

Mid-Sized bottling company saves \$4,000,000 over 4 years with Pre-Hire Employee Testing

Our Client

One of the largest beverage distributors of name brand soft drinks in the US

Our client manufactures and sells almost a billion containers of product annually. Employees work at multiple distribution centers and the delivery fleet consists of approximately 1,800 vehicles.

The Challenge

Safety and Risk Management Executives noticed a significant uptick in work-related injuries and costs. Not unlike many beverage manufacturing and distribution organizations, they had a large number of strains and sprains and slips, trips, and falls – the types of injuries that Physical Abilities Testing addresses. The average annual cost of these injuries was nearly **\$1M/year** – which translates to over **\$3,500/business day!**

The lost and restricted duty days were also having an effect on productivity and the company's ability to meet delivery schedules. Both customer satisfaction and employee morale had taken a hit.

During the post-injury investigation on several high-dollar cases, the executives began to notice that several of the injured employees had **pre-existing conditions** or **significant deconditioning** that was present prior to the injury. And they began to wonder if these employees had the physical ability to do the job in the first place – especially since some had only been on the job a few days when they were injured.

\$1M a year



\$3500 a day



Compounding the matters, data revealed significant turn-over after a relatively short tenure. Newly hired workers – which cost **\$1,500/employee** to recruit, hire, and train – were leaving early because the job was too physically difficult for them.

The executive team developed first class safety training programs and made some ergonomic changes which initially helped to control injuries. The results of these strategies plateaued – still leaving higher than desired injury rates and costs.

Being a proactive organization, they weren't satisfied with the status quo. They felt they could do better and after learning about **pre-hire Physical Abilities Testing/Assessment**, they approached **ErgoScience** for help with developing and implementing a testing program.

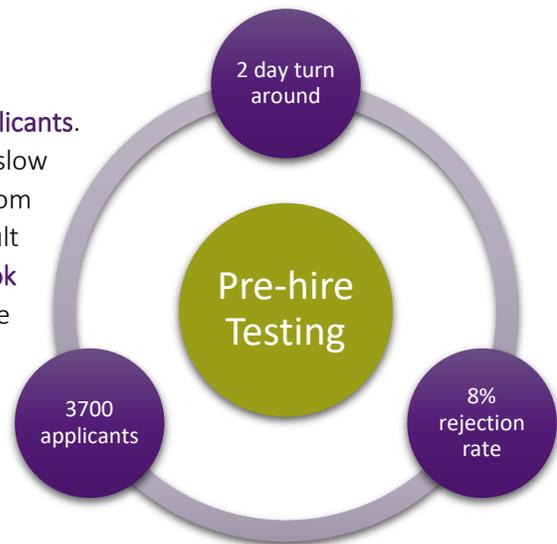
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The Solution



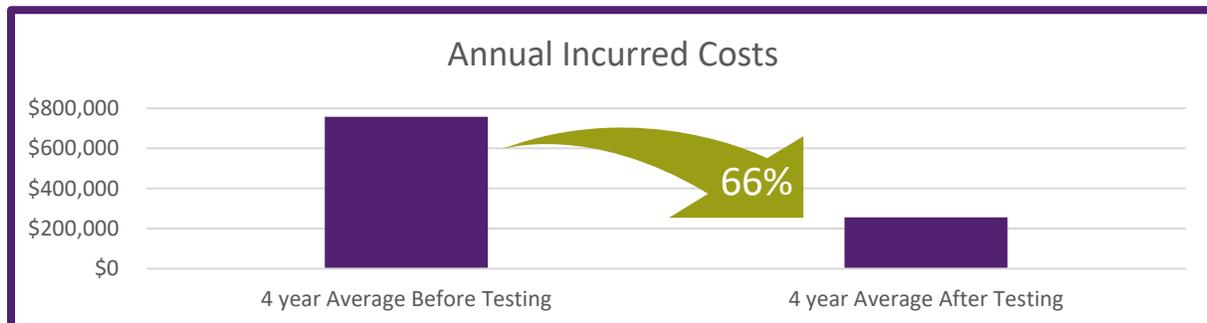
After initial discussions and working with **ErgoScience** to establish a scope of work and a projected ROI; the client implemented pre-hire Physical Abilities Testing for both Warehouse Associates and Delivery Drivers. **ErgoScience** performed job analyses and developed job-specific assessments that were **ADA** and **EEOC compliant**. A near-by physical therapy clinic was trained in test administration and the client's talent acquisition team was trained to request testing using the ErgoScience web-based testing application.

