



# WORK SHIELD CASE STUDY

# AUTOMOTIVE CO.

941 EMPLOYEES | 16 LOCATIONS



## ▼ THE CHALLENGE

Between 2016 and 2018, Company had 124 harassment or discrimination incidents and paid out \$427,390 in settlement and attorney fees. Company was not able to continue effectively managing incidents internally, and the impact to its bottom line and culture was becoming costly.

## ▼ THE SOLUTION

In January 2019, Company partnered with Work Shield to intake, investigate and provide resolution to all harassment and discrimination issues. The Company turned to Work Shield to improve its culture, lower incident rates and effectively manage incidents when they occur.

## ▼ THE RESULTS



INCIDENTS REPORTED ANNUALLY  
**DECREASED 59%**



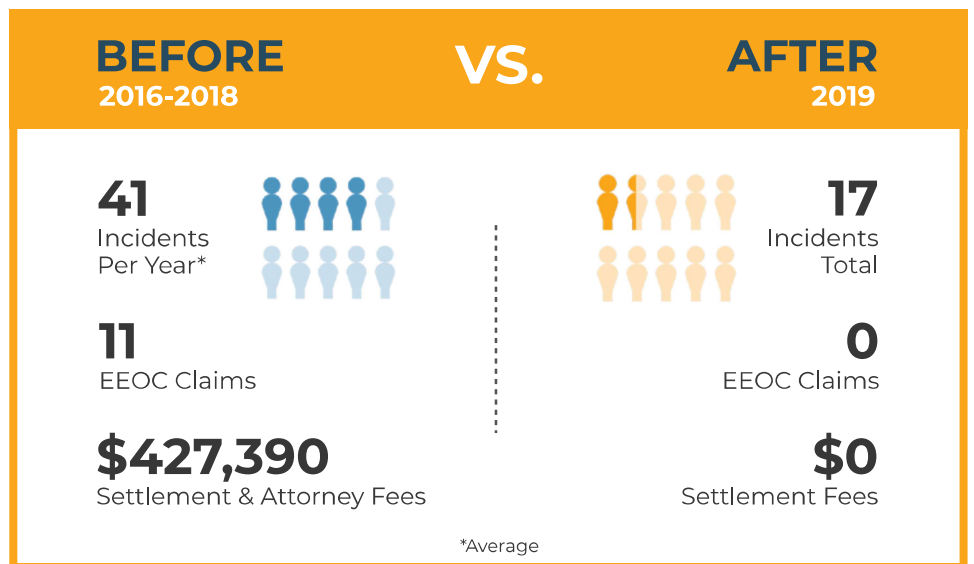
EEOC CLAIMS FILED  
**DECREASED 100%**



SETTLEMENT FEES PAID  
**DECREASED 100%**



TOTAL INCIDENT-RELATED COSTS  
**DECREASED 84%**





# WORK SHIELD CASE STUDY

# RESTAURANT MGMT CO

1,247 FT/PT EMPLOYEES | 17 LOCATIONS



## ▼ THE CHALLENGE

The restaurant industry is rife with workplace misconduct risk factors. And by nature, restaurants have a hard time eliminating them.

For several years, this national restaurant management company had an average of 2.5 EEOC claims filed every year, paid more than \$300,000 in legal and settlement fees and lost approximately \$70,000 in incident-related personnel costs.

## ▼ THE RESULTS



EEOC Claims Filed  
**-100%**



Settlement Fees Paid  
**-100%**



Total Incident Related Costs  
**-90%**

## ANNUAL ROI

Based on average cost of an internal claim, not settled.

INCIDENT COST WITHOUT WORK SHIELD

\$322,500

ANNUAL SAVINGS

\$262,644

RETURN ON INVESTMENT

**439%**

## ▼ THE SOLUTION

This company sought out Work Shield's full solution to help manage misconduct more effectively, protect its employees and mitigate its own risk factors. Work Shield provided centralized, streamlined, and consistent misconduct reporting, investigations, and resolutions for all locations. Corporate now has transparent and real-time access to status of all incidents, plus data and analytics to identify any trends or patterns at particular locations through the incident management hub.



# WORK SHIELD CASE STUDY

# NATIONAL RESTAURANT

3,500 FT/PT EMPLOYEES | 44 LOCATIONS

## ▼ THE CHALLENGE

Restaurants are particularly susceptible to workplace misconduct issues - from co-workers and managers to vendors and customers. And more often than not, issues are being managed fractionally - by individual location managers who often don't have adequate training, aren't able to provide consistent responses, and don't properly document incident reports - increasing corporate risk and the burden on managers.

