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# **Safety Isn't Expensive, Its Priceless: Understanding the True Cost of Incidents**


**Eric Treend, Britton Gallagher  
David Harris, Specialty Insurance Group**

**November 19, 2015**



Video of a new report on an incident at local FEC





**That decision will define  
the next days, months  
and even years of your  
business.**

**Imagine this happening  
to your facility, what  
would you do and how  
would you react?**

# Today's Goals

- The value of safety
- Setting the tone in your facility
- Building and supporting a safety committee
- Supervisor training and responsibilities
- Effective employee safety programs





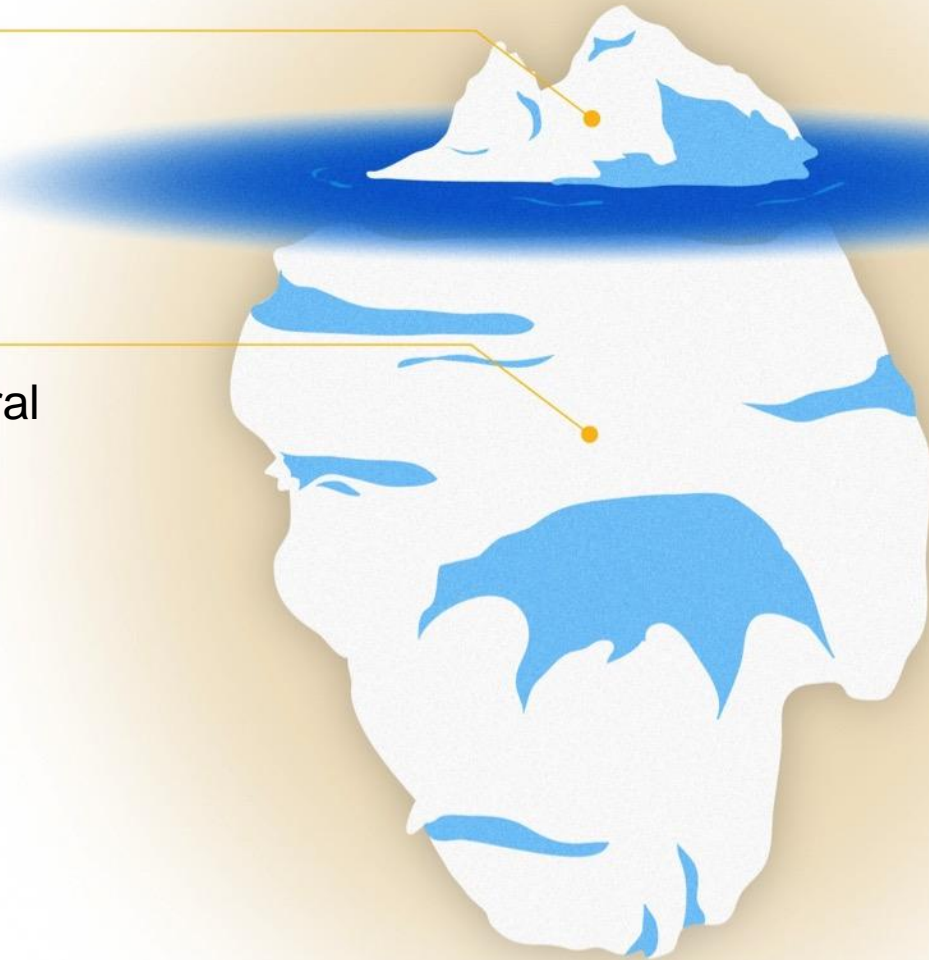
