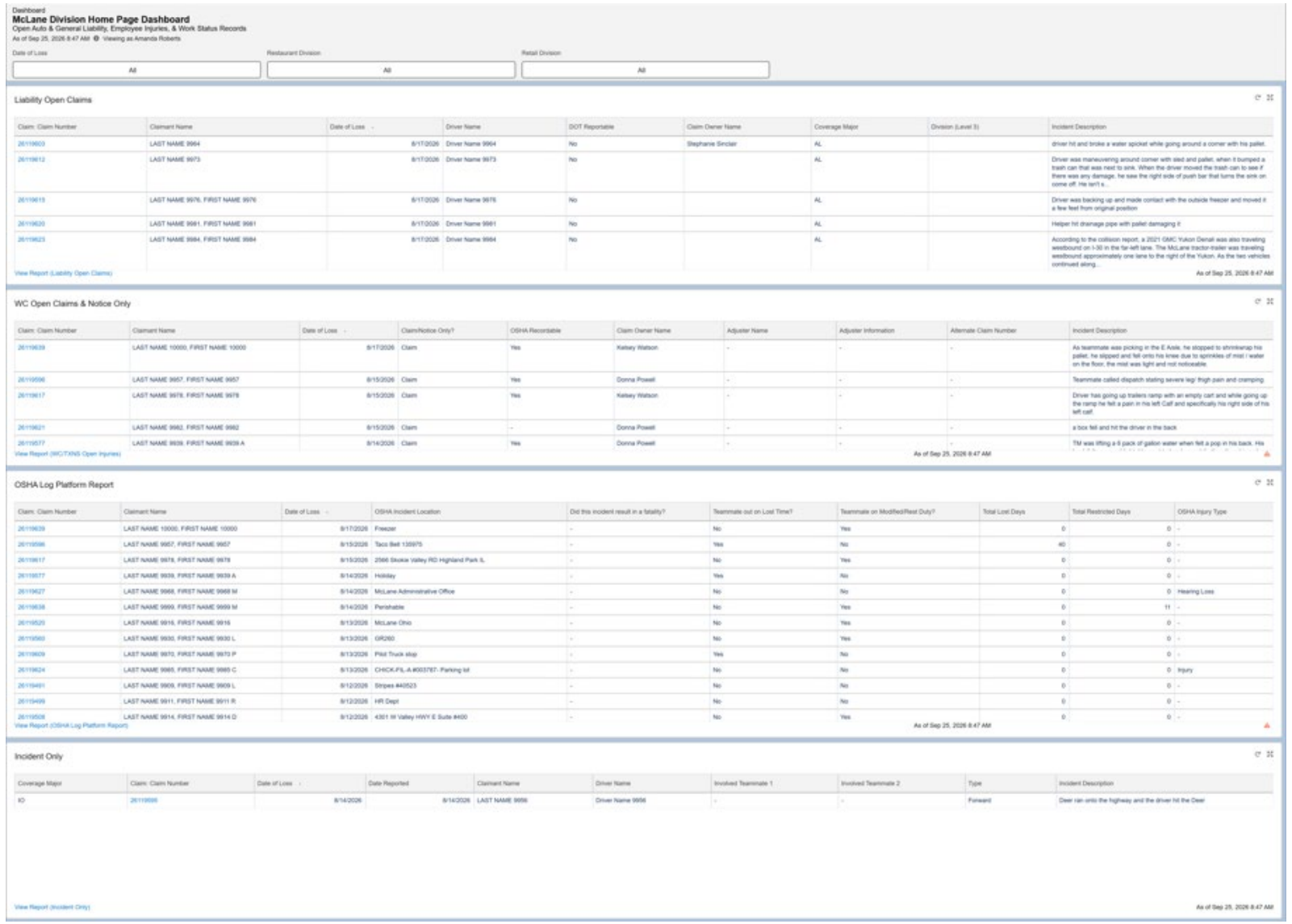
2026 KOnnect

McLane – Division User Home Page



2026 KOnnect

McLane – Division Claims, Injuries, OSHA



Dashboard

McLane Division Home Page Dashboard

Open Auto & General Liability, Employee Injuries, & Work Status Records

As of Sep 25, 2026 8:47 AM · Viewing as Amanda Roberts

Date of Loss: All | Restaurant Division: All | Retail Division: All

Liability Open Claims

Claim: Claim Number	Claimant Name	Date of Loss	Driver Name	DOT Reportable	Claim Owner Name	Coverage Major	Division (Level 3)	Incident Description
26119603	LAST NAME 9964	8/17/2026	Driver Name 9964	No	Stephanie Sinclair	AL		driver hit and broke a water spicket while going around a corner with his pallet.
26119612	LAST NAME 9973	8/17/2026	Driver Name 9973	No		AL		Driver was maneuvering around corner with skid and pallet, when it bumped a trash can that was next to sink. When the driver moved the trash can to see if there was any damage, he saw the right side of push bar that turns the sink on come off. He isn't a...
26119615	LAST NAME 9976, FIRST NAME 9976	8/17/2026	Driver Name 9976	No		AL		Driver was backing up and made contact with the outside freezer and moved it a few feet from original position
26119620	LAST NAME 9981, FIRST NAME 9981	8/17/2026	Driver Name 9981	No		AL		Helper hit drainage pipe with pallet damaging it
26119623	LAST NAME 9984, FIRST NAME 9984	8/17/2026	Driver Name 9984	No		AL		According to the collision report, a 2021 GMC Yukon Denali was also traveling westbound on I-30 in the far-left lane. The McLane tractor-trailer was traveling westbound approximately one lane to the right of the Yukon. As the two vehicles continued along...

View Report (Liability Open Claims)

As of Sep 25, 2026 8:47 AM

WC Open Claims & Notice Only

Claim: Claim Number	Claimant Name	Date of Loss	Claim/Notice Only?	OSHA Recordable	Claim Owner Name	Adjuster Name	Adjuster Information	Alternate Claim Number	Incident Description
26119639	LAST NAME 10000, FIRST NAME 10000	8/17/2026	Claim	Yes	Kelsey Watson	-	-	-	As teammate was picking in the E Aisle, he stopped to shrinkwrap his pallet, he slipped and fell onto his knee due to sprinkles of mist / water on the floor, the mist was light and not noticeable.
