

# People Leader Workers' Compensation Guide

The following information is to provide guidance throughout your Team Member's (TM) Workers' Compensation claim. Grainger is here to support you throughout this process!

## People Leader Workers' Compensation Checklist

### Team member reports work injury to their manager

Manager (if available) with team member calls the Grainger Injury and Disability Line at 1-888-477-3781, Option 3, then Option 1

For a severe accident/injury follow emergency protocols and call 911 if needed.

1. Calls will be routed to a nurse at AbsenceOne (Sedgwick) for nurse consultation
  - a. The manager may be asked to leave the room while the nurse obtains medical history information from the Team Member
  - b. If a TM has already sought treatment AbsenceOne should still be contacted but nurse consultation will not occur
2. A copy of the initial report will be routed to the People Leader within 48 hours.
  - a. Provide any additional information that may be missing from the TM report to Sedgwick
  - b. Complete any additional supervisor reporting in Gensuite where required
3. Follow up with your TM and support them through this process
4. If you receive copies of a work status report or medical documentation from your TM provide these to HR

### Here's What You Should Know:

- Sedgwick, Grainger's workers' compensation administrator, will be contacting you regarding your TM's claim
- If any questions or concerns arise, refer your TM to the Sedgwick Claims Representative or HR
- Lost Time claim reporting for FMLA will be managed and tracked by AbsenceOne
- Treat Team Members as Valued Individuals: How we treat our people will determine our success in ensuring a positive claim experience
- Strive to have open communication and regular interactions with the Team Member

### Roles/Responsibilities for Other Stakeholders:

#### Sedgwick Claim Representative

- Dedicated to Grainger to handle workers' compensation claims
- Pay medical bills, work with Grainger to ensure each TM is receiving appropriate medical treatment and achieve claim resolution

#### HR

- Act as primary local contact and coordinate proper communication with TM
- Work with line management and Sedgwick Claims Representative in returning TM to work as soon as medically possible (includes Transitional Duty)

#### IDM

- Assist in RTW process

#### Risk Management

- Monitor the performance of the Sedgwick Claims Representative to ensure they meet Grainger's expectations when handling a claim
- Overall WC program responsibility

#### Environmental Health & Safety

- Maintains and manages Gensuite
- Facilitate accident fact-finding Investigation training and education as needed
- Provide support in serious incidents/injuries

#### AbsenceOne

- Track lost time cases if FMLA eligible

### Contact Information:

#### Dina Morgan

Integrated Disability Manager  
Tel: (847) 535-9031, Fax: (847) 239-9867  
[workcomprtw@grainger.com](mailto:workcomprtw@grainger.com)

#### Monica Handrick

Manager, Risk Management  
Tel: (847) 535-1094  
[monica.handrick@grainger.com](mailto:monica.handrick@grainger.com)

#### Pat Arkins

Environmental Health & Safety, Engineer  
Tel: (847) 535-4319  
[pat.arkins@grainger.com](mailto:pat.arkins@grainger.com)

#### Sedgwick Claim Representative

Contact information is provided in the initial letter after claim is filed.

### Return to Work Process:

- Support the return to work (RTW) process partnering with HR and Integrated Disability Manager (IDM)
- Submit any RTW documentation you may receive to IDM mailbox [workcomprtw@grainger.com](mailto:workcomprtw@grainger.com)
- IDM and HR will be notified when the team member can RTW with or without restrictions
  - If restrictions are needed, HR and IDM will coordinate implementing transitional duty with People Leader
  - Transitional Duty is a temporary job to meet the restrictions indicated by your TM's medical provider. It will help your TM return to work and improve overall recovery outcomes.
  - IDM and Sedgwick will stay in contact with physician and TM to monitor & report changes in restrictions until full duty