

WORKPLACE SAFETY
A NEW APPROACH

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JEROME (Jerry) LACHAPELLE, ARM, ALCM, ASA, CLSD

- 30 years of hospitality Safety/Security experience for hotels and casinos in both domestic and international venues to include the United States, Hong Kong, Singapore, Bermuda, Puerto Rico and Canada.
- Loss Control Manager Westin Hotels and Resorts 1977 - 1990
- Loss Prevention Consultant specializing in the Hospitality Industry 1990-1994
- Promus Hotel Corporation Sr. Manager Risk Control 1994 - 2000
- Director Risk Control Harrah's Entertainment Inc. 1994 to Present
- Past chairman American Hotel & Lodging Association's Loss Prevention Committee.
- Professional Accreditation include: Associate Risk Management, Associated Loss Control Management, Accredited Safety Auditor, Certified Food Safety Inspector, and Certified Lodging Security Director.
- Accomplished facilitator and lecturer - conducted hundreds of seminars and workshops on safety and security for individual hotels, hotel associations, insurance groups, The Risk Insurance & Management Society, the National Restaurant Association and lectured at Cornell University's School of Hotel Administration.
- Collaborator on several videos and textbooks of American Hotel and Lodging Association's Educational Institute to include: the complete Hospitality Security Certification Training Program, Hotel Fire Alert and Awareness Training for Housekeepers.
- Authored articles for Risk Management magazine and the Security and Safety Newsletter. Published *Toward Control of Employee Injuries in the Hospitality Industry*, which defined how to objectively measure management safety behavior and its impact on accident reduction.

WORKPLACE SAFETY: A NEW APPROACH

- I. Service Industry
 - A. Target Areas for Risk Control: Of all the areas of the safety venue in the service industry the one that produces the most negative impacts is the lack of effective Employee Safety systems.

- II. Loss of Process: A downgrading occurrence that causes the operation to cease for a period of time preventing the continuance of productivity.
 - A. Negative Impact of Accidental Losses: Numerous negative impacts are produced when an employee is removed from the workforce.
 - a. Guest Satisfaction
 - b. Profitability
 - c. Morale

- III. Recordable Injuries: those injuries producing the most negative impact that result from extensive medical treatment, restricted work, and lost time.
 - A. OSHA incident rate formula
 - B. National Average
 - C. Harrah's Average

- IV. Critical Balance: A balance must be maintained when making decisions that impact Guest Satisfaction, Quality, Productivity and Cost Control with Safety and Risk Control

- V. Key Elements of an Effective Risk Control System
 - A. Management Involvement
 - B. Safety Meetings
 - C. Safety Inspections
 - D. Accident Investigations
 - E. Injury Reporting
 - F. Employee Contact

- VI. Safety System Premises
 - A. Accidents create a loss of process which derails operations.
 - B. What is important to the boss is important to everyone.
 - C. The OSHA Recordable Rate is a measurement of operational efficiency.
 - D. Employee work-related accidents are management's fault.
 - a. Design work process
 - b. Hire work force
 - c. Train work force

- d. Supervise work force
 - e. Equip work force
 - f. Correct aberrations
 - E. Without accountability there is no responsibility.
 - F. Accountability is established by measuring what has been or is being done.
- VII. Harrah's Safety System: A system must be equipped with the appropriate tools to get the job accomplished.
- A. Written Manuals
 - B. Training Programs
 - C. Established Processes
 - D. Incentive Devices
 - E. Informational Resources
 - F. Measurement Devices
 - G. Reports
- VIII. The Risk Control Profile: A device that measures management behaviors regarding the establishment of a safety culture and an effective accident prevention system.
- A. Concentrates on Management safety behaviors; not employees.
 - B. Measures those behaviors that have the greatest impact on safety.
 - C. Concentrates on the core elements of a safety system.
 - D. Provides a step by step guide for success.
 - E. Allows for individual creativity.
- IX. Profile Elements
- A. Senior Management Leadership
 - B. Risk Control & Safety Committees
 - C. Training
 - D. Property Inspections
 - E. Regulatory & Specialized Programs
 - F. Awareness, Promotion & Recognition
 - G. Emergency Preparedness
 - H. Security
 - I. Claim Management – Pre Loss
 - J. Claim Management – Post Loss
- X. Why the System Works
- A. Creates value for the organization.
 - B. Replaces the intangible with the tangible.
 - C. Measures efforts as opposed to consequences.
 - D. Rewards efforts that lead to better consequences.
 - E. Provides a system of total support that gu

