WHY MARSH?
TRANSPORTATION
Marsh placed $523.6 million in premium on behalf of 575 transportation clients in the United States in 2010.

We strive to deliver on-target solutions to our clients, whether you are a mid-size company or a Fortune 500 firm. We understand that finding the opportunity behind the risk means we must have a thorough understanding of your industry. Our transportation specialists have this perspective. By applying our focused expertise, we help our transportation clients manage risks while finding strategic advantages in their approach to risk management.

- Marsh met the transportation insurance needs of more than 20,000 independent contractors in 2010 by responding to more than 62,600 calls to the Marsh U.S. Consumer transportation service center and addressing more than 84,200 transactions and online submissions.

- Marsh’s Transportation Practice provides clients proprietary risk management tools to better manage evolving risks. These innovative tools include fleet safety gap analysis; driver recruitment and retention diagnostics; litigation management; and, webinars on such issues as fleet safety for commercial vehicle operators, CSA 2010, and safety for motor coach operators.

As leaders in the transportation industry, our clients include the following:

- 56% of the top 25 U.S. logistics firms
- 40% of the top 50 U.S. logistics firms
- 24% of the top 50 U.S. for-hire carriers
- 15% of the top 40 U.S. refrigerated fleets
COMPREHENSIVE TRANSPORTATION SOLUTIONS

Marsh’s transactional, consulting and claims management capabilities are complemented by a host of risk management services specifically focused on transportation needs/issues.

The Marsh Transportation Practice looks at the world from your perspective. We have decades of experience servicing the risk management needs of the transportation industry, and we bring an insider’s appreciation to the challenges you face.

Marsh provides risk management services to clients involved in:

- Trucking and warehouse
- Local and suburban passenger transit
- Moving and storage
- Terminals and warehousing
- Intermodal operations
- Port and port authority
- Logistic providers
- Highways and toll roads
- Travel agencies
- Tour operators

Additionally, Marsh Fleet Services works to help clients reduce the cost of risk for a variety of fleet types. With increasing numbers of delivery vehicles of all sizes competing for road space and drivers, fleet safety has never been more important. Reviewing, understanding and acting on fleet safety data is essential to recruiting and retaining responsible drivers, as well as to delivering products on time and safely.

Our Transportation Practice is backed by an array of award-winning technology, risk assessment and analysis tools, and benchmarking data, enabling us to provide clear guidance and diligence in delivering solutions to our clients.
Reviewing, understanding and acting on fleet safety management are crucial to delivering products in a timely and safe manner. By utilizing Marsh Risk Consulting’s Fleet Safety services, organizations can benchmark and analyze their safety control measures to help improve their fleet safety programs and better manage their total cost of risk.

Our fleet safety consultants have a solid background in the transportation industry. They are experienced in administering safety management assessments, promoting driver intervention programs, and implementing fleet safety management controls. We can help you engineer enhancements to your current program and set goals to improve your overall fleet safety, which will help you achieve your business objectives.

WHO IT’S FOR:

• Any organization with a fleet of large commercial vehicles
• Companies wanting to identify and change critical factors that influence fleet safety
• Organizations with an evolving safety culture or that are not comfortable with their current fleet safety results
• Organizations interested in further developing their already sophisticated fleet safety management program
• Organizations requiring fleet safety due diligence prior to a merger or acquisition or combining fleet safety management programs afterwards
• Organizations outsourcing their fleet operations to a third party
WHAT YOU GET:

• Transportation experts with a broad range of experience across fleet types in various industries and with deep knowledge of government regulations and best practices

• A road map for long-lasting change and continuous improvement

• Specific recommendations to help you achieve high standards and excellence in your fleet safety program

• A benchmark of your current safety management controls against industry best practices and statistics

ADDITIONAL SERVICES FOR TRANSPORTATION BUSINESSES

The following are examples of the types of custom risk control, safety training and independent contractor business training and risk advisory services we provide:

• Independent Contractor Business Training

• Driver Recruiting and Retention Diagnostic

• Lead Driver Trainer Program

• Operations Training Program

• PACE Behavioral Driving Overview
CAPABILITIES FOR INDEPENDENT CONTRACTORS

We have the industry know-how and support systems in place to serve motor carriers and will design custom programs around your business model. We have evolved with the industry to fine-tune our services to best meet motor carrier/independent contractor needs and mitigate your risks.

SOLUTIONS FOR INDEPENDENT CONTRACTOR PROGRAMS

• Technical Systems
• Day-to-Day Servicing (certificate of insurance management, fulfillment)
• Compliance (enrollment, certificate tracking)
• Billing (settlement deduction, direct billing)
• Reporting

ADMINISTRATION

• Dedicated and licensed transportation specialists specifically trained for transportation program needs
• Specializing in full-service administration (policy issuance, claims processing, billing and superior customer service)
• Providing one point-of-contact for all insurance needs and solutions, through insurance-trained professionals
• Advanced system technology including call recording

MARKETING SERVICES

• Data Analysis
• Market Research
• Strategy Development
• Creative Development
• Production Management
• Financial Analysis
• Campaign Implementation
• Reporting
ADDRESSING RECLASSIFICATION RISK

There is an ever-increasing exposure to motor carriers related to lawsuits predicated on the relationship between the motor carrier and the independent contractor. Most of these lawsuits reflect a lack of arm’s-length relationship between the two parties.

Marsh provides administrative solutions that will help offer protection against this type of lawsuit:

- Administrative responsibility for independent contractor insurance programs and serving as the single point-of-contact for all insurance-related requirements (i.e., acting as intermediary between client and the independent contractors)
- Protection from non-licensed staff providing insurance-related advice or guidance
- Advocacy between the insurer/sponsoring group and the independent contractor
- Significant compliance rigor through tracking and communication of industry-specific issues and exposures
  - Maintenance of arm’s-length relationships:
    - Advice/Advocacy
    - Enrollment
    - Communication
    - Premium Remittance

We are confident we can work with you to structure your independent contractor program to deliver overall improvements while addressing your unique risk exposures.

RECLASSIFICATION RISK CONTINUUM*

Most Risky: Do not require the O/O to carry WC insurance, and expressly agree to cover O/O and their employees under motor carrier’s WC insurance

Very Risky: Require O/O to maintain Occ. Acc. coverage but not WC insurance

Risky: Require O/O to carry WC insurance, without requiring O/O to add the motor carrier as an insured under the policy

Risky: Include language in the contract that the laws of a certain state will apply in the event of an accident (not honored in all states)

Less Risky: Do not allow O/O to have employee drivers

Slightly Risky: Require O/O to have WC insurance

Least Risky: Require O/O to carry WC insurance, and require O/O to add the motor carrier as an insured under the policy

* Source: USLAW Network, Inc.
The information contained in this publication provides only a general overview of subjects covered, is not intended to be taken as advice regarding any individual situation and should not be relied upon as such. Insureds should consult their insurance and legal advisors regarding specific coverage issues.

Statements concerning legal matters should be understood to be general observations based solely on our experience as insurance brokers and risk consultants and should not be relied upon as legal advice, which we are not authorized to provide. All such matters should be reviewed with the client’s own qualified legal advisors in these areas.

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