

THE PROBLEM

For years, Holiday Retirement has struggled with slips, trips and falls, resulting in unfortunately high numbers in frequency, severity and Worker's Comp dollars. Over years 2011, 2012 and 2013 we averaged \$5,083 per each slip and fall claim, incurring roughly 125 claims annually for an average of \$635,000 in annual costs due to slips and falls. During this period we had a non-slip shoe program with another vendor. When factoring in the indirect costs of these claims, it was estimated that these claims cost Holiday Retirement approximately \$1,880,854 for a three-year period.

OUR SOLUTION

Holiday Retirement decided to implement a comprehensive slip-resistant footwear program mandating Shoes for Crews (SFC) brand safety shoes for our entire workforce of approximately 12,000 employees. We would provide 1 pair every 6 months (2 pairs annually per employee) at no cost to the employees. Also, SFC also offered Holiday Retirement their guaranteed warranty payment should any of our staff slip and fall while wearing Shoes For Crews.

CHALLENGES RESOLVED

With more than 300 Holiday Retirement Communities in 48 states, it has been a challenge to ensure consistency of all our valued employees wearing the proper footwear, but Shoes For Crews already thought of that! Their on-site fitting program and bulk ordering process made it easy for all the staff to see the selections, get properly sized and select their shoes as we kicked off the program. Then Shoes For Crews created a dedicated Holiday Retirement customer portal linking conveniently from our company intranet to facilitate easy ordering, payment and shipping by the managers ordering shoes for their staff.

IMPLEMENTATION WAS EASY

Establishing the Shoes For Crews program was smooth and easy, and implementation took less than 30 days. After the initial setup process, the program basically runs itself. Now, managers simply collect and place orders for their staff at their convenience with the online ordering portal.

IMPRESSIVE RESULTS

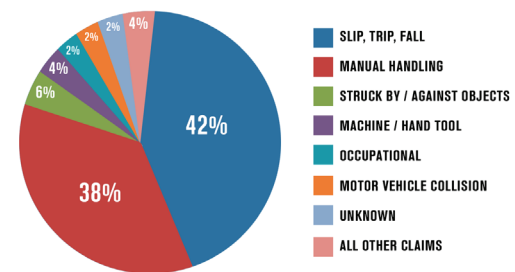
Our goal was to see a significant reduction in the frequency and severity of injuries—and we have seen a huge impact! With Shoes For Crews, we have experienced a huge drop in accidents (see chart at right). Our reductions in Worker's Comp dollars more than cover the investment in the shoes for our employees. In fact, we calculate an approximate savings of over \$600,000 annually on slip and fall claims. The employees enjoy the shoes, find them comfortable and durable, and have a better sense of security in them, according to our survey results. Overall we have been extremely satisfied with Shoes for Crews, and especially with their excellent customer service.

“ Our reductions in Worker's Comp dollars more than cover the investment in Shoes For Crews—we calculate an approximate savings of over \$600,000.”

—Safety Manager, Holiday Retirement

Worker's Comp Allocation

TOTAL SEVERITY



Here is a brief depiction of where our WC dollars are going with a valuation date of 1/1/2012-5/15/2014

Shoes For Crews vs. Previous Safety Vendor

Shoes for Crews	Values	2011	2012	2013	2014	2015	Grand Total
Yes	Claim Count -Total				2	12	14
	Sum of Total Paid				\$0	\$367	\$367
	Sum of Total Incurred				\$0	\$10,100	\$10,100
Other Vendor	Claim Count -Total	122	121	127	*128		498
	Sum of Total Paid	\$219,832	\$524,727	\$610,397	\$163,675		\$1,518,631
	Sum of Total Incurred	\$219,832	\$558,968	\$1,102,054	\$348,880		\$2,229,733
Total Claims		122	121	127	130	12	512
Total Paid		\$219,832	\$524,727	\$610,397	\$163,675	\$367	\$1,518,998
Total Incurred		\$219,832	\$558,968	\$1,102,054	\$348,880	\$10,100	\$2,239,833