

# Risk Services for Harleysville Customers

## Services

- **Operational review**—Identification of risks and hazards in your operations and processes
- **Multiple line exposure analysis**
  - Property—Fire protection
  - Liability
  - Fire safety
  - Human services
  - Business interruption
  - Workers compensation
  - Commercial fleet
  - Inland marine
- **Infrared thermography surveys**—Performed by our own certified staff
- **Automatic sprinkler system analysis**
- **Building valuations**
- **Loss analysis** to determine causal trends
- **Assistance with developing safety committees**
- **Evaluation of safety meetings**
- **Industrial hygiene surveys:**
  - Noise
  - Air quality
  - Ergonomics
- **Account coordination** across multiple locations

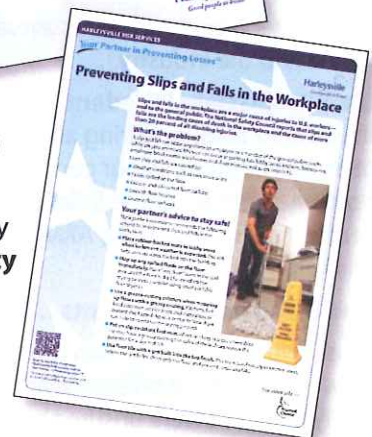
## Materials and Programs

- **Customized multiple line loss prevention programs**
- **Technical Bulletins and Safety Data Series**—More than 85 of our own easy-to-read, illustrated articles on a variety of risk management and loss prevention topics.
- **OSHA Outreach 10-Hour Programs**—The “gold standard” in safety training, free to your Harleysville customers
- **Sprinkler system impairment kit**
- **Hot work permit kit**
- **Contractual risk transfer kit**
- **Snow removal log**
- **Return-to-work programs**
- **Fleet safety programs**

## Special Opportunities

Access one or more of these third-party programs offered at preferred pricing to Harleysville customers:

- **Driver's Alert**—Decal-based “How’s My Driving” program, GPS tracking systems, cell phone safety program, and real time MVRs
- **Multiple line online training** provided by **Driver's Alert** and powered by **PureSafety**
- **Intellicorp—Background checks**
- **Variety of specialized partners** for our **OthersFirst<sup>®</sup> Protection Package** human services customers



To take advantage of the many resources available to you through Harleysville Risk Services, call your agent or contact us directly:  
**Phone:** 800.523.6344, ext. 8100 **Email:** riskservices@harleysvillegroup.com



Your Partner in Preventing Losses<sup>SM</sup>

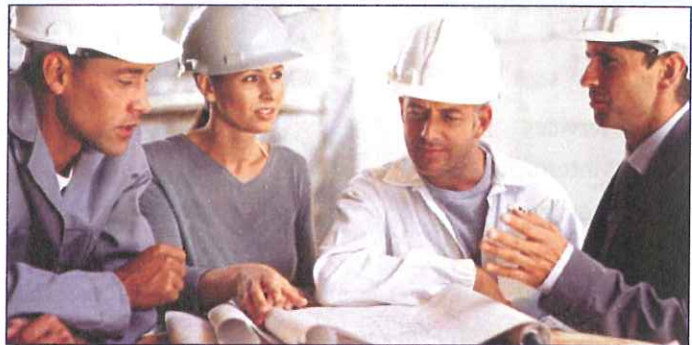
Harleysville  
Good people to know<sup>®</sup>  
a Nationwide Insurance<sup>®</sup> company

## Risk Services for Harleysville Customers

**An effective risk management program can be achieved only through a partnership between your business, your agent, and Harleysville. Our Harleysville Risk Services staff takes pride in being "Good people to know," providing high-quality expertise at no cost to our customers.**

### What to expect from our team

Many of the losses suffered by businesses might be avoided if their owners would take the time to consult with an expert who understands the causes of loss and how to prevent them. Whether we're advising you on your risk management plan, assessing your property for potential hazards, or delivering safety training to your employees, you can expect our staff to be:



**Qualified**—We can bring a wealth of expertise to evaluating your business's risks and helping you achieve peak performance.

#### Staff Experience

Our risk services consultants average 25 years in the industry.

#### Staff Professional Credentials

In addition to engineering and other technical degrees, all our consultants hold one or more of the following certifications: CSP, ALCM, ARM, CFPS, CIH, CPCU.

#### One customer's comments ...

"Thank you for sitting down with our crew to answer our questions and clarify items we were unsure about in our business workers comp insurance and outside liabilities requirements. We were very impressed with you folks, and I will sleep better at night knowing you are our insurance providers."

*President, Door Sales Company*

**Helpful**—No matter your business, your location or the size of your operation, we have the flexibility to meet your service needs.

#### One customer's comments ...

"Since my tenure (five years) as safety director began, Harleysville has been our insurance carrier. Our risk services contact was with us prior to my hiring, and his timely assessment reports based on visiting our sites have been one of the main reasons we have enjoyed very low EMR and DART ratings. Harleysville also insures our vehicle fleet and gave us training materials that have proven to lower the number of accidents involving our vehicles. We would recommend Harleysville to any firm wishing to reduce costly court cases and improve their loss prevention services."

*Corporate Safety Director,  
Construction Company*

**Responsive**—We're easy to reach. You can contact our Harleysville Risk Services team anytime and discuss your needs with a real person.

Call or email us at Risk Services Central, our in-house call center, a Harleysville exclusive!

#### One agent's comments ...

"Thanks for sending two top loss control folks to help our client get required OSHA training done for more than 100 of their employees with a very tight deadline. Your guys gave up their weekend with their families to accommodate our client, and there aren't too many carriers that would be offering this type of service. This was definitely going above and beyond!"

*Insurance Agent for Electrical  
Contractor*

See other side >>