



NATIONAL WORKERS
COMPENSATION
AND DISABILITY
CONFERENCE

Recipe for success

A workers' compensation program that is well done



Scott Westman
SVP Casualty Operations
Sedwick



Steve Figliuolo
Principal Program Lead
Chick-fil-A

Learning objectives



Identify and list common workplace hazards and exposures



Discuss everyday strategies being used to protect and care for Chick-fil-A's workforce that can be replicated and reproduced



Hear real stories of success with practical lessons and takeaways for all employers

Chick-fil-A workers' compensation overview



- Workforce make up
- Common accident/injury types
- Aligning claim program with organizational culture
- Team member focus always

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How the program
embodies advocacy



Tools available to
team members



Cultural alignment with
external partners



Capitalizing on
technology

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- Reporting
- Approach to medical care
- Return to work program
- Claim disposition

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What
ADVOCACY
is not

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Defining program success



Key metrics for the program



Claims/risk as a value add
to the organization

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The

NATHAN

Hammack story