5th Annual Hospitality Law Conference
Presents

A New Approach to Safety

Presented by:
Jerry LaChapelle



Jerry
LaChapelle

- Former Director of Risk Control for Harrah's Entertainment
- 25 years of hospitality Safety/Security experience
- Experience includes hotels and casinos in both domestic and international venues and includes the United States, Hong Kong, Singapore, Bermuda, Puerto Rico and Canada

WORKPLACE SAFETY

A NEW APPROACH

SERVICE INDUSTRY TARGET AREAS FOR RISK CONTROL

- ❖EMPLOYEE SAFETY
- ❖GUEST SAFETY
- ❖FIRE LIFE SAFETY
- ❖ENVIRONMENTAL SAFETY
- ❖FOOD SAFETY
- ❖SECURITY
- ❖REGULATORY COMPLIANCE
 - ✓ OSHA
 - ✓ LOCAL & NATIONAL FIRE CODES
 - ✓ HEALTH DEPARTMENT
 - ✓ EPA
 - ✓ ADA

LOSS OF PROCESS

- Minute
- 30 minutes
- 2 hours
- Etc.

Accidental Losses Negatively Impact:

- Guest Satisfaction
 - Something Does not Get Done On Time Or As Well
- Profitability
 - Cost Of The Loss
- Morale
 - Loss of Process Creates
 - Pressure
 - Irritability
 - Bad Feelings

Recordable Injuries

Recordable Injuries Are More Serious And Generally Require "Professional Medical Treatment" And **MUST** Be Entered On The OSHA 300 Log. These Include:

- ☒ Treatment Beyond First Aid
- ☒ Restricted Work Or Motion
- ☒ Prescription Medication
- ☒ Inability To Work As A Result Of The Injury - *Lost Time*
- ☒ Positive Findings On A X-Ray+
- ☒ Diagnosed Occupational Illness

The OSHA Incident Rate Formula

$$\frac{\# \text{ Of OSHA Recordable Injuries } \times 200,000 *}{\text{Hours Worked}}$$

* Based on 100 employees working 50 weeks

National Average = 5.5

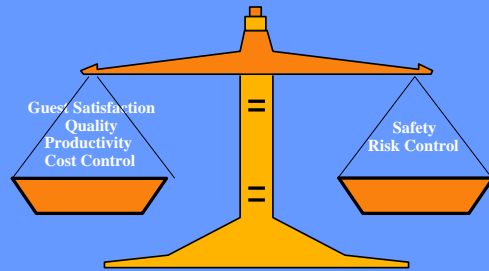
Harrah's Average = 3.1

OSHA RECORDABLE RATE



Recordable Rules Changed ↑

Critical Balance



SAFETY

RESPONSIBILITY

ACCOUNTABILITY

Key Elements Of A Risk Control Program

- ✓ Management Involvement
- ✓ Safety Meetings
- ✓ Safety Inspections
- ✓ Accident Investigations
- ✓ Reporting All Injuries
- ✓ Continual Employee Contact Regarding Safety
 - Job Safety Training, Department Meetings

SAFETY SYSTEM PREMISE

1. ACCIDENTS CREATE A LOSS OF PROCESS WHICH DERAILS OPERATIONS.
2. WHAT'S IMPORTANT TO THE BOSS IS IMPORTANT TO EVERYONE ELSE.
3. THE OSHA RECORDABLE RATE IS A MEASUREMENT OF OPERATIONAL EFFICIENCY.
4. EMPLOYEE WORK-RELATED ACCIDENTS ARE MANAGEMENT'S FAULT.

