

CASE STUDY

printer/ distribution

MEDIA COMPANY

THE ISSUE

A large media company had a significant issue with Workers' Compensation (WC) losses at its printing facility. Their WC losses had increased to \$7,500,000 and continued to trend upward. They were concerned about whether they could reduce these losses based on their aging workforce and a tough union environment. They also felt that their broker had not developed a realistic plan to help reduce their exposure. The company was looking for a broker that could identify the issues and put in place a viable plan to drive down their WC cost. The brokers that were bidding on their WC program were focusing on the fixed cost of the WC program rather than the total cost of risk which incorporates fixed costs and variable loss dollars.

OUR RESPONSE

We performed our proprietary Conner Strong Consultative Review, a thorough analysis of their WC processes and procedures. As a result, we determined that there was significant opportunity for improvement with respect to loss control and claims management. Once we were appointed as the broker our claims and safety professionals worked closely with the client to fix these deficiencies and implement a comprehensive safety and claims management program to reduce the company's total cost of risk. In addition, we spent numerous hours working with the client's safety committee, conducted employee training sessions, and focused our safety inspections on high injury hazard areas. We worked with the management and on site medical teams to make sure that the proper resources were put in place to make this a successful program.

THE RESULT

As a result of implementing a comprehensive claims and safety program the client's annual workers' compensation losses were driven down from \$7,500,000 to \$2,500,000 over a two year period. Both management and their employees are now working together to create a safer workplace which is contributing significantly to controlling their exposure to loss. In addition, the leaders of the company now have better relationships with their employees as well as the union.

For more information contact your Conner Strong & Buckelew representative at 1-877-861-3220.

