Origami Risk

Founded in 1978 by David Overton, The Cheesecake Factory® currently owns and operates 318 restaurants throughout the United States and Canada under brands including the Cheesecake Factory®, North Italia®, and a collection within the company's Fox Restaurant Concepts business. Internationally, 30 The Cheesecake Factory® restaurants operate under licensing agreements. The company also operates bakery production facilities in Calabasas, California and Rocky Mount, North Carolina.

With approximately 55,000 staff members serving nearly 90 million people per year, The Cheesecake Factory® faces some daunting safety challenges. Being listed in Fortune's Top 100 companies for the past 10 years in a row serves as an indicator that the organization's risk and safety programs are creating a successful and sustainable culture of safety.

Aligning a Single Risk & Safety Team to Support Proactive Decision-Making

AT A GLANCE
Risk and safety professionals are being asked to dig deeper across multiple systems and departments and be the strategic connection point of risk, safety, and compliance data that influence safety insights throughout the organization. These insights allow the organization to take strategic and agile planning and response they wouldn't have otherwise.

SOLUTIONS
- Incident Intake
- Safety Meetings
- Safety Inspections
- Claims Administration

SOLUTION SUITES
- Risk Management Information System (RMIS)
- Environment, Health & Safety (EHS)

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>
> This view is especially critical in the restaurant industry, where the current labor market is tough and profit margins are under pressure."

Cristian Iglesias

MANAGER, RISK SERVICES
The Cheesecake Factory

A Unified Team

While the company's two bakery facilities have their own safety teams due to their unique environments, all 318 restaurant locations fall under a single, unified risk and safety team that reports up to finance.

"Having a single risk and safety team is a fairly unusual situation, but I think it really allows our team to do so much more without running into much pushback," explains Cristian Iglesias, Manager, Risk Services for The Cheesecake Factory®. Increased visibility with management has permitted the program to leverage greater flexibility and collaboration across other departments.

"Ultimately this has allowed us to be more proactive in our decision making whenever we see trends. We were able to develop a comprehensive claims allocation program to drive safety at our restaurants."

In addition to the agility the unified team offers, communication is also strengthened. "Reporting up to finance as one team allows us to have a seat at the table with our executive team, and it gives us a view into the financial impact we have on how our restaurants and businesses are performing," Iglesias notes. "This view is especially critical in the restaurant industry, where the current labor market is tough and profit margins are under pressure."

Incentivizing a Focus on Safety

Safety programs at The Cheesecake Factory® are designed to reward preventative measures. There are monthly safety meetings focused on emerging trends and the most pressing safety topics. The company has established a "Cutting Glove Program" to facilitate critical knowledge transfer among those operating in environments with slicing risks.

Not only are safety initiatives numerous, whenever practical, the bar for participation in them has been lowered as much as possible. The slip resistant shoe program, for example, makes the procurement process easier by allowing staff to purchase company-approved shoes at discounted prices directly through payroll deduction. "Our focus is on injury prevention through innovation," Iglesias says.

Risk and safety teams can track training, program participation, and more in Origami Risk. Within the system, the Safety Profile capability allows for enhanced tracking of training and certifications, review cycles, and other safety-related compliance requirements.

The Public Dashboards feature allows for visualization of current initiatives, wins, and areas for improvement at the location level, as well as the holistic picture for the overall organization. This reduces incident reporting barriers, while enabling leadership and employees to easily share information across the organization.

Additionally, the risk side of the team uses the system to administer a unique allocation program that incentivizes activities and best practices to drive down the frequency and severity of claims.

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The Payoff

"All of this allows us to effectively reduce our workers' comp claims," says Iglesias. By having a single team monitoring and implementing programs, sharing data across risk and safety functions, and providing financial incentives for each individual restaurant to follow best practices and proactively address trends as they emerge, alignment between corporate goals and safety efforts on the ground.

Unifying the company's risk and safety programs has allowed The Cheesecake Factory® to draw on a wider range of tools to meet challenges more holistically. With risk and safety data connected in Origami Risk, management can monitor effectiveness of the collaboration and gain insights that would be unavailable with a siloed approach.

SOLUTION SPOTLIGHT

Through allocations tools in Origami Risk, clients are enabled to improve the tracking and analysis of costs and cost allocation modeling to align with risk management objectives, such as building a chargeback program.

Allocation models can be generated using options for specifying calculated values, creating formulas, and selecting cost elements for allocation. Weighted formulas can be added based on exposure ratio and loss experience. If the program requires additional custom formulas, this can be accomplished through leveraging of other data elements seamlessly connected through the platform.

About Origami Risk

Origami Risk empowers leaders in insurance, risk, and safety with a purpose-built, cloud-native platform that optimizes workflows for better data, better insights, and better collaboration. Through highly configurable solutions integrated on a single platform, Origami Risk supports the management of the full lifecycle of risk, from prevention to recovery—helping the experts reduce harm and loss, and respond more rapidly and effectively when it happens. Grounded in continuous innovation and a foundational focus on client success, Origami Risk is trusted by leading organizations to enable greater resilience as they build for the future.

For more information, visit **origamirisk.com**

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