Resource Library –
Risk Management and Loss Control

RISK MANAGEMENT AND LOSS CONTROL

RISK INSIGHTS

Businesses face innumerable risks each and every day—risks that, if overlooked, can lead to lawsuits, insurance claims and significant financial losses. The Risk Insights series provides an overview of risks that can affect a business's bottom line. It also provides a number of helpful tips organizations can implement to address these risks.

SAMPLE RESOURCES

- **Risk Insights: Managing Political Risk Abroad:** This document can be used to learn about political risk as well as some common mitigation strategies.

- **Manufacturing Risk Insights: Managing Your Total Cost of Risk:** This document outlines the cost of risk and highlights various risk management strategies to control price.

- **Retail Risk Insights: Minimizing Customer Injury Risk:** This document outlines ways retail stores can prevent customer injury claims, which can be costly and damaging to a retail establishment's reputation.

COMMON EXPOSURES

The Common Exposures series provides an overview of risks unique to various businesses. These resources can be used to identify and understand insurance products missing from an organization's risk transfer program or identify gaps in risk management programs.

SAMPLE RESOURCES

- **Common Exposures for Hotels:** This document provides an overview of common insurance risks for hotels.

- **Common Exposures for Retail Operations:** This document provides an overview of retail industry risks—helping businesses identify potential blind spots in their risk management and insurance programs.

- **Common Exposures for Nonprofit Organizations:** This document provides an overview of the risks associated with nonprofit organizations.

RISK MANAGEMENT CHECKLISTS

Finding a step-by-step guide for proactively managing workplace risks isn't easy. Furthermore, many of the resources available on the internet are general in nature and don't take industry-specific regulations or risks into consideration. That's where our risk management checklists can help. We have hundreds of checklists that walk businesses of all sizes and industries through common concerns, such as equipment maintenance, fire safety and first aid.

SAMPLE RESOURCES

- **Hotel Fire Safety Checklist:** This checklist can be used to identify potential fire hazards on a hotel's premises.

- **Construction Pre-work Checklist:** This checklist can be used to complete all pre-work safety assignments on a new job site.

- **Ergonomics Workstation Checklist:** Businesses can use this checklist to evaluate employee workstations in order to prevent ergonomic-related injuries.
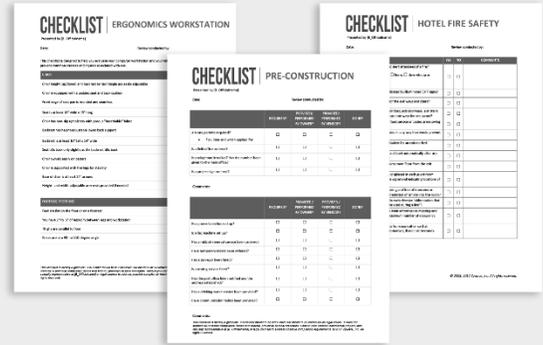
CYBER LIABILITY RESOURCES

As cyber attacks become increasingly common and devastating, businesses need to stay informed if they are to protect themselves from evolving threats. However, every business's cyber risks are different depending on the type and complexity of their work, which can make risk management a challenge. Our resources provide businesses with the tools they need to understand and prepare for their unique cyber exposures.

SAMPLE RESOURCES

- **Cyber Security Planning Guide:** The Cyber Security Planning Guide is designed to help employers protect their business, information and customers from cyber threats.

- **Cyber Incident Response Plan Creation and Implementation Toolkit:** This toolkit can be used to learn more about cyber incident response plans and how to create one.

- **Phishing Attacks: A Cyber Security Guide for Employers and Individuals:** This guide provides an overview of the dangers and characteristics of phishing, which can help businesses and their employees identify and delete dangerous messages before it's too late.

- **Employee Cyber Training Manual:** The first line of defense against cyber threats is a well-trained workforce. This training manual can be used to educate employees on

common threats and the best practices to defend against them.

- **Cyber Liability Series:** This series of documents highlights common cyber exposures and the ways businesses and individuals can protect themselves.

- **Cyber Risks & Liabilities Newsletter:** These quarterly newsletters contain news and information about the rapidly changing world of cyber risk.

- **Cyber Risk Exposure Scorecard:** This scorecard can help organizations determine their level of cyber risk.