Harrah's Entertainment, Inc.				
2006 OSHA Recordable Chart* - Q4 (by Frequency Rate**)				
*Excludes Caesars Properties, Imperial Palace, and Indian Gaming- Uninsured				
	Hours Worked	Recordable Injuries	Q4 2006 Frequency Rate	Q3 2006 Frequency Rate
1 Harrah's Atlantic City	5,290,051	35	2.1	1.9
2 Reno	2,637,775	32	2.4	2.6
3 Rio	7,991,187	112	2.8	2.8
4 Metropolis	1,804,116	26	2.9	2.8
4 Rincon	3,059,017	48	2.9	3.0
6 Council Bluffs	1,643,507	24	3.2	3.2
7 Showboat - AC	4,571,929	75	3.3	3.7
7 Horseshoe Tunica	4,374,467	73	3.3	3.5
9 Laughlin	2,814,846	48	3.4	3.5
9 Maryland Heights	3,333,285	57	3.4	2.9
11 Lake Tahoe Properties	5,311,965	95	3.6	3.8
11 Joliet	2,232,876	40	3.6	3.8
11 Horseshoe Hammond	4,073,938	74	3.6	3.7
14 LA Downs	1,245,686	29	4.7	5.9
15 Horseshoe Bossier City	4,024,396	96	4.8	5.0
16 Harrah's Las Vegas	6,324,024	159	5.0	5.9
17 North Kansas City	2,722,250	69	5.1	3.7
18 Horseshoe Council Bluffs	1,809,464	48	5.3	6.1
19 New Orleans	3,218,047	89	5.5	5.8
Industry Average			5.5	5.5
Harrah's Co. wide rate	68,481,831	1,248	3.6	3.8
Harrah's 2005 rate				3.5

SAFETY SYSTEM PREMISE

1. WITHOUT ACCOUNTABILITY THERE IS NO RESPONSIBILITY.
2. WHAT GETS MEASURED - GETS DONE.

Harrah's Entertainment, Inc.				
2005 OSHA Recordable Chart* - Q4 (by Frequency Rate**)				
*Excludes Indian Gaming- Uninsured and Horseshoe Properties				
	Hours Worked	Recordable Injuries	Q4 2005 Frequency Rate	Q3 2005 Frequency Rate
1 Atlantic City	5,033,158	50	2.0	2.0
2 Reno	2,647,438	31	2.3	2.2
3 Joliet	1,994,534	25	2.5	2.5
4 Lake Charles**	1,755,421	24	2.7	2.7
5 Showboat - AC	4,433,170	65	2.9	3.1
5 New Orleans**	3,377,960	52	3.1	3.1
6 Council Bluffs	1,932,465	30	3.1	3.1
8 Maryland Heights	3,461,605	55	3.2	3.1
9 Laughlin	2,774,992	46	3.3	3.6
10 Metropolis	1,614,988	30	3.7	3.4
11 North Kansas City	2,480,834	47	3.8	2.6
11 Las Vegas	6,150,761	117	3.8	4.3
11 LA Downs	1,355,971	26	3.8	3.4
11 Lake Tahoe Properties	5,266,698	101	3.8	3.2
15 Bluffs Run	1,184,606	26	4.4	3.9
16 Rincon	2,805,172	65	4.6	4.3
17 Rio	7,740,386	194	5.0	4.9
Industry Average			6.6	
Harrah's Co. wide rate	56,010,158	984	3.5	3.4
Harrah's 2004 rate				3.8

Harrah's Entertainment, Inc.


2005 OSHA Recordable Chart* - Q4 (by Lost Time Frequency Rate**)

*Excludes Indian Gaming- Uninsured and Horseshoe Properties				
	Hours Worked	Lost Time Injuries	Q4 2005 L/T Claim Rate	Q3 2005 L/T Claim Rate
1 Reno	2,647,438	1	0.1	0.1
2 Laughlin	2,774,992	4	0.3	0.4
2 Maryland Heights	3,461,605	5	0.3	0.4
2 LA Downs	1,355,971	2	0.3	0.2
2 Council Bluffs	1,932,465	3	0.3	0.3
2 Bluffs Run	1,184,606	2	0.3	0.2
7 Las Vegas	6,150,761	12	0.4	0.5
7 New Orleans**	3,377,960	7	0.4	0.4
9 North Kansas City	2,480,834	6	0.5	0.6
10 Atlantic City	5,033,158	15	0.6	0.7
10 Rincon	2,805,172	9	0.6	0.9
12 Rio	7,740,386	29	0.7	0.9
13 Showboat - AC	4,433,170	19	0.9	0.9
14 Lake Tahoe Properties	5,266,698	26	1.0	1.2
14 Joliet	1,994,534	10	1.0	1.0
16 Metropolis	1,614,988	10	1.2	0.8
17 Lake Charles**	1,755,421	12	1.4	1.4
Industry Average			1.8	
Harrah's Co. wide rate	56,010,158	172	0.6	0.7
Harrah's 2004 rate				0.8

Harrah's Entertainment, Inc.

