

## Employment Risk Assessment Marsh Risk Consulting



### CLIENT PROFILE

How do you know if an ERA is right for your organization?

It is if you require:

- ❖ Continuous improvement plans or risk management/safety action plans for multiple facilities
- ❖ Mechanisms to determine the need for behavioral-based safety programs or cultural improvement programs
- ❖ Assistance due to high employee turnover, communications improvement or satisfaction issues with employees
- ❖ Inconsistencies resolved in the application of standard operating procedures



A dissatisfied worker is five times more likely to file a workers' compensation claim. Responding to these types of claims, Marsh Risk Consulting has developed a diagnostic process—the Employment Risk Assessment (ERA).

ERA identifies broad underlying issues that affect performance problems and injuries. The assessment results enable organizations to develop action plans that have a positive impact on performance, losses and bottom-line results. The recommendations are particularly effective since they are done in an incremental and strategic manner.

### Overview

The ERA was specifically created to uncover employee and supervisor perceptions associated with issues such as work-related losses, at-risk behaviors that detract from desired performance and unproductive work.

Traditional approaches to business issues often fail to produce the desired results. These approaches

only address the symptoms of the problems or address the impact of the problems one at a time.

In fact, the key to understanding and impacting these tough business issues is in understanding the cumulative effect of the culture.

### Effective Results

Marsh Risk Consulting professionals first work with your team to prepare a tailored

“There are multiple variables influencing organizations' losses that must be considered both individually and collectively. These same factors also influence other workplace issues and overall workplace culture.”

questionnaire and administer the surveys. They then perform comprehensive factor analyses of survey responses to accurately interpret employees' attitudes and perceptions. Survey responses can be analyzed in a variety of ways—across different work groups, departments, facilities or demographic groups.

The survey results indicate specific areas associated with unacceptable performance levels,

losses and the degree to which each significant issue affects performance or losses. Once the relative impact is known, we work with you to develop strategies to resolve those issues.

ERA Sample Questions					
The following statements focus on Management's values and support for safety.	Strongly Disagree	Disagree	Slightly Disagree	Agree	Strongly Agree
1. If I were hurt on the job, I trust management to treat me fairly.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Safety communications are very good at our company.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Employees communicate their safety concerns to Management.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Management can be trusted.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The return on your investment is quantifiable. Additionally, you will be able to prioritize your action plans and determine the impact of change by benchmarking your progress.

## Background

Occupational accidents and “near misses” occur primarily because of employees’ beliefs (attitudes) and behaviors. While these areas are still important, there are now indications that additional variables should be considered, such as, culture. Thus, in order to create a comprehensive model, we also include exposures to risk, safe work culture issues, and workplace issues as variables in our analysis.

It is important to note that the factors that constitute a safe work culture are representative of similar factors in the overall workplace culture that drive a variety of outcomes including productivity and quality.

The influences creating a safe work culture include:

- management values and support
- supervisor values and support
- safety policies and programs
- group norms and behaviors

## The Employment Risk Assessment Three-Step Process

A tailored Employment Risk Assessment (ERA) consists of three steps.

**1. Draft Survey.** We will work with you to develop survey questions that fit your culture and the issues you want to address. We will also confirm the survey administration process with you.

**2. Administer Survey.** The *confidential* survey is distributed to employees in a way that minimizes disruption and maximizes the number of respondents.

**3. Analyze Data and Prepare Report.** We use sophisticated statistical tools, including factor analysis, to evaluate the survey responses and to accurately interpret employees’ attitudes and perceptions for your organization. Results are stratified in a variety of ways and can be used to benchmark internally or between facilities. Our findings will be presented graphically in an easy-to-understand, customized report and will include specific recommendations for your organization.

## Benefits

Employment Risk Assessment benefits include:

- The ERA is tailored to your needs and will enable your organization to accurately identify issues, analyze the problems, and target solutions to positively impact your organization.
- By formally assessing your culture, you can identify the broad underlying issues that affect on-the-job safety and losses.
- The ERA is a mechanism for long-lasting change and continuous improvement.
- The process enables you to integrate your safe work culture with your overall corporate culture.
- You can measure the success of solutions implemented with the quantitative benchmarks provided.
- Actual losses, near misses and at-risk behaviors can be measured.
- The ERA helps you to develop an incremental action plan for implementing improvement.

## Contact Us

Our consultants use our Continuous Risk Improvement methodology to define and analyze the problem, determine root causes and help you implement solutions that will have the most positive impact.

For more information on Employment Risk Assessment, contact your local Marsh Risk Consulting professional or Client Executive.

Call toll free: **877-MRC-7799**, or visit us at our Web site. [www.marshweb.com](http://www.marshweb.com)