

Risk management case study

New risk management focus significantly reduces workers' compensation spend

The challenge

In 2012, Buck Services, a cleaning and maintenance service company based in West Chicago, experienced a sharp increase in premiums. This was the opportune moment for Marsh McLennan Agency (MMA) to step in. The team met with Buck Services to lay out a three year plan to lower costs and minimize risk in the workplace. Part of this plan included a MRMH360 diagnostic, which took a deep look into the entirety of the current safety program.

The solution

Based on the findings, MMA recommended formalizing a safety committee, conducting safety trainings for supervisors and managers, as well as working with an occupational health provider to lower the cost of medical claims. Buck Services took the recommendations and provided the financial and executive support needed to make a lasting impact. Buck Services included ownership in their newly formed safety committee to ensure top-down commitment. The safety committee then took it upon themselves to organize and present during the company's annual Safety Day, which drew 90% employee participation. Additionally the Human Resources team started using MMA's Risk Management Web Portal for safety trainings, handouts and incident tracking. Regular claim reviews were also scheduled and conducted.

The result

By early 2016, Buck Services saw a 25% improvement in workers' compensation costs and reduced their Experience Modification Rating (EMR)* by 42%. Buck Services transformed their safety culture, thereby improving not only the health and well-being of its workforce, but also the company's bottom line.

*EMR is a factor used to adjust annual workers' compensation premium based on previous loss experience, and it provides a benchmark against similar organizations.

Your future is limitless.™



Client profile



Janitorial Services

25%

reduction in annual workers' compensation costs

42%

EMR improvement

Learn how our Risk Management advisors can help you obtain measurable results.

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