

# WFIA RETRO Year in Review



## PROGRAM ACHIEVEMENTS

# \$4,114,079

Refunds earned by members this year

# 1,042

Claims managed

# 48.25%

Reduction in  
time-loss days

# 95.7%

Customer satisfaction

# 29.2%

Return on premiums

# 254

Member visits or  
interactions by  
Safety Managers

# 28

New WFIA Retro  
members



The Washington Food Industry Association is dedicated to promoting and protecting the independent, community-focused grocery industry and its suppliers. Membership offers many industry support programs and valuable benefits, on being the Retrospective Rating Program (Retro).

WFIA engages with ERNwest and their highly skilled team of workers' compensation experts, who work to help your company keep employees safe, reduce claim costs, decrease the time and frustration dealing with Labor and Industries and earn a REFUND!

New DOSH citation service included in retro participation  
(see back side for more details)

# New DOSH Citation Support



## SUPPORT STARTING JULY 1, 2017

OSHA mandates include increased inspections and increased penalties for employers in Washington. Last year alone the Division of Occupational Safety and Health (DOSH) performed 55 inspections on our Retro members. To help, WFIA's Retro program has added a new benefit for members if a DOSH inspector comes to their business. Here is what you need to know:

- Call ERNwest immediately if you are being inspected.
- If feasible a Safety and Loss Control Manager will come to your location or be available by phone for support and to answer any questions you may have at that time.
- A Safety and Loss Control Manager will analyze the citation and will appeal on your behalf if it is determined the citation can be reduced or removed.
- We will represent you at the resumption hearing

**Most companies saw a reduction in penalties or citations dismissed**

For Citation Support please contact Mike Octave directly:  
moctave@ernwest.com • 800.433.7601 x 812

We are here to help, please contact us with any questions or concerns.

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