



# WORK SHIELD CASE STUDY NATIONAL RESTAURANT

4,300 FT/PT EMPLOYEES | 45 LOCATIONS

## ▼ THE CHALLENGE

Restaurants are particularly susceptible to workplace misconduct issues - from co-workers and managers to vendors and customers. And more often than not, issues are being managed fractionally - by individual location managers who often don't have adequate training, aren't able to provide consistent responses, and don't properly document incident reports - increasing corporate risk and the burden on managers.

## ▼ THE RESULTS

After 12 months, Corporate now has transparent and real-time access to status of all incidents, plus data and analytics to identify any trends or patterns at particular locations through the Work Shield Portal. The high number of incidents reported (primarily sexual harassment and bullying) indicates employees trust Work Shield as a fair and accessible resource. HR Partners have confidence knowing they have the best resource in place to create thriving cultures of respect, inclusion, improved productivity, and long-term retention.



**INCIDENTS  
REPORTED**

**111**



**EEOC CLAIMS  
FILED**

**0**



**SETTLEMENT  
FEES PAID**

**0**



**AVERAGE DAYS TO  
RESOLUTION**

**5**



## TAKEAWAYS AFTER 12 MONTHS

### ANNUAL ROI

Based on average cost of an internal claim, not settled.

**INCIDENT COST  
WITHOUT  
WORK SHIELD**

**\$2.4MM**

**ANNUAL  
SAVINGS**

**\$2.3MM**

**RETURN ON  
INVESTMENT**

**302.9x**