

Workforce Strategies



During times of economic uncertainty, there are numerous pressures on an organization's workforce and bottom line. Organizations seek to retain their most valued employees, while at the same time comply with regulations and optimize workforce-related resources. Marsh Risk Consulting's (MRC) Workforce Strategies Practice brings experienced and credentialed consultants to these risk management, workers' compensation cost containment, and operational safety challenges. We aim to help organizations achieve optimal performance through our Continuous Risk Improvement (CRI) process—identify, analyze, design, execute, and measure—and create lasting improvement. Our expertise and demonstrated results support organizations' efforts to reduce workers' compensation loss costs; increase the quality, safety, and efficiency of operations; improve productivity and profitability; reinforce behaviors needed to support business objectives; and develop and implement sustainable safety and health management systems. In short, we enable organizations to meet the labor and financial objectives and expectations of their key stakeholders, whether the Board of Directors, the C-suite, the government, or employees.

Service Highlights

MRC's Workforce Strategies Practice provides customized solutions for both short- and long-term risk management, workers' compensation cost containment, and operational safety needs. Collaboration with our clients is the key to developing solutions that meet an organization's workforce goals and objectives. We prepare, facilitate, and train client personnel to execute solutions as flawlessly as possible. Successful change means fewer operational disruptions and increased employee engagement. Our results are measured through fewer incidents, reduced costs, streamlined processes, better tools, and the increased capability of the organization on an ongoing basis.

Over the years, we have developed targeted solutions to meet our clients' objectives, which can be applied on a customized basis to organizations of any size and in any industry. These include:

- **Dimensions™ and Workers' Compensation Loss Profile**
Our benchmarking capabilities measure current workers' compensation performance against various peers. These measurements identify injury

Who it's for

- Organizations wanting to promote individual and group accountability for safety and workers' compensation
- Companies wanting to link employee actions, work practices, or behavior with the best ergonomic solutions
- Organizations desiring to benchmark their program results to industry peers
- Companies lacking an effective return-to-work program
- Organizations seeking to reduce workers' compensation costs
- Companies seeking to ensure they are in compliance with relevant government regulations

What you get

- Comprehensive safety and casualty risk control consulting services supporting risk management, workers' compensation cost containment, and operational safety objectives
- Analysis of current situations and expectations to identify challenges and potential CRI strategies
- Customized solutions designed and executed to solve problems
- Measurable, continuous performance improvement
- Certified experts in ergonomics, safety, and risk management, to ensure compliance with regulatory and standard-setting organizations as well as best practices

duration and savings opportunities, current performance trends, and cost drivers. From these statistics we work with clients to develop strategies to immediately control claim costs and reduce or eliminate loss-causing sources in the future.

■ Safety Performance Excellence (SP^x)

Our SP^x platform enables us to assist clients in achieving their safety performance goals in the United States and globally. Our broad spectrum of effective pre-loss solutions for improving health and safety performance meaningfully impact the cost of risk and target opportunities for measurable improvement. Examples of such services include:

- > Risk Assessment—Knowing your workforce risks and hazards can be half the battle for effective safety management. We have several tools and the experience to design client-specific exposure mapping programs which can identify your risks to assist in the prioritization of solutions.
- > Gap Analysis—Detecting potential gaps in the health and safety management process is critical. We conduct gap analyses using client protocols, regulatory compliance guides, and customized templates for safety, ergonomics, and workers' compensation processes. We have the ability to design, perform, report, and analyze audits, for everything from a single site to a global, distributed organization.
- > Safety Management System Consulting—Many industries are subject to quality standards and systems. Safety management systems go hand-in-hand with quality systems, but there are many safety management system approaches. Our consultants help clients select or create, and then measure performance against, the safety management system of their choice.

■ Fleet and Driver Safety

Incidents involving the delivery of goods or traveling sales and service professionals can be very costly. Our Fleet Gap Analysis compares current performance to accident benchmarks, fleet safety best practices, and applicable

road safety standards such as CSA 2010. We have created solutions—many with online components—such as fleet safety programs, vehicle management guidelines, and driver screening, testing, and educational programs.

■ Behavioral Risk Improvement (BRI)

Our BRI process is a highly-effective solution that reliably increases frequencies of safe behavior and results in sustained decreases in injury frequency and the associated costs. BRI is a front-line driven approach that precisely targets behavior-causing injuries occurring in the workplace. An organization can decrease such risk by encouraging safe behavior and creating a positive safety culture that generates lasting change in safety outcomes.

We have successfully implemented BRI across a wide variety of businesses.

■ Ergonomics

Ergonomic risks impact productivity and contribute to workers' compensation costs. Musculoskeletal disorders account for more than one-third of all lost workday cases in most industries in the United States. Our Ergonomics practice can help organizations lower their workers' compensation costs while improving workplace productivity and quality. Our certified professional ergonomists and consultants have developed innovative, systematic solutions, such as an exposure mapping tool and a telephonic ergonomics call intake and resolution system, which can drive savings and claims reductions through early intervention, better incident resolution, and fewer on-site evaluations by ergonomics specialists.

■ Risk Information Consulting (RIC)

RIC assists clients in creating infrastructure to comprehensively manage employee, liability, and property risk data while maximizing technology investment. The RIC team helps organizations to optimize the risk data used for strategic decisions and risk cost reduction by redefining business processes, leveraging information technology, identifying cost drivers in the organization, and using technology to benchmark best practices against peers.



For more information on MRC's Workforce Strategies practice, please call us at 866-9AtRisk (866-928-7475) or contact us via e-mail (At.Risk@marsh.com).

For more information on these and other solutions from Marsh, visit www.marsh.com or contact your local Marsh representative.

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