2005 OSHA Recordable Chart* - Q4 (by DART Rate**)

Property	Hours Worked	DART Injuries	Q4 2005 DART RATE
LA Downs	1,355,971	3	0.4
North Kansas City	2,480,834	14	1.1
Las Vegas	6,150,761	42	1.4
Reno	2,647,438	20	1.5
Maryland Heights	3,461,605	27	1.6
Harrah's Atlantic City	5,033,158	43	1.7
Rincon	2,805,172	24	1.7
Laughlin	2,774,992	31	2.2
Joliet	1,994,534	23	2.3
Metropolis	1,614,988	20	2.5
Council Bluffs	1,932,465	24	2.5
Showboat - AC	4,433,170	56	2.5
New Orleans	3,377,960	44	2.6
Lake Tahoe Properties	5,266,698	69	2.6
Bluffs Run	1,184,606	20	3.4
Rio	7,740,386	185	4.8
Industry Average			2.6
Harrah's Co. wide rate	54,254,737	645	2.4

The Ph  ertainment

DATE: May 11, 2005
TO: TO: Division Presidents, General Managers, Assistant General Managers, Senior Management Team
FROM: Gary Loveman
SUBJECT: WORKPLACE SAFETY

We have made considerable and laudable progress in recent years in reducing the frequency and severity of workplace injuries. For example, the number of worker's compensation claims in our company fell 12% during calendar year 2004, reaching levels far superior to industry standards. **It is the compelling fact that improved workplace safety is but one further component of the virtuous circle of employee and guest outcomes that have driven our business now for many years.**

As we look forward to the arrival of the Caesars transaction, I encourage you to consider the coincidence of interests associated with improved workplace safety, employee enthusiasm for taking care of guests, and the loyalty of our players that ultimately drives our growth. Put otherwise, there is a crucial role for attention to employee safety as a driver of revenue rather than a cost avoidance. **I suspect that further significant improvement in our safety rate will require a change in how we think about the issue, so I encourage you to remain vigilant to our programs and procedures while beginning to recast workplace safety in the bucket of activities you associate with building your business.**

HARRAH'S SAFETY SYSTEM



RISK CONTROL PROFILE

Property: _____ Date: _____
 VP-General Manager: _____
 Profile Conducted By: _____

The Risk Control Profile measures the current level of the property's Risk Control program and is given annually. It is a measure of the property's safety performance and is based on the results of the Risk Control Profile. The Risk Control Profile is a measure of the property's safety performance and is based on the results of the Risk Control Profile. The Risk Control Profile is a measure of the property's safety performance and is based on the results of the Risk Control Profile.

RISK CONTROL PROFILE SUMMARY				
PROFILE SECTION	PERFORMANCE LEVEL (YES/NO)	REQUIREMENTS	BONUS POINTS POSSIBLE	BONUS POINTS SCORED
A. Leadership Assignments	Achieved out of 4 =		22	
B. Risk Control & Safety Committees	Achieved out of 2 =		15	
C. Training	Achieved out of 3 =		9	
D. Surveys	Achieved out of 3 =		10	
E. Regulatory/Specialized	Achieved out of 6 =		4	
F. Awareness/Promotion	Achieved out of 3 =		9	
G. Emergency Preparedness	Achieved out of 5 =		8	
H. Security	Achieved out of 3 =		5	
I. Claim Management (Pre-Loss)	Achieved out of 3 =		0	
J. Claim Management (Post-Loss)	Achieved out of 3 =		8	
OVERALL EVALUATION	Achieved out of 35 =		100	

