



# Risk Management Services

## SUPERIOR SERVICE, EXCEEDING EXPECTATIONS



Philadelphia Insurance Companies' (PHLY) Risk Management Services (RMS) puts you at the center of everything we do. We're driven to achieve results that matter to you, such as:

- **Peace of mind** from policies/procedures that are well developed and executed
- **Action plans to reduce accidents** and claims, along with a partner to help you achieve them
- **Complete safety and risk management projects** using PHLY's on-demand tools and services
- **Satisfied clients** and other stakeholders, thanks to practical consultation and solutions provided by PHLY's RMS group

### Onsite Consultation

Sometimes, meeting in person is the best way to get things done. Ask us about:

- **Exposure deep dives:** We can analyze and address what's driving up your losses or risks  
Examples: Analysis of slips/trips/falls, sexual abuse controls, property preservation, fleet safety
- **Program assessment:** Let us review and help improve your existing risk management programs  
Examples: self-inspection, new-hire orientation, driver qualification, violent assault response, business continuity
- **Training:** We are at your service for train-the-trainer sessions or other training needs  
Examples: Defensive driver, accident investigation, employment practices liability, hazard identification
- **Content development:** We can help you write newsletters, training curriculums, or policies/procedures  
Examples: Property management, security and crime prevention, distracted driving, third party liability
- **Site reviews:** Allow us to identify, evaluate, and consult on your physical and program risks and controls  
Examples: Fire safety, water intrusion, client and guest injury prevention, waivers, and risk transfer

### Proprietary PHLY Online Services

Other times, your preferred method of assistance may be through web-based services, such as:

- **e-Training:** Interactive training available at no additional cost and with unlimited usage
- **E-flyers:** Topical, risk awareness documents with practical, recommended controls
- **Waiver Saver®:** Recommendations, sample templates, and legal assistance for your waiver program
- **Downloads:** Risk management guidebooks, technical bulletins, checklists, and educational aids
- **Interaction:** Request boiler inspections, take a perils assessment, respond to recommendations, or contact us

*You work to make a difference for your clients and stakeholders.  
We work to help you succeed.*

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# SUPERIOR SERVICE, EXCEEDING EXPECTATIONS - *continued*

## Partnered Services

PHLY RMS has partnered with leading organizations to bring you valuable risk reduction services and products. The following are a sampling of these solutions:



**IntelliCorp**<sup>3</sup> offers innovative employment verification and screening services, including background checks (criminal, prior employment, education), MVRs, drug screens, and more.



Through the **WEMED Loss Assistance Hotline**<sup>1</sup>, policyholders receive two free hours of legal consultation per inquiry on any matter that could potentially result in a claim under your PHLY Management and Professional Liability policy.



**In2vate**<sup>1</sup> provides online, risk management services to aid in employment practices liability practices: sexual harassment, discrimination, hiring and abuse prevention training and tools.



**SafetyFirst**<sup>1</sup>, named "Best in Class" for fleet safety solutions, provides a pro-active, driver monitoring program through 1-800 bumper stickers, follow-up consultation, and case management.



**ABUSEPREVENTIONSYSTEMS**

**Abuse Prevention Systems**<sup>1</sup> provides turn-key, risk reduction solutions to child sexual abuse, including training, policies and procedures, and consultation available online and through PHLY sponsored seminars.



The **ALICE Training Institute**<sup>2</sup> trains and provides strategies for surviving an armed intruder event; ALICE is supported by educators and law enforcement nationwide as their new standard of care. Services are available online, onsite, and through PHLY sponsored seminars.



The **Nonprofit Risk Management Center's**<sup>1</sup> Affiliates Program offers practical risk management resources, including webinars, unlimited consultation, and discounted template programs, training, and materials.



**Safe-Wise**<sup>2</sup> conducts risk assessments and safety consultation for youth serving organizations; expertise includes aquatic safety, child abuse prevention, participant safety, and asset protection.



The **eRisk Hub**<sup>1</sup> web portal brings cyber security tools and resources to you, including an incident roadmap, risk manager tools (including a self-assessment and state breach notification laws), a learning center for best-practices, a news center, and eRisk resources to locate external experts.



**CardioReady**<sup>3</sup> provides cardiac readiness audits, certification services, AED/CPR training, and AED equipment to purchase for YMCAs, health clubs, and general business sites.



**SteadyCare**<sup>3</sup> is a subscription call-in service that monitors your overnight staff to ensure that they are awake and responding to the needs of your clients effectively.

<sup>1</sup> PHLY assumes costs for all services, at no additional cost to policyholders

<sup>2</sup> PHLY assumes costs for a portion of services, other services available at discounted, competitive pricing

<sup>3</sup> PHLY makes services available at discounted pricing to policyholders

*PHLY receives no income from these service providers*

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