

SUCCESS STORY

Risk management case study

HW Staffing Solutions reduces workers' compensation costs through focus on safety and claims management

The challenge

HW Staffing Solutions is a leading provider of light industrial and professional staffing services in the Northeast. HW Staffing Solutions was with an insurance broker who didn't specialize in the staffing industry, resulting in multiple assigned risk policies on many effective dates. They turned to a new business partner, Marsh McLennan Agency (MMA), for guidance.

The solution

The MMA team met with HW Staffing Solutions to lay out a plan to consolidate their insurance program, lower overall costs and minimize risk in the workplace. Part of this plan included a Safety360 diagnostic, which took an in-depth look into the entirety of the current safety program to identify loss drivers. Based on the findings, MMA recommended formalizing an employee safety handbook and incident reporting/investigation and client evaluation procedures, as well as utilizing webinars to train internal staff across multiple locations. A new comprehensive insurance program with a large deductible was also implemented, allowing HW Staffing Solutions to directly benefit from anticipated reduced claims costs from safety program improvements.

HW Staffing Solutions took significant financial risk in their new insurance program and devoted additional financial resources and operational support to ensure that risk paid off. MMA assisted in the hiring of a Director of Risk Management who was devoted to safety programming and internal training, as well as aggressive and proactive claims management and oversight. The team at HW Staffing Solutions started using MMA's Risk Management Center portal for safety material to create formalized policies, while continuing to have regular interactions with MMA's safety coordinators to roll out the changes and conduct training webinars. MMA's claims coordinators conducted quarterly claim reviews with HW Staffing Solutions and their new insurance carrier, and MMA's service team conducted monthly claim tracking and trending of loss results.

The results

Over a 3-year period, HW Staffing Solutions experienced a 62% reduction in claim costs, 57% reduction in the frequency of employee injuries and 35% decrease in overall workers' compensation costs. HW Staffing Solutions transformed their safety culture by helping minimize the risk of injury and getting employees back to work faster.

Your future is limitless.™

Minimizing risk. Maximizing health.®

MRMH

Client profile



Staffing

62%

reduction in claim costs

57%

reduction in frequency of employee injuries

35%

decrease in overall workers' compensation costs

Learn how MMA's Risk Management advisors can help you obtain measurable results.

[MarshMMAMidwest.com](https://www.marshmma.com)

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