RISK CONTROL PROFILE

- Concentrates on management safety behaviors not employee behaviors.
- Measures those management behaviors that have the greatest impact on safety both qualitatively and quantitatively
- Concentrates on those elements that make up the core of a safety system.
- Provides a step by step method of system development complete with the tools required to implement, monitor and measure.
- Allows for individual creativity

RISK CONTROL PROFILE

RISK CONTROL PROFILE SUMMARY				
PROFILE SECTION	PERFORMANCE LEVEL (YES/NO)	REQUIREMENTS	BONUS POINTS POSSIBLE	BONUS POINTS SCORED
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OVERALL EVALUATION	Achieved out of 35 =		100	

A: SENIOR MANAGEMENT LEADERSHIP/ MANAGEMENT ASSIGNMENTS		Yes	No	Remarks	
S E C T I O N A	1. Is there a Risk Control Policy Statement signed by the General Manager and is it distributed to all team members?				
	2. Do all of the division heads have measurable Risk Control goals as part of their annual performance objectives?				
	3. Is there a property Risk Manager whose primary duties are implementing and overseeing the Risk Control Program?				
	4. Has the Risk Manager received training in his/her job function from an outside-accredited source within the last twelve months?				
	BONUS POINTS		Possible Bonus Points	Bonus Points Earned	
	5. Does the General Manager communicate with all employees quarterly on important Risk Control Subjects?	9			
	6. Does the Risk Manager meet with all division heads on a monthly basis to discuss their performance in the property's Risk Control Program?	9			
7. Is a Risk Control topic regularly planned for at least one management meeting per month other than the Risk Control Meeting where the General Manager is in attendance?	4				
Section A Total Bonus Points Earned:		22			

B: RISK CONTROL & SAFETY COMMITTEES		Yes	No	Remarks	
S E C T I O N B	1. Has the General Manager appointed a Risk Control Committee?				
	2. Does the Committee meet monthly with a prepared Risk Control/Safety agenda and are minutes recorded/distributed?				
	BONUS POINTS		Possible Bonus Points	Bonus Points Earned	
	3. Is a Safety Committee established with a line staff representative from every department that meets monthly and records minutes?	5			
	4. Does the Risk Control Committee conduct an annual audit of the Risk Control Program and follow up on all recommendations?	5			
	5. Are written annual goals and objectives established for both committees?	5			
	Section B Total Bonus Points Earned:		15		

RISK CONTROL PROFILE INTERPRETIVE GUIDE

Indicates most recent revisions

A. SENIOR MANAGEMENT LEADERSHIP/ MANAGEMENT ASSIGNMENTS

***A1: Loss Prevention Policy Signed by GM**
Distribution means to supply a copy of the policy. It must include all existing employees and anyone attending the Initial Orientation Program. The Policy is to be typed on letterhead and signed by the General Manager.

***A2: All Division Heads with Measurable Risk Control Goals**
"Measurable" means that the division head must perform a quantifiable activity, for example, assuring that his/her area managers perform 5 minute Safety Talks once per month, investigate all accidents in their area of control, conduct monthly inspections, etc. A reduction in accidents as a goal will not rate for this element's scoring.

***A3: Risk Manager Assigned**
Designation of a Risk Manager must be in writing and originate from the General Manager. This individual is responsible for organizing the overall program, but not for conducting the entire program without the active participation of all members of the Risk Control Committee.

***A4: Outside Training for the Risk Manager**
The Risk Manager must complete training annually that is pertinent to his/her responsibilities from a source outside of the property. Acceptable training will include, training courses conducted by the National Safety Council, the Occupational Safety & Health Administration or other recognized agency and/or workshops conducted by the Corporate Risk Management Department.

"Does the risk manager meet with all division heads on a monthly basis to discuss their performance in the property's Risk Control Program?"

A6: Risk Manager Meets with Division Head Monthly
These meetings must be conducted monthly with each division head.

Discussions should include the divisions injury/accident performance, management's participation in employee accident investigation, inspections, etc. The risk manager's discussion notes will serve as documentation.

