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A Criteria Company

CASE STUDY

Emergency Services Provider reduces sick days and compensation claims

INDUSTRY
Emergency Services Provider

OBJECTIVE
Recruit safer and more reliable employees

Reduce worker compensation claims

SOLUTIONS
WSP
Workplace Safety Profile

Cognitive Ability Test

Integrity Test

Emotional Intelligence Test

RESULTS
Reduced sick leave hours and workers compensation claims

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Challenge

An emergency services provider wanted a more time and cost-efficient way to process the large number of applications they received, while ensuring they didn't miss any potentially good hires.

The roles they hire also have very specific requirements. Employees must be able to solve problems and make decisions quickly and autonomously, in frequently dangerous situations. They also need to manage their own and other people's emotions in high pressure and difficult environment. The prospect of stress and burnout is high, which can lead to increased sick days and fatigue levels, as well as heightened safety risks.

Solution

The client used the a combination of assessments throughout their recruitment process for permanent roles including the Work Safety Profile to identify safety attitudes and behaviour, a Cognitive Ability test to predict future performance, an integrity assessment, and an Emotional Intelligence assessment.

Results

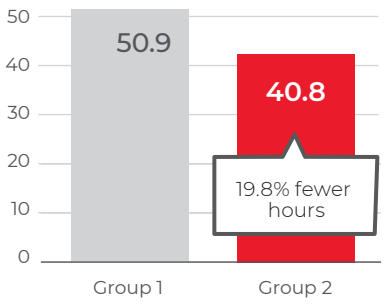
The client compared sick leave and compensation claims for two groups of employees. Group 1 consisted of 391 people employed before assessments were introduced in 2013. Group 2 comprised 436 people employed after 2013, who all completed assessments during the recruitment process.

Across Group 1, the average number of hours taken in sick leave per year was 50.9*, compared with 40.8 hours from Group 2. This means that Group 2 took 19.8% fewer sick leave hours on average than Group 1.

Across Group 1, 66.5% of employees had workers' compensation claims*, compared with only 13.8% of employees who had workers' compensation claims* from Group 2. So overall, there was a 76.67% reduction in claims across group 2.

*Statistically significant at p<0.001

Average Sick Leave Hours



Reported Claims Per Year