# Just the Tip of the Iceberg

## Direct Costs:

- Repair
- Medical
- Workers' Compensation
- Cost of Insurance

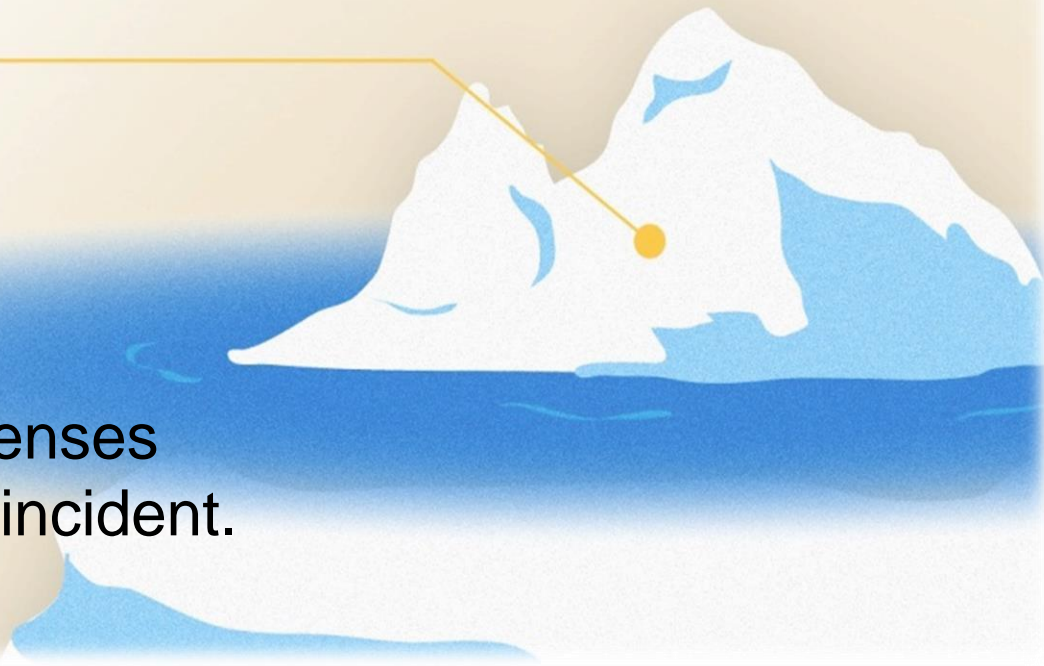
## Indirect Costs:

- Reduced employee moral
- Down time
- Cost of hiring/training
- Business interruption
- Legal fees
- Negative public image
- Investigation
- Overtime
- Extra supervisor time
- Damage to industry



# Direct Costs

- Direct costs are those expenses immediately related to the incident.
  - Clean up
  - Staff Counseling
  - Property Damage
  - Medical Expenses
  - Workers' Compensation
  - Insurance Deductibles



# Indirect Costs

- Reduced employee morale
- Down time
- Cost of hiring/training
- Business interruption
- Legal fees
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# What can you do?