Item	Description	Checked
A-1	Risk Control Policy Statement	<input checked="" type="checkbox"/>
A-2	Risk Control Policy Statement Objectives	<input checked="" type="checkbox"/>
A-3	Division Head Risk Management Goals	<input checked="" type="checkbox"/>
A-4	Property Loss Prevention Committee	<input checked="" type="checkbox"/>
A-5	Property Loss Prevention Committee Log	<input checked="" type="checkbox"/>
A-6	Monthly Recreable Report	<input checked="" type="checkbox"/>
B-1	Risk Control Committee Election	<input checked="" type="checkbox"/>
B-2	Risk and Safety Committee Attendance Report	<input checked="" type="checkbox"/>

C: TRAINING		Yes	No	Remarks	
S E C T I O N C	1. Is the Initial Orientation Job Safety Packet reviewed with every new hire during orientation and are checklists for each signed and on file?				
	2. Are the Departmental Job Safety Training Packets reviewed with every new hire by their department supervisor or manager and are checklists for each signed and on file?				
	3. Is the Departmental Job Safety Training Packet reviewed with each employee annually and are checklists signed and on file?			NEW!	
	BONUS POINTS		Possible Bonus Points	Bonus Points Earned	
	4. Do supervisors and managers receive training in their Risk Control responsibilities?	5			
5. Are all medical emergency respondents certified for AED, CPR & First Aid?	4				
Section C Total Bonus Points Earned:		9			

D: PROPERTY INSPECTIONS					
	Yes	No	Remarks		
S E C T I O N D	1.				
	Is there a written description of the casino/hotel's Property Inspection Program?				
	2.				
	Are inspections, using checklists, conducted monthly by the Safety Committee?				
	3.				
	Is the general inspection form tailored to the property and updated to reflect any changes or additions to the facility and is there a system for prioritization of hazards?				
	BONUS POINTS			Possible Bonus Points	Bonus Points Earned
	4.	5			
	Does the Risk Control Committee conduct quarterly inspections using the Safety Committee's inspection form?				
	5.	5			
Does the survey program include documented daily inspection/maintenance (with a checklist) of the following: Pool, Fitness Center, Vehicles or other equipment?					
Section D Total Bonus Points Earned:					
	10				

E: REGULATORY & SPECIALIZED PROGRAMS				
	Yes	No	Remarks	
S E C T I O N E	1.			
	Is there a written HAZCOM program and is all training, MSDS, PPE and labeling current?			
	2.			
	Is there a written BBP Exposure Control Program and is all training, documentation and PPE current, available and used?			
	3.			
	Is there a written Lockout/Tagout Program that is compliant with OSHA mandates and are all equipment procedures and training documentation up to date?			
	4.			
	Is the property's policy/program on responsible alcohol service communicated to all management and affected team members on an annual basis?			
	5.			
	Are all servers of alcohol trained in responsible beverage service and is the training up to date and documented?			
6.				
Is the OSHA 300 Log up to date, and are all previous logs signed, totaled and on file?				
BONUS POINTS			Possible Bonus Points	Bonus Points Earned
7.	5			
Is there a written list of general safety rules that is distributed to all employees?				
8.	9			
Has the property scored a minimum of 80% on the F&B Checklist?				
Section E Total Bonus Points Earned:				
	14			

F: AWARENESS, PROMOTIONS & RECOGNITION					
	Yes	No	Remarks		
S E C T I O N F	1.				
	Is there a written commendation/discipline policy for safety performance enforced and is there documentation to support?				
	2.				
	Is there an internal reporting system that shares OSHA Recordable rates and loss statistics with all management on a monthly basis?				
	3.				
	Has the property's dispersion rate for safety chip use increased over last year?				
	BONUS POINTS			Possible Bonus Points	Bonus Points Earned
	4.	6			
	Is there an established program for a monthly safety promotion or theme?				
	5.	3			
Are at least 2 of the following methods of promotions used? Newsletters, Luncheons, Guest Speakers, Others (one point each)					
Section F Total Bonus Points Earned:					
	9				

G: EMERGENCY PREPAREDNESS/FIRE & LIFE SAFETY				
	Yes	No	Remarks	
S E C T I O N G	1.			
	Is there a written Emergency Plan specifically tailored to the property that is current?			
	2.			
	Is quarterly fire/evacuation training conducted in each department and is it documented?			
	3.			
	Is emergency and fire safety equipment tested and maintained as required?			
	4.			
	Is documented management training conducted annually for all sections of the Emergency Plan?			
	5.			
	Is there a written disaster recovery program in place?			
BONUS POINTS			Possible Bonus Points	Bonus Points Earned
6.	8			
Is quarterly fire/evacuation training conducted on every shift and in every department?				
Section G Total Bonus Points Earned:				
	8			

