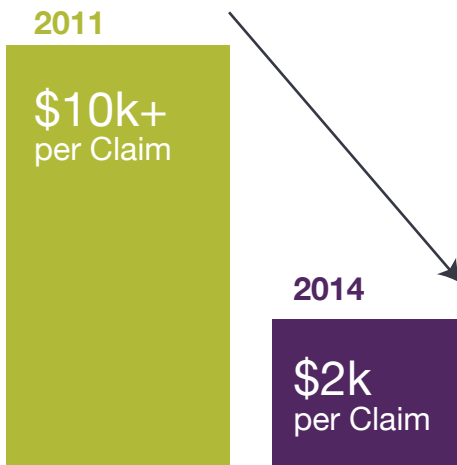




## Voith Industrial Services Case Study

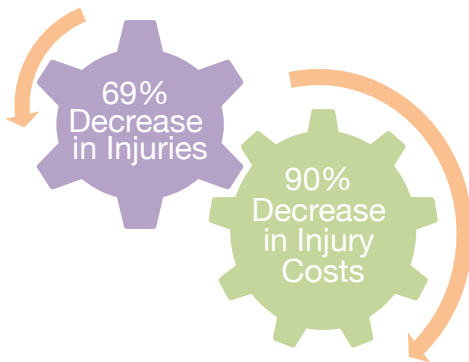


75% Decrease  
in Average Cost per Claim

In late 2010 Voith Industrial Services, a global industrial services provider, was facing high workers' compensation costs and increasing injury rates. Serving primarily the automotive industry, Voith embeds management and employee teams in customer sites to manage non-core services, such as process and facilities maintenance, technical cleaning, logistics, warehousing, and vehicle loading and shipping.

Voith management realized that injuries occurring in facilities across the country were impacting productivity and profitability and needed to be addressed quickly and efficiently. To begin the process of cutting workers' compensation costs and company-wide injury rates, Voith teamed up with ErgoScience, an international leader in industrial workplace injury prevention and rehabilitation, to implement a Pre-Employment Physical Abilities Testing (PAT) program.

## Putting Things in Motion



Physical Abilities Testing enables employers to hire workers who are capable of performing the physical abilities of the job. A conditional offer of employment is tendered, contingent upon the applicant passing a test of their job-related physical abilities. If the applicant does not pass, the employer can rescind the offer. Employers using PAT programs experience fewer workplace injuries, lower workers' compensation costs, and higher levels of productivity.

“With the process and project coordination... we were able to see success early on,” says Eiman Badr, Environmental, Health, and Safety Director of Voith Industrial Services. ErgoScience and Voith began formal rollout of the PAT protocol at the beginning of 2011, and within the first three years of the program screened more than 1700 potential employees in 11 geographically diverse locations.

“We wanted to ensure that we were complying with regulatory requirements and human resources best practices,” Badr continues. “The process forced us to look at ergonomics and forced us to evaluate the demands of our jobs.”

While Voith was confident the ErgoScience PWPE PAT protocol needed to become an integral part of their hiring process, they were concerned it would create bottlenecks, slowing down candidate flow. In fact, ErgoScience was able to provide an average turnaround time of just 3 days from initial request to test completion at any of 30 clinics nationwide. In most cases, ErgoScience provided test results the same day the screen was performed.

## From the Top, Down

“From a business standpoint, that’s always welcomed by operations, but from a safety and workers’ compensation perspective it’s rewarding... We’re sending our employees home in the condition in which they arrived,” Yeazel reports.

Like most company wide initiatives, Voith’s Pre-Employment Physical Abilities Testing started at the corporate level.

“Communication on every level is important. We found that some of our biggest supporters were our HR business partners,” says Vicki Yeazel, Workers’ Compensation Manager for Voith Industrial Services. “They saw the value immediately in this process and began to not only work it into the onboarding process, but they also tracked compliance.” They realized that injury rates and workers’ compensation costs were trending downwards.

Although the company’s employee count has risen from the start of testing in October 2011, injury rates have decreased. “We assumed more risk, but were seeing fewer injuries,” says Badr. Since the start of the pilot study, Voith has seen 90% decrease in both workers’ compensation costs and injuries from musculoskeletal strains and sprains and slips, trips, and falls.

Physical Abilities Testing benefits not only the employer, but the employee as well. It fulfills a moral and ethical obligation to keep employees safe and can help identify the gap between perception and reality of job demands. “It’s not only about reduction of frequency [of injuries], but also reduction of severity,” Badr simply puts it.

\*Voith sold its industrial services division to private equity firm Triton. It has been renamed to Leaded.