## ▼ THE RESULTS

To preserve its culture, keep its managers happy, and protect its employees and itself, Work Shield provided centralized, streamlined, and consistent misconduct reporting, investigations, and resolutions for all locations. Corporate now has transparent and real-time access to status of all incidents, plus data and analytics to identify any trends or patterns at particular locations through the incident management hub.



**INCIDENTS  
REPORTED**  
**18**



**AVERAGE  
INVESTIGATION**  
**5 DAYS**



**COST WITHOUT  
WORK SHIELD**  
**\$387,000**



**ROI TO DATE**  
**416%**



## TAKEAWAYS AFTER TWO MONTHS



The high number of incidents reported (primarily sexual harassment and bullying) indicates employees trust Work Shield as a fair and accessible resource.

Managers are happy they no longer feel stuck between a rock and a hard place with their employees and don't have to manage the "drama" themselves.

Many of the reports were provided by upstanders, an indication that the company's workforce is no longer willing to accept misconduct among its ranks, and company culture is improving.



# WORK SHIELD CASE STUDY

# DISTRIBUTION CO.

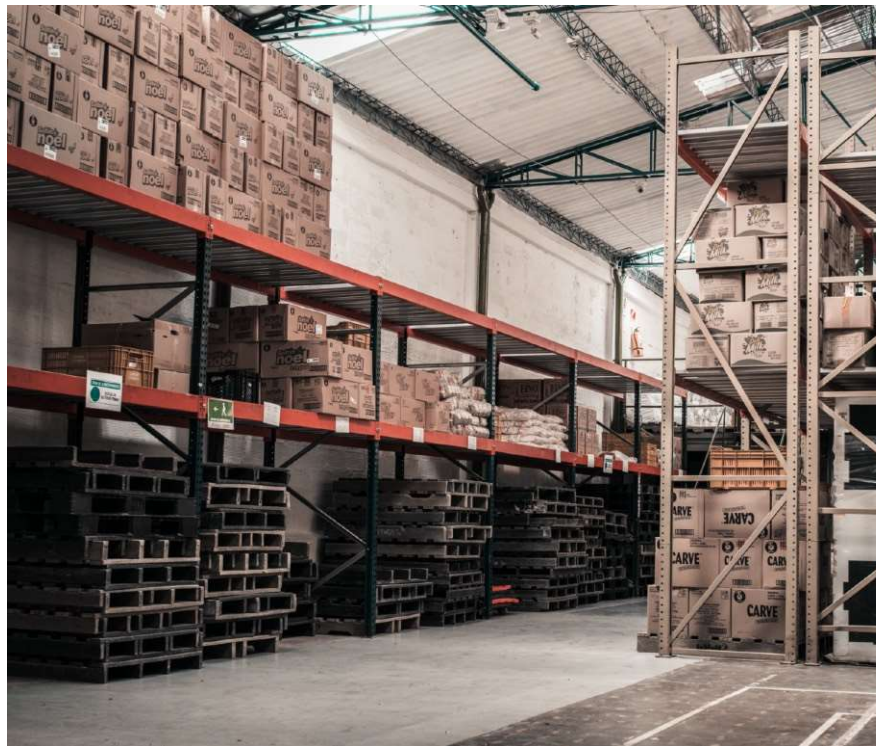
1,275 EMPLOYEES | 165 LOCATIONS

## ▼ THE CHALLENGE

A plumbing, electrical and HVAC distribution company had an increasing and diverse employee population. Management and HR did not think the company had a problem with harassment or discrimination, but realized the increasing importance of culture, empowerment, and safe work environments. The company was also concerned about potential legal ramifications should there be a problem.

## ▼ THE SOLUTION

In April 2019, Company partnered with Work Shield to intake, investigate and provide resolutions to any harassment or discrimination issue, and to improve its company culture, empower its employees and mitigate the company's risk should an incident occur.



## ANNUAL ROI

BASED ON AVG COST OF AN INTERNAL CLAIM, NOT SETTLED

<b>INCIDENT COST WITHOUT WORK SHIELD</b>	.....	<b>\$219,954</b>
<b>ANNUAL SAVINGS</b>	.....	<b>\$197,004</b>
<b>RETURN ON INVESTMENT</b>	.....	<b>858%</b>

## ▼ THE RESULTS



**INCIDENTS REPORTED**  
**10**



**EEOC CLAIMS FILED**  
**0**



**SETTLEMENT FEES PAID**  
**0**



**AVERAGE DAYS TO RESOLUTION**  
**7**