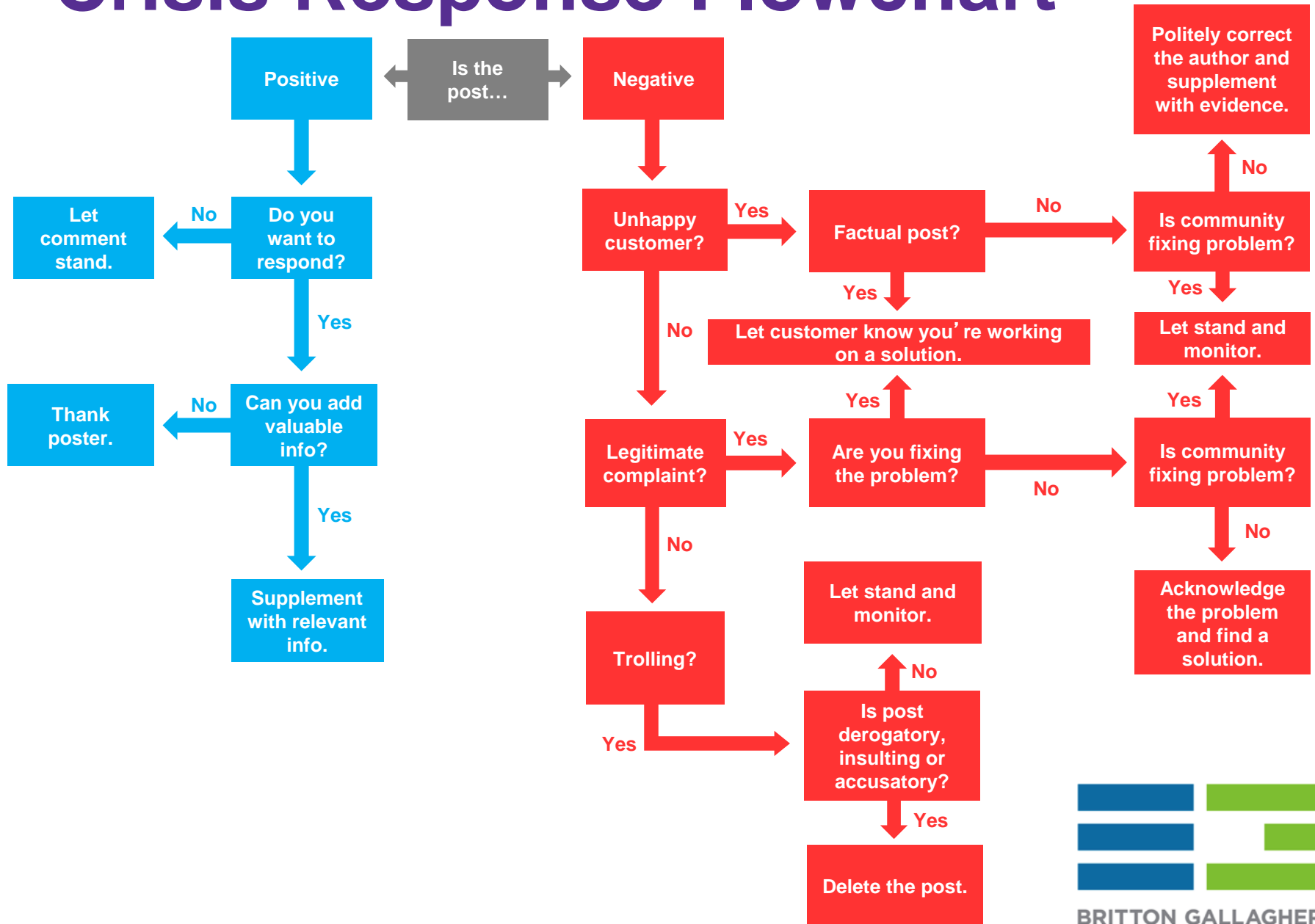
- Establish company procedures for accident management.
  - Run accident drills
    - Mock investigations
    - First aid scenarios
    - Media/Press management
  - Policy for non-spoliation of scene/evidence
  - Policy of non-admission of guilt



- As an owner or operator you can identify the weaknesses in your organization.
- You have the ability to utilize all tools available to reduce the likelihood of an incident and then the knowledge of what to do when one occurs.



# Crisis Response Flowchart



# Effective Safety Incentives

**Do:**



- Recognition vs. Reward
- Repetition
- Commit to the investment
- Involve employees in the process
- Set high expectations
- Reward everyone often

**Don't:**



- Focus on the reward
- Focus on injury reports
- Make it complicated
- Expect the program to run itself
- Use negative peer pressure

# The Economics of Safety: Resources

- **Educate yourself on the resources available to assist you in the time of a crisis.**
  - IAAPA Crisis Communication Planning Document is a tremendous resource for IAAPA members
- **Know what plaintiffs attorneys are looking for when suing our industry**
  - MUST READ “*Mayhem in the Park*” by Jeffrey M. Reiff and Justin A. Reiff found in the August 2012 issue of TRIAL.





# Recap



- Safety has a tremendous ROI
- Safety starts at the top
- Supporting a well-equipped safety committee is key
- Safety incentives are a great tool, if used correctly
- Supervisors deserve the training to prosper
- Old methods and new ones are vital to keep employees engaged

# AIR ELITE Risk Management Program

AIR Elite is an IAAPA-endorsed risk management program exclusively available to IAAPA North American FEC members.

Through the program, members receive exclusive access to:

- Online educational portal
- Training modules
- Safety certification opportunities
- Innovative risk solutions
- Coverage enhancements
- Competitively priced insurance program



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# Questions?

