

**Page 380, Number 2 (memo)**

Workers' compensation allows employees who are injured on the job to receive benefits like medical expenses and lost wages, depending on when the injury happened, how the injury happened, and the severity of the injury. Imagine that you work for a human resources manager of a large online retailer. Most of your company's workers spend their days packing books, DVDs, and other products into mailing boxes, then lifting the boxes and putting them onto carts and pulling the carts to the mailing rooms. Your manager asks you to draft an investigative end-of-the-year report in the form of a memo that details the most common type of employee injury and other yearly information. Your research on covers the following:

- Back injuries are the most common, occurring mostly in the warehouse.
- In 2009-2010, 956 injuries occurred.
- The total cost of the injuries was \$3.5 million.
- There is still a cost of \$8.2 million for all open claims.
- This information reflects a significant loss in productivity.

Be sure to open your memo with a brief introductory summary that details the information you were seeking, why the investigation was necessary, and who requested it. In the body of the memo, describe the extent of or method used for your investigation. Then state your findings and any recommendations based on the findings.