26119596	LAST NAME 9957, FIRST NAME 9957	8/15/2026	Claim	Yes	Donna Powell	-	-	-	Teammate called dispatch stating severe leg/ thigh pain and cramping
26119617	LAST NAME 9978, FIRST NAME 9978	8/15/2026	Claim	Yes	Kelsey Watson	-	-	-	Driver has going up trailers ramp with an empty cart and while going up the ramp he felt a pain in his left Calf and specifically his right side of his left calf.
26119621	LAST NAME 9982, FIRST NAME 9982	8/15/2026	Claim	-	Donna Powell	-	-	-	a box fell and hit the driver in the back
26119577	LAST NAME 9939, FIRST NAME 9939 A	8/14/2026	Claim	Yes	Donna Powell	-	-	-	TM was lifting a 6 pack of gallon water when felt a pop in his back. His

View Report (WC/TXNS Open Injuries)

As of Sep 25, 2026 8:47 AM

OSHA Log Platform Report

Claim: Claim Number	Claimant Name	Date of Loss	OSHA Incident Location	Did this incident result in a fatality?	Teammate out on Lost Time?	Teammate on Modified/Rest Duty?	Total Lost Days	Total Restricted Days	OSHA Injury Type
26119639	LAST NAME 10000, FIRST NAME 10000	8/17/2026	Freezer	-	No	Yes	0	0	-
26119596	LAST NAME 9957, FIRST NAME 9957	8/15/2026	Taco Bell 130975	-	Yes	No	40	0	-
26119617	LAST NAME 9978, FIRST NAME 9978	8/15/2026	2566 Skokie Valley RD Highland Park IL	-	No	Yes	0	0	-
26119577	LAST NAME 9939, FIRST NAME 9939 A	8/14/2026	Holiday	-	Yes	No	0	0	-
26119627	LAST NAME 9968, FIRST NAME 9968 M	8/14/2026	McLane Administrative Office	-	No	No	0	0	Hearing Loss
26119638	LAST NAME 9999, FIRST NAME 9999 M	8/14/2026	Perishable	-	No	Yes	0	11	-
26119525	LAST NAME 9916, FIRST NAME 9916	8/13/2026	McLane Ohio	-	No	Yes	0	0	-
26119560	LAST NAME 9930, FIRST NAME 9930 L	8/13/2026	GR260	-	No	Yes	0	0	-
26119609	LAST NAME 9970, FIRST NAME 9970 P	8/13/2026	Pilot Truck stop	-	Yes	No	0	0	-
26119624	LAST NAME 9985, FIRST NAME 9985 C	8/13/2026	CHICK-FIL-A #003787- Parking lot	-	No	No	0	0	Injury
26119491	LAST NAME 9909, FIRST NAME 9909 L	8/12/2026	Stripes #40523	-	No	No	0	0	-
26119499	LAST NAME 9911, FIRST NAME 9911 R	8/12/2026	HR Dept	-	No	No	0	0	-
26119508	LAST NAME 9914, FIRST NAME 9914 D	8/12/2026	4301 W Valley HWY E Suite #400	-	No	Yes	0	0	-

