

## Reducing injuries

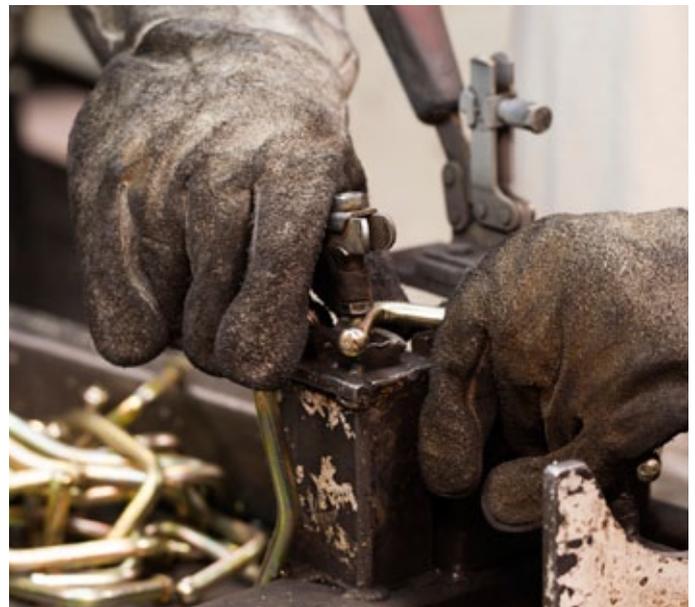
The number one cause of occupational ill health in Britain today, affecting one million people a year and costing society £5.7 billion, is Musculoskeletal Disorders (MSDs). This auto parts manufacturer was no exception. With employees frequently exposed to manual handling tasks, multiple tool changes, and often feeding machines with components by hand, they regularly picked up MSD injuries. This resulted in lost work-time, little or no claims defence and, ultimately, a loss-making company.

### Approach

After thorough investigation into the business and their former claims, QBE presented its findings and proposed changes to the senior management team. We then ran a risk assessment training session using the Health and Safety Executive's MAC tool (Manual handling Assessment Chart). This assesses and categorise the risks posed to people who lift, carry and take part in team manual handling activities. We followed this with two separate audits to investigate the impact of this advice and training.

### Outcome

Having taken on board all of QBE's suggestions, the company has seen a dramatic difference to the business. Following a 30 per cent reduction in tool change frequency, manual handling accidents have been cut by 55 per cent while lost work-time has been halved. Meanwhile, there is a significantly lower volume of liability claims, and more defence against the rest. QBE has helped put this business in a much stronger position for the future.



### Further information

If you would like any further information or advice on our Risk Management Service please contact the team on [rm@uk.qbe.com](mailto:rm@uk.qbe.com)

For more information on QBE visit: [www.QBEurope.com/rm](http://www.QBEurope.com/rm)

### QBE European Operations

Plantation Place 30 Fenchurch Street London EC3M 3BD  
tel +44 (0)20 7105 4000 [www.QBEurope.com](http://www.QBEurope.com)

4401/CaseStudy/AutoPartsManufacturer/ReducingInjuries/May2013  
QBE Insurance (Europe) Limited, QBE Re (Europe) Limited and QBE Underwriting Limited, all of which are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, are part of QBE European Operations, a division of the QBE Insurance group.