

## Risk management case study

# Connelly Electric advances risk management program to sustain rapid growth

### The challenge

Connelly Electric provides electrical services for commercial building projects in the Chicagoland area. As a best-in-class contractor, they are highly sought after for their services. As the scope of each project continued to grow, so did Connelly Electric's revenue and size. They experienced significant growth (2015-2021) because of their commitment to excellence. A testament to the dedication, experience and dependability of the company, Connelly Electric has grown to become one of the most well-known and well-respected names in the industry. As is common with an expanding workforce, Connelly Electric experienced an increase in its claim activity.

### The solution

Connelly Electric worked with its Marsh McLennan Agency (MMA) Team to improve safety, claims management and risk transfer. They worked to create an effective return-to-work program, bringing employees back to work safely while accommodating restrictions. Working alongside a dedicated MMA Claims Advocate, they engaged in claim reviews and focused on compliance and record keeping. These actions resolved numerous general liability claims tendered to the appropriate parties. They worked with MMA's risk transfer team to ensure the company was also in compliance with its subcontractor agreements. Connelly Electric leadership took a hands-on approach, working with their MMA Safety Consultant to implement new trainings, education, and policies, including:

- Aerial lift training for 700 employees
- Forklift training for 200 employees
- Monthly safety committee meetings with 900 Toolbox Talks
- Quarterly field safety committee meetings
- Developed site specific safety plan templates
- Created electric forms for all daily safety paperwork
- Worked with a developer to create a custom safety app used by Connelly Electric foremen
- Revised employee handbook and safety manual

### Client profile



Construction

**86%**

loss ratio decrease

**53%**

TRIR decrease

**35%**

EMR decrease

**16%**

DART improvement

Learn how MMA's risk management advisors can help you obtain measurable results.

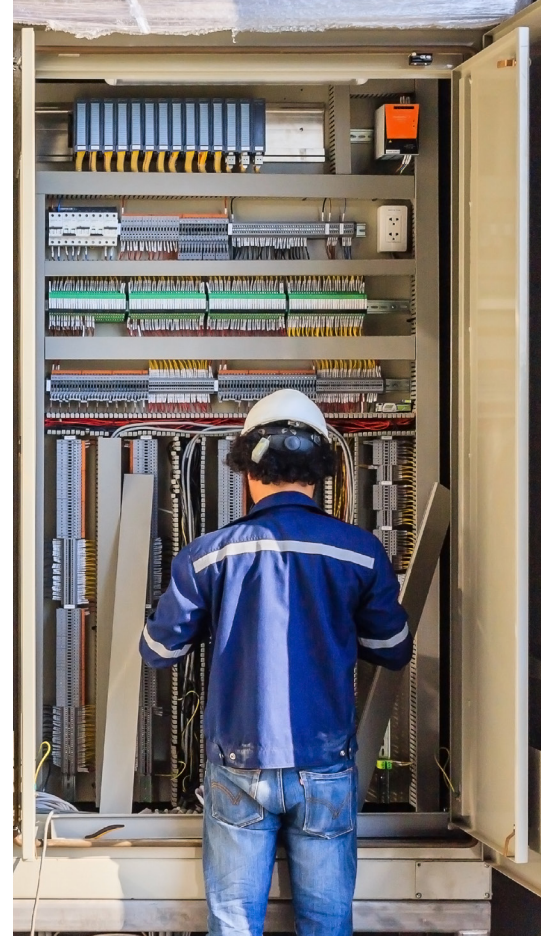
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SUCCESS STORY

The result

These risk management efforts resulted in outstanding achievements including: a 35% EMR improvement, 86% loss ratio improvement, 16% improvement in Days Away or Restricted (DART) rate, 53% improvement in Total Recordable Injury Rate (TRIR), and a subcontractor compliance of 90% while the industry average is 55-60%.



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