View Report (OSHA Log Platform Report)

As of Sep 25, 2026 8:47 AM

Incident Only

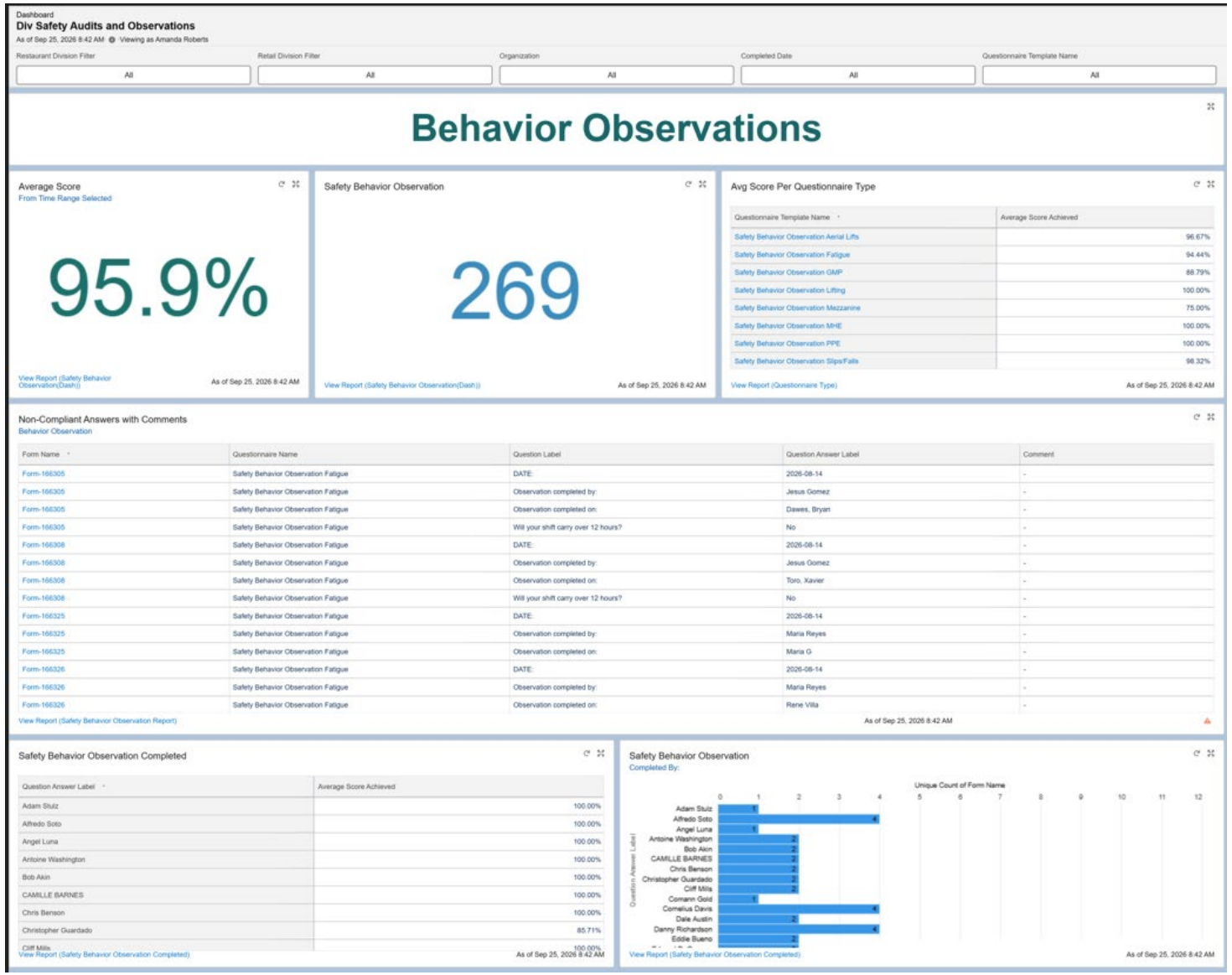
Coverage Major	Claim: Claim Number	Date of Loss	Date Reported	Claimant Name	Driver Name	Involved Teammate 1	Involved Teammate 2	Type	Incident Description
IO	26119598	8/14/2026	8/14/2026	LAST NAME 9956	Driver Name 9956	-	-	Forward	Deer ran onto the highway and the driver hit the Deer