Over a 4-year period ErgoScience tested over **3700 applicants**. One of the initial concerns was that the testing would slow down the hiring process. The team quickly realized that from the time the test was requested to the time the test result was ready was just under 2 days. **Background checks took longer than that**. Another concern was about how high the fail rate would be but found that the 8% fail rate was tolerable – especially since they were experiencing less turn-over.



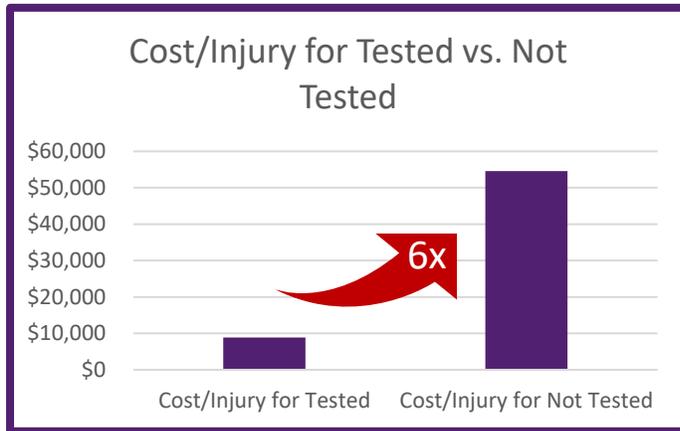
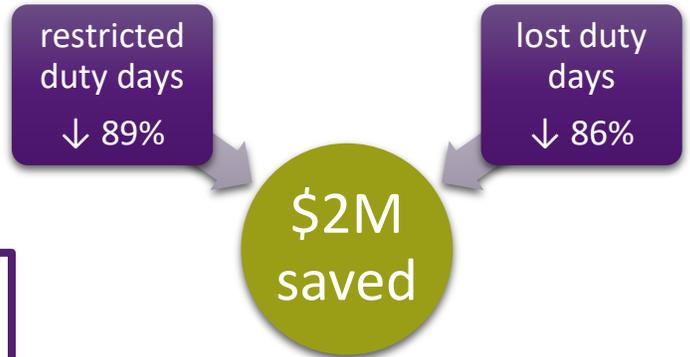
The Results

At the end of the first four years of testing, ErgoScience and the client collaborated on evaluating the outcome of the testing. A key finding was that the four-year average annual total incurred costs (direct costs only) for strains and **sprains and slips, trips and falls** among new hires had **decreased by 66%**!



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Additionally, the average number of **restricted duty days decreased by 89%** and **lost duty days by 86%**, which saved the client over **\$2 million** of indirect costs over the 4 years.



Because testing was rolled out to hiring locations incrementally, a number of applicants did not undergo testing during the first 2 years of the 4-year post implementation phase. The data revealed that untested applicants cost the company **6 times more per work-related injury** (direct costs only) than the tested applicants!

Conclusion

Our client is extremely pleased with the results they have achieved with this program and consider it the **foundation of their injury prevention program**. The executive team has full confidence that they employ workers who are **physically capable** of doing the job and who can truly benefit from their excellent safety and ergonomic training programs. This program has not only produced **tangible results** through reduced costs, but it has created other **collateral outcomes** as well, with improved on-time delivery, customer satisfaction and improved employee morale.

- ✓ **Improved on-time delivery**
- ✓ **Customer satisfaction**
- ✓ **Employee morale**



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We should talk if you share some of the **concerns** and **frustrations** experienced by this organization as listed below:

- ✓ Higher than desired OSHA recordables
- ✓ Increasing workers' compensation costs
- ✓ High rates of injury among new hires
- ✓ Post-injury evidence of pre-existing conditions
- ✓ High turn-over



If you've implemented other conventional injury prevention strategies but feel you could do more, reach out to us for a **no-obligation consultation** to see if pre-hire **Physical Abilities Testing** is right for your organization.

Get information and pricing