- **Cyber Security Videos:** These videos highlight the cost of data breaches, the different types of cyber criminals, how businesses can protect themselves from a data breach and the importance of cyber insurance.

BUSINESS CONTINUITY RESOURCES

Just one brief business interruption can be incredibly costly for an organization, often leading to serious reputational damages, financial consequences or even long-term closures. Our resources can help employers prepare for such disruptions and even create and implement a business continuity plan of their own.

SAMPLE RESOURCES

- **Business Continuity Plan—Creation Toolkit:** This toolkit outlines the basic components of a business continuity plan and the steps businesses should take when developing and implementing a plan.

- **Business Continuity Planning—Business Recovery Checklist:** Once a business has developed a business continuity plan, they can utilize this checklist as a resource to assess it.

- **Business Continuity Policy:** This policy can be used to manage business continuity plans and to inform employees of what to expect if the plan is set into motion.

MANAGEMENT LIABILITY RESOURCES

Lawsuits involving an organization's leadership can be financially devastating for both an organization and its leadership. What's more, management liability can come from many sources. Thankfully, we have a variety of resources that can help organizations and their executives address management liability and related risks.

SAMPLE RESOURCES

- **Guide to Directors and Officers (D&O) Insurance**: This guide provides an overview of D&O insurance and its benefits.

- **The Management File:** This series discusses important topics that affect managers and directors, such as employee termination, responding to employment practices liability claims and corporate recordkeeping.

- **Directors and Officers (D&O) Glossary:** This glossary provides a list of common D&O terms businesses should keep in mind the next time they meet with their insurance broker.

- **D&O Scorecard:** A business and its directors and officers could be sued by customers, current or former employees, competitors, regulators, creditors, vendors or even investors. Businesses can use this scorecard to better understand their level of D&O risk.

FLEET MANAGEMENT RESOURCES

It isn't enough for fleet managers and drivers to simply be aware of safety standards and common transportation hazards, like distracted driving, vehicle maintenance, inclement weather and rollovers. Motor carriers need to ensure that employees are committed to the business's safety policies.

Not only does employee buy-in help motor carriers cut costs related to injuries and illnesses, but it can also improve road safety and prevent compliance issues. To drive such buy-in, we have a number or resources dedicated to fleet management and safety, including guides, checklists, sample policies and more.

SAMPLE RESOURCES

- **Distracted Driving Prevention for Commercial Fleets Toolkit:** This toolkit provides background information commercial fleets can use to supplement a risk management program and establish a safe workplace.

- **Preventive Maintenance Program Guide and Toolkit: Commercial Fleets:** This guide provides general information on preventive maintenance programs—what they are used for, their benefits and general best practices.

- **Driver and Carrier Forms and Policies:** We have a number of sample forms and policies to help motor carriers address specific fleet safety concerns, such as distracted driving, impaired driving, driver coaching and more.

COMMERCIAL RISK ADVISOR NEWSLETTERS

Staying up-to-date on common risk management topics and industry trends is invaluable for businesses of all kinds. Our monthly and quarterly newsletters highlight common, developing and newsworthy risk management and insurance topics, helping employers explore coverage options and understand their risks.

SAMPLE RESOURCES

- **Commercial Risk Advisor Newsletter:** This monthly newsletter features timely information about workplace safety, compliance and risk management issues.

- **Trucking Risk Advisor Newsletter:** The Trucking Risk Advisor newsletter features timely information about workplace safety, compliance and risk management issues relevant to the trucking industry.

- **Construction Risk Advisor Newsletter:** The Construction Risk Advisor newsletter features timely information about workplace safety, compliance and risk management issues relevant to the construction industry.

- **Manufacturing Risk Advisor Newsletter:** The Manufacturing Risk Advisor newsletter features timely information about workplace safety, compliance and risk management issues relevant to the manufacturing industry.

- **Health Care Risk Advisor Newsletter:** The Health Care Risk Advisor newsletter features timely information about workplace safety, compliance and risk management issues relevant to the health care industry.

- **Agriculture Risk Advisor Newsletter:** The Agriculture Risk Advisor newsletter features timely information about workplace safety, compliance and risk management issues relevant to the agriculture industry.