View Report (Incident Only)

As of Sep 25, 2026 8:47 AM

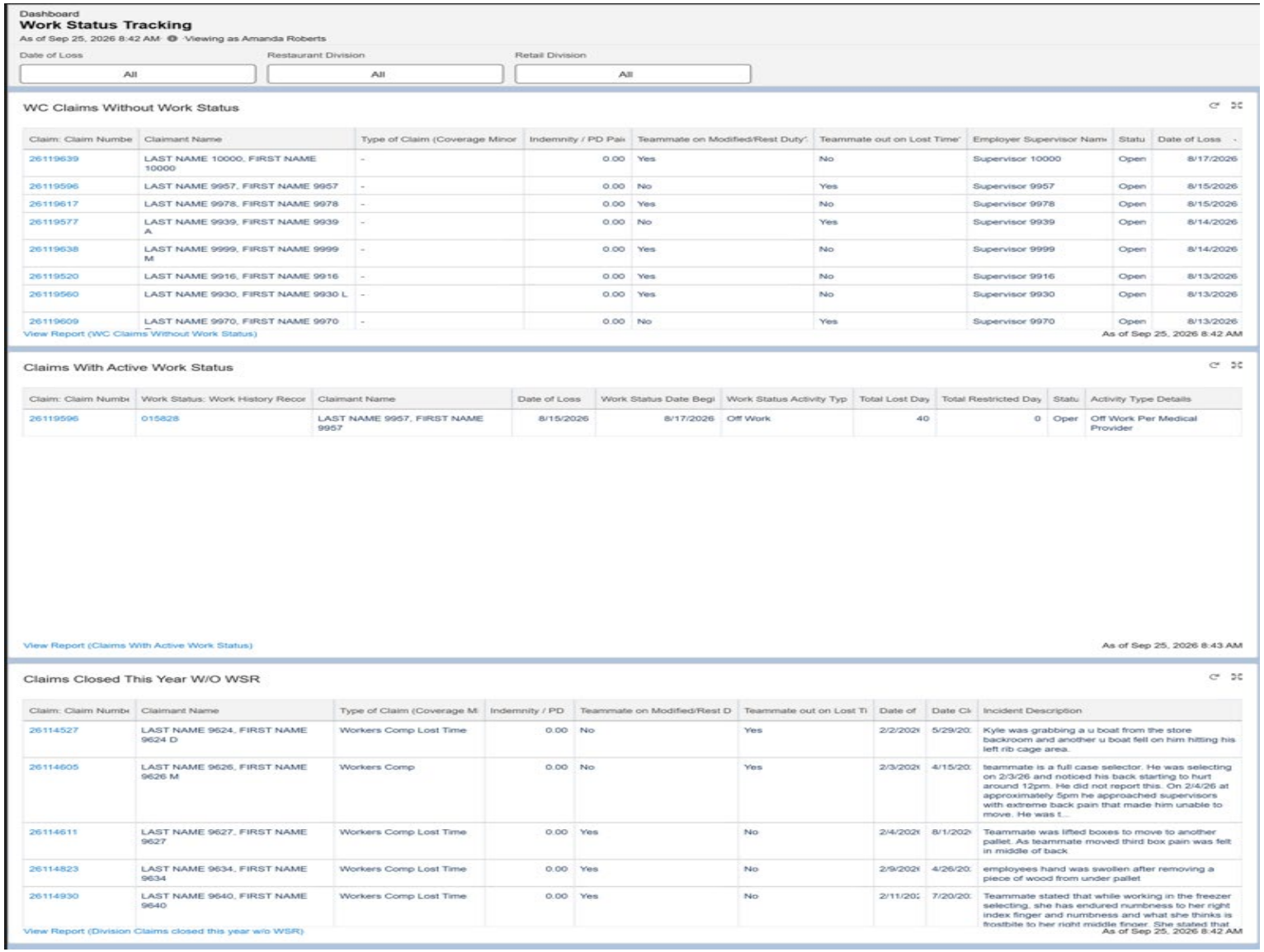
2026 KOnnect

McLane – Division Observations



2026 KOnnect

McLane – Division Work Status



Dashboard

Work Status Tracking

As of Sep 25, 2026 8:42 AM · Viewing as Amanda Roberts

Date of Loss: All | Restaurant Division: All | Retail Division: All

WC Claims Without Work Status

Claim: Claim Numbe	Claimant Name	Type of Claim (Coverage Minor	Indemnity / PD Pai	Teammate on Modified/Rest Duty	Teammate out on Lost Time	Employer Supervisor Nam	Statu	Date of Loss
26119639	LAST NAME 10000, FIRST NAME 10000	-	0.00	Yes	No	Supervisor 10000	Open	8/17/2026
26119596	LAST NAME 9957, FIRST NAME 9957	-	0.00	No	Yes	Supervisor 9957	Open	8/15/2026
26119617	LAST NAME 9978, FIRST NAME 9978	-	0.00	Yes	No	Supervisor 9978	Open	8/15/2026
26119577	LAST NAME 9939, FIRST NAME 9939 A	-	0.00	No	Yes	Supervisor 9939	Open	8/14/2026
26119638	LAST NAME 9999, FIRST NAME 9999 M	-	0.00	Yes	No	Supervisor 9999	Open	8/14/2026
26119520	LAST NAME 9916, FIRST NAME 9916	-	0.00	Yes	No	Supervisor 9916	Open	8/13/2026
26119560	LAST NAME 9930, FIRST NAME 9930 L	-	0.00	Yes	No	Supervisor 9930	Open	8/13/2026
26119609	LAST NAME 9970, FIRST NAME 9970	-	0.00	No	Yes	Supervisor 9970	Open	8/13/2026

View Report (WC Claims Without Work Status)

As of Sep 25, 2026 8:42 AM

Claims With Active Work Status

Claim: Claim Numb	Work Status: Work History Recor	Claimant Name	Date of Loss	Work Status Date Begi	Work Status Activity Typ	Total Lost Day	Total Restricted Day	Statu	Activity Type Details
26119596	015828	LAST NAME 9957, FIRST NAME 9957	8/15/2026	8/17/2026	Off Work	40	0	Oper	Off Work Per Medical Provider

