

# CASE STUDY

## Chemical Catalysts: How GSC On-Site Services Revolutionized Safety, Transformed Culture, and Elevated Profits

In the dynamic realm of industry, injury prevention stands as a critical pillar to uphold employee health and ensure sustained productivity. This case study delves into the transformative journey of a chemical industry giant, a \$16.65 billion company founded in 1802. With over 23,000 employees across 104 global locations, this Fortune 500 firm specializes in a wide array of renowned chemical products. Their need for addressing challenges associated with an aging workforce, reducing absences, and enhancing workplace ergonomics led them to seek the partnership of GSC On-Site Services (GSC). This partnership marked the initiation of a comprehensive program aimed at managing employee symptoms and elevating overall morale.

### The Industry

The chemical industry is known for its intricate operations, stringent compliance requirements, and distinct safety challenges. Our client, with a storied history and a global footprint, is a vital player in this industry. With its workforce primarily consisting of an aging demographic, the company faced the escalating utilization of disability benefits and the impending retirement of many employees. The imperative for a program that could address employee symptoms, improve ergonomics, offer training, and enhance body mechanics emerged as a means to sustain productivity and profitability.

## THE CLIENT

**FORTUNE 500**

**SPECIALIZING IN CHEMICAL PRODUCTS**

**EXTENSIVE GLOBAL OPERATIONS**

**HISTORY DATING BACK TO 1802**



**23,000 EMPLOYEES**



**104 LOCATIONS**



**31 COUNTRIES**



**\$16.65 B IN REVENUE**



**G·S·C**  
ON-SITE SERVICES  
A GSC Consulting Services Company

## Business Challenge

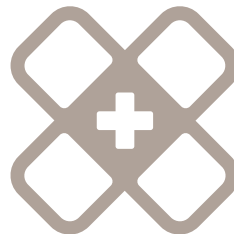
The primary challenge facing our client was managing the health of an aging workforce. Anticipating a surge in retirements and disability cases, they recognized the necessity for a proactive program to address these concerns. Compounded by the unionized nature of the initial site where GSC initiated its program, gaining the trust and support of the union and employees posed a significant challenge. Building trust and encouraging employee engagement became paramount for the program's success.

## Objectives

The overarching objective was to...



**ENHANCE EMPLOYEE SATISFACTION**



**REDUCE WORK-RELATED INJURIES**



**MINIMIZE INJURIES & ABSENCES**

The positive response and outcomes at the initial site led to referrals to three additional sites in two different states, indicating the program's success and its potential for replication in various locations.

## Solution

The solution GSC implemented involved deploying Injury Prevention Specialists (IPS) to provide on-site support to employees. Key components of the solution included:

**Installation Meeting:** GSC launched the process with an installation meeting to engage key stakeholders, establish communication protocols, and determine priorities for the program's rollout.

**Recruitment and Training:** IPS staff were meticulously recruited, hired, and intensively trained in all services, documentation, OSHA guidelines, and ergonomic principles.

**Secure Portal:** GSC provided clients with a secure portal for accessing documentation and reports, ensuring transparency and enabling easy tracking of program outcomes.

**Quarterly Outcome Reports:** These reports were shared with clients, highlighting service utilization, outcomes, cost avoidance, and comparisons to site-specific injury rates, work-related injury costs, lost workdays, site absences, attrition rates, and production metrics.

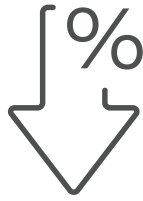
## Results

The implementation of the GSC On-Site IPS program delivered substantial benefits for the client:



### INCREASED

employee morale in a unionized environment



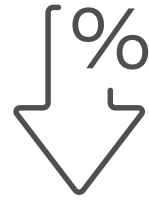
### REDUCED

absences & turnover



### INCREASED

focus on cost-effective ergo solutions



### REDUCED

work-related injuries & associated costs

SITE SPECIFIC EXAMPLE Q3 2023	
Cost Savings for Early Ergo (MSD Cases) that did NOT Require Medical Model Intervention	<b>\$608,750</b>
Number of Cases Sent to Medical with Early Symptom Reports	<b>25</b>
Recordable MSD Cases	<b>0</b>
Cases Resolved by IPS in Prevention Plus Program	<b>25</b>
Average Cost Per MSD Recordable Case	<b>\$24,350</b>
Potential Cost Avoidance (Q3 only)	<b>\$608,750</b>
Factored Cost Avoidance for 2023 YTD	<b>\$1,826,250</b>

\*This site has 500 employees

## Challenges Faced

Challenges varied by site, but the primary challenge was gaining support at all management levels and fostering employee participation in the program. Overcoming scheduling issues, particularly for supervisors and employees, was successfully achieved through the introduction of a QR code scheduler. Additionally, identifying metrics aligned with IPS services was essential for measuring the program's success.

## Lessons Learned

Through this case study, the client learned valuable lessons, including:

- **Strategic Blend for Cultural Shift:** The client discovered that weaving the Injury Prevention and Safety (IPS) program seamlessly into HR, safety, health services, and operations proved pivotal. It's not just about ticking boxes; it's about embedding a safety mindset into the organizational DNA. This integrated approach sparked a palpable cultural shift and heightened awareness across the board.
- **Syncing with Corporate Vision:** The study underscores the importance of syncing the IPS program with the broader corporate vision. It's not merely about compliance; it's about creating synergy. When the IPS program aligns with the organizational vision, it becomes a unifying force. The client witnessed a collective sense of purpose that transcended the typical safety initiatives, fostering a more cohesive and aligned workforce.
- **Metrics:** The Navigator of Smart Decisions: the use of metrics as a guide for decision-making is key. It's not just about crunching numbers; it's about leveraging data for proactive decision support. By incorporating metrics, the organization made informed choices, leading to streamlined processes, cost efficiencies, and a quantifiable return on investment. This emphasis on data-driven decision-making underscored a shift toward a more strategic and efficient operational model.

This case study underscores the substantial benefits achieved by the client through the implementation of the GSC On-Site IPS program. It highlights that manufacturing companies, irrespective of their size, can experience similar enhancements in employee satisfaction, safety, and productivity. Furthermore, the program's success underscores the potential for a substantial return on investment, cost avoidance, and improvements in recruiting, hiring, absence management, employee retention, operational productivity, and overall employee morale.

## Recommendations:

For those considering implementing an IPS program, starting small and targeting high-need areas can offer positive recommendations for long-term success and profitability. Utilizing services for compliance, such as Job Safety Analyses (JSA's), can serve as a starting point for understanding a site's specific needs and budget constraints.



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