



2023 AmTrust Retail Risk Report

AmTrust's retail insurance products and risk management solutions address critical exposures faced by the retail industry.



Taking Inventory of Retail Worker Safety

The 4.1 million retail store employees in the US face various risks as they complete their daily duties, from slip and fall hazards to ergonomic injuries. AmTrust analyzed over 42,000 workers' compensation claims to help you understand the risks facing your retail workers.

Shop Till You Drop

Strains in the workplace are both the most expensive and the most common cause of injury*

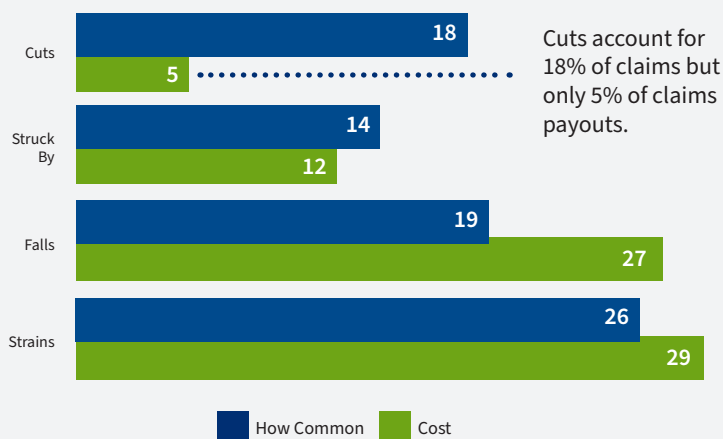


Strains in the workplace account for 26% of claims reported and 29% of claims payouts.



Falls were a close second accounting for 19% of claims reported and 27% of claims payouts.

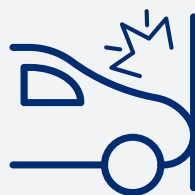
The Most Expensive & Common Cause of Injury**



*Cause of injury describes how the injury was produced or inflicted by the source. ** Shows percentage of how much the injury costs relative to all dollars paid out and shows percentage of how many claims were filed for the injury relative to the total number of claims filed.

The High Cost Of Retail Driving

If you have employees who drive regularly it is important that you are sufficiently covered. Motor Vehicle accidents have the highest cost per claim but account for only a small percentage of accidents in the workplace at 2.5%



The average claim payout for motor vehicle accidents is

\$20,451*

*Claims average is based on AmTrust Workers' Comp claims.



AmTrust Has You Covered: Loss Control Tips

AmTrust's Loss Control Department can help identify specific hazards and offer solutions that fit your operation. Effective employee safety training programs are necessary to eliminate human suffering due to injuries incurred on the job, and they reduce the costs of accidents. Tips include:

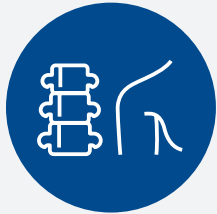
- Create and utilize a workplace safety training program.
- Set merchandise racks correctly according to federal and state rules.
- Ensure employees are aware of procedures regarding on-premises security, robberies and shoplifting.

Taking Stock of What Body Parts Are Injured



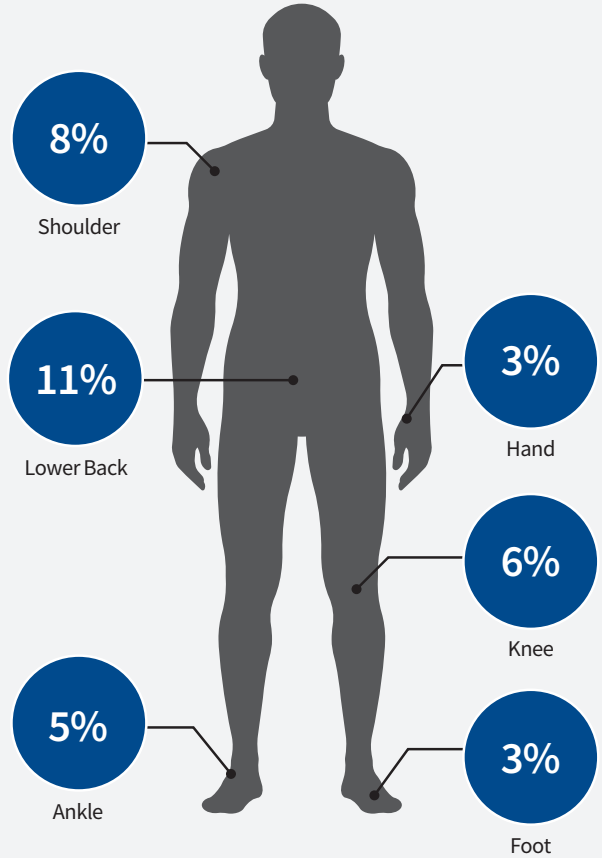
Multiple body part injuries result in the biggest percentage of workers' comp claims paid out at:

29%



Back and shoulder injuries account for the second and third highest percentage of workers' comp claims paid out at:

19%



Workplace Safety Tips for Retail Workers



Place heavy items at waist level and lighter items on higher shelves



Use safe lifting techniques and lifting aids



Use lighting on walkways, exits and parking lots maintained



Enforce proper footwear policies



Keep walking surfaces free of clutter



AmTrust Has You Covered: Safety Programs

AmTrust can provide you with the tools to create a successful safety training program for your employees and the insurance protection products to safeguard your business. To learn more about How to Create a Long-Term Profitable Workplace Safety Program visit our ROI of Workplace Safety Programs website.

When Do Retail Injuries Occur Most

Monthly Injury Trends

While analyzing workers' comp injuries each month over a five-year period AmTrust's Claims data determined that:



The month of January saw the most reported injuries per \$100K in payroll over the last 5 yrs.



The month of December saw the least reported injuries per \$100k in payroll over the last 5 years.

Why are claims reported least in December?

"In the bustling holiday season of November and December, the paradox of lower retail injuries emerges. While one might expect injury rates to soar due to the influx of seasonal workers, there's a hidden dynamic at play. Younger workers, who often comprise a significant portion of the seasonal workforce, might choose not to report minor injuries, relying instead on their health insurance or treating it at home. This reluctance to engage with workers' compensation could artificially deflate injury statistics."

Matt Zender
SVP, Workers' Compensation Product Manager

Seasonal Injury Trends

The following top three most common injuries have trended each month for a five-year period. Injury count reflects number of injuries per \$100K in payroll.



STRAINS



Most likely to occur



Least likely to occur



FALLS



Most likely to occur



Least likely to occur



CUTS



Most likely to occur



Least likely to occur

AmTrust Has You Covered: Products

Retail is one of the key industries AmTrust writes, and we make it our priority to provide the customized small business insurance solutions covering:



Cyber

Retail stores can easily fall victim to a cyber attack where sensitive data like credit card numbers and personal information of customers is compromised.



Property

Commercial Property Insurance is crucial for your retail business. It protects your building, contents, business income, and rental income from commonly experienced losses like fire, explosion, pipe bursts and many more.



EPLI

Employment Practices Liability Insurance (EPLI) is designed to protect small and mid-sized businesses from employment-related claims including alleged discrimination, wrongful termination, demotion, sexual harassment and retaliation.



Reduce Risks and Protect Your Employees

AmTrust has the resources and helpful information to help you protect yourself and your business. For more information visit, www.amtrustfinancial.com/industries/manufacturing.

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