View Report (Claims With Active Work Status)

As of Sep 25, 2026 8:43 AM

Claims Closed This Year W/O WSR

Claim: Claim Numb	Claimant Name	Type of Claim (Coverage M	Indemnity / PD	Teammate on Modified/Rest D	Teammate out on Lost Ti	Date of	Date Cl	Incident Description
26114527	LAST NAME 9624, FIRST NAME 9624 D	Workers Comp Lost Time	0.00	No	Yes	2/2/2026	5/29/20	Kyle was grabbing a u boat from the store backroom and another u boat fell on him hitting his left rib cage area.
26114605	LAST NAME 9626, FIRST NAME 9626 M	Workers Comp	0.00	No	Yes	2/3/2026	4/15/20	teammate is a full case selector. He was selecting on 2/3/26 and noticed his back starting to hurt around 12pm. He did not report this. On 2/4/26 at approximately 5pm he approached supervisors with extreme back pain that made him unable to move. He was t...
26114611	LAST NAME 9627, FIRST NAME 9627	Workers Comp Lost Time	0.00	Yes	No	2/4/2026	8/1/202	Teammate was lifted boxes to move to another pallet. As teammate moved third box pain was felt in middle of back
26114823	LAST NAME 9634, FIRST NAME 9634	Workers Comp Lost Time	0.00	Yes	No	2/9/2026	4/26/20	employees hand was swollen after removing a piece of wood from under pallet
26114930	LAST NAME 9640, FIRST NAME 9640	Workers Comp Lost Time	0.00	Yes	No	2/11/20	7/20/20	Teammate stated that while working in the freezer selecting, she has endured numbness to her right index finger and numbness and what she thinks is frostbite to her right middle finger. She stated that

View Report (Division Claims closed this year w/o WSR)

As of Sep 25, 2026 8:42 AM

2026 KOnnect