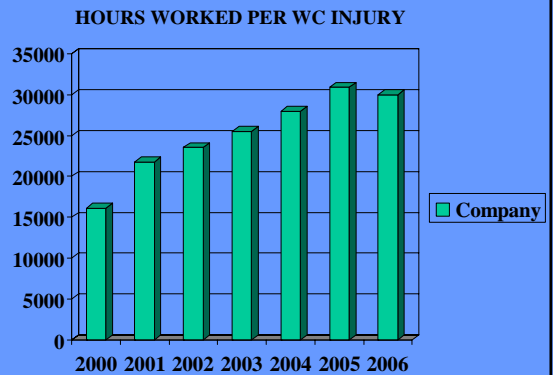
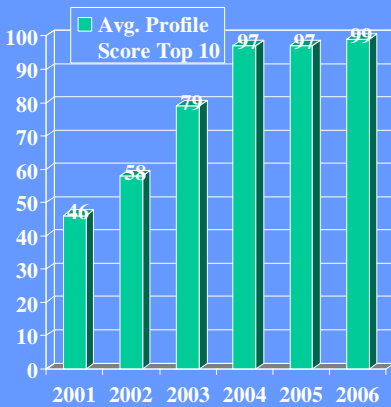
H: SECURITY					
	Yes	No	Remarks		
S E C T I O N H	1.				
	Is there a written Security Department Overview that reflects current practice that is communicated to all management annually?				
	2.				
	Is there a documented security training program for all officers?				
	3.				
	Is there a written key control policy for the hotel and is it enforced?				
	BONUS POINTS			Possible Bonus Points	Bonus Points Earned
	4.	5			
	Are all team members trained in their job-specific security responsibilities?				
	Section H Total Bonus Points Earned:				
	5				

I: CLAIM MANAGEMENT (PRE-LOSS)				
	Yes	No	Remarks	
S E C T I O N I	1.			
	Are there written procedures for reporting guest and employee accidents/injuries and are employees trained in their responsibilities in this regard?			
	2.			
	Do all employees receive documented training on their rights and responsibilities regarding workers' compensation benefits?			
	3.			
	Are there standardized auto accident forms in each property vehicle and are all drivers trained on what to do in the event of an accident?			

J: CLAIM MANAGEMENT (POST-LOSS)		Yes	No	Remarks
S E C T I O N J	1. Is there a formal light duty/modified duty job bank established that is approved by the Risk Control Committee and is it updated on an annual basis?			
	2. Is your occupational medical clinic provided with a copy of the physical requirements for the injured employee's job prior to treatment?			
	3. Are at least 90% of all claims submitted electronically?			
BONUS POINTS		Possible Bonus Points	Bonus Points Earned	
	4. Are all claims requiring outside medical treatment reported to the TPA within 72 hours of the property being notified that a claim exists?	5		
	5. Are Supervisors' Accident Investigation forms completed, identifying primary and secondary causes, and on file for all work-related accidents?	3		
Section J Total Bonus Points Earned:		8		

RISK CONTROL MANAGER OF THE YEAR AWARDS

- *THREE \$1,200 AWARDS - ONE FOR EACH DIVISION
- *FIVE \$500 CATEGORY AWARDS:
 - ✓ HIGHEST PROFILE SCORE LOWEST RATE
 - ✓ MOST SUCCESSFUL RISK CONTROL COMMITTEE
 - ✓ MOST SUCCESSFUL SAFETY COMMITTEE
 - ✓ MOST IMPROVED TRANSITION DUTY PROGRAM
 - ✓ MOST EFFECTIVE USE OF SAFETY CHIP PROGRAM



WHY DOES THE PROFILE SYSTEM WORK?

- ✦ Creates value for the organization.
- ✦ Replaces the intangible with tangible.
- ✦ Measures efforts as opposed to consequences.
- ✦ Rewards efforts that lead to better consequences.
- ✦ Provides a system of total support that guarantees success.