



**Green Cross for Safety® Awards 2020 Finalist - Excellence**

# Caesars Entertainment Corporation

Caesars Entertainment Corporation, a hotel and casino corporation with 69,000 employees and 46 properties across 13 states, historically wasn't proactive in preventing injuries or providing safety training. Risk managers were solely focused on mitigating cost post-injury instead of emphasizing safety measures to prevent injuries from occurring. The Caesars Corporate EHS team made it their mission to build a proactive safety program from the ground up.

The EHS team began by creating a behavioral-based safety observation program to facilitate a dialogue about safety protocols and reduce frequency and severity of employee injuries through monitoring, trending and management of safe and unsafe behaviors and conditions.

Supervisors were required to observe each of their employees perform tasks for two minutes per week and provide immediate feedback, either reinforcing use of correct safety measures or providing feedback on unsafe work practices. For the first time, Caesars employees were engaging in a dialogue around preventative safety practices.

In 2018, Caesars developed and deployed an in-house safety app as an electronic platform for safety observations, root cause analysis and a leaderboard for top departments. Upon training safety personnel and managers, the Caesars team began noticing significant reduction in injuries.

Before the introduction of the app, weekly safety observations were conducted via a clip board and printed check lists, scanned and sent to the EHS team to manually populate each observation into a master database. Now, managers can walk the floor and conduct safety observations from their mobile device or a company-supplied tablet.

The app has been an absolute game-changer for Caesars. The organization now has real-time access to thousands of observations and robust metrics enabling the EHS team to better identify high-risk behavior. Through the app, Caesars can provide thorough analysis of participation data, pulling reports to pinpoint trends and identify risk within a specific property, department or team. Insights across all properties can spot both adverse and positive trends such as the participation in pre-shift "dynamic warm-ups" in housekeeping and decrease in shoulder, back and neck strains. The app also drives insights into workers comp, claims systems and OSHA compliance.

Caesars also brought on a safety and compliance training provider to deliver modern safety training to employees lacking a traditional way to access training across 46 properties.



# Green Cross for Safety

an nsc award

Reaching back to the house employees with 80+ short videos to address the biggest risk to employee health and safety—slips, trips and falls.

Since transforming its safety program and protocols, employee injuries have dropped by 46% while the severity of injuries has also decreased. Meanwhile, Caesars' OSHA total reportable incident rate decreased from 3.6 in 2015 down to 2.46—safer than the 3.7 OSHA industry standard for casinos and hotels.

## Caesars Safety Metrics

