

## **Aggression and Violence in the Workplace**

Hearing about a violent crime against the unsuspecting, whether in the workplace or in schools, causes great concern and alarm. The fact that this type of behavior could happen anywhere, even in your own organization, can be very disconcerting. This anxiety carries over not only into our thoughts, but also affects how we live and work on a day-to-day basis.

## **Business Impact of Violence and Aggression**

Studies indicate that hard costs attributed to aggression in the workplace are substantial. In some cases, absenteeism created by aggressive coworker behavior, totaled 4.8 days of lost productivity, per employee, per year. Additionally, employee aggression can result in high turnover, “presenteeism” (employees who are on the job but significantly distracted), passive aggressive behavior, decreased employee and customer satisfaction, loss of morale and motivation, lack of creativity and innovation and finally, loss of employee loyalty to the company.

Aggression is an insidious force in the workplace. One that not only disrupts productivity, but also invades the sense of safety and well-being employees expect. However, by measuring human violence and aggression, companies can proactively manage conflict and thereby prevent it from happening in the workplace. If averted, companies can increase their own productivity and profitability as well as create a positive environment for their employees.

## **The Aon Solution**

Aon’s aggression management® solutions offer clients a comprehensive diagnosis of the hard and soft costs associated with aggression in the workplace. Our experts will help identify the signs that point to employee aggression and measure its emergence before it becomes conflict. Aon will then work with you to develop the appropriate policies and procedures to mitigate this risk. Through aggression management training, employees will learn the skills to prevent aggression and decrease its impact on the safety, operational continuity and financial integrity of your organization.

## **Key Features**

- Aggression Management® Diagnostic
- Aggression Management® Consulting
- Aggression Management® Training
- Aggression Management® Mitigation

## **For more information:**

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## Fact Sheet

### Who we are:

- Aon Corporation (www.aon.com) is a holding company that comprises a family of insurance brokerage, consulting and insurance underwriting subsidiaries.
- Aon ranked as one of the top 250 U.S.-based companies on both the Fortune and Forbes 500 list with:
  - 600 offices operating in 125 countries and sovereignties, from Argentina to Zimbabwe
  - 55,000 employees worldwide

### What we do:

Aon is the:

- No. 1 global reinsurance broker
- No. 1 global manager of captive insurance companies
- No. 2 U.S. multiline claims services provider
- No. 1 U.S. wholesale broker and underwriting manager
- No. 2 global insurance broker
- No. 3 global employee benefits consultant (No. 5 in U.S.)

#### Aon corporate officers

##### Patrick G. Ryan

chairman and chief executive officer

##### Michael D. O'Halleran

president and chief operating officer

##### David P. Bolger

executive vice president and chief financial officer

##### D. Cameron Findlay

executive vice president and general counsel

### How we do it:

#### *Risk and Insurance Brokerage Services*

Aon's insurance professionals provide retail, reinsurance and wholesale brokerage services. Their expertise covers captive insurance company management, claims and loss cost control, underwriting management, premium finance, safety and loss control engineering and direct marketing to affinity groups.

#### *Consulting*

- Employee benefits
- Human resources outsourcing
- Compensation
- Communication
- Management consulting

#### *Insurance Underwriting*

Supplemental accident and health and life insurance products are provided to over 5 million policyholders worldwide.

Warranty products and services are delivered to the world's premier manufacturers, distributors and retailers of almost every type of consumer good including vehicles, electronics, appliances, computers and telephone equipment, as well as extended service plans and warranties for home buyers and sellers.

(millions)	Years ended December 31	2002	2001	2000
Operating segment revenue:				
	Risk and insurance brokerage services	\$4,973	\$4,363	\$4,080
	Consulting	1,054	938	770
	Insurance underwriting	2,801	2,521	2,413
	Total operating segments	\$8,828	\$7,822	\$7,263

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Stock Trading: Aon Corporation's common stock is listed on the New York Stock Exchange.

Trading Symbol: AOC