

 *Hanover Risk Solutions E-Learning Series*

No job is more important
than yours. We're here to help.



▶ Safety is Job One.

“Stay safe.” We hear it every day in conversations. But when your employees or volunteers work with vulnerable populations like children, the disabled, or elders, the phrase takes on new meaning. For non-profits or for-profits, staying current with professional training, keeping abreast of what helps keep vulnerable populations safe, and maintaining employee and volunteer safety are all mission-critical concerns.

Staying safety smart, however, can be expensive, especially in a tough economy. Comprehensive training eats into shrinking budgets, and carving time out of busy schedules is difficult. Unfortunately, going without vital training can have serious, even tragic consequences.

Fast and affordable online training.

The Hanover and its agents are ready to help, working together to create value for policyholders. Because we're concerned about your safety, the safety of your clients, and the health of your organization, Hanover Risk Solutions has developed a series of high-quality online learning tools to help your organization manage your risk, lower the cost of training, and make training much more convenient.

The Hanover Risk Solutions E-Learning Series, designed by industry experts, provides 24/7 online access to a library of short risk-control courses that will quickly educate you and your employees in loss control and risk management topics ranging from hazard control to client safety, supervisory skills to organizational best practices. In addition to meeting your training needs, these courses offer the ultimate in convenience because they can be accessed whenever you or your staff are ready.

6 Six reasons to start today.

- 1 Cost-effective**—courses are free of charge; can supplement and support current training programs to minimize costs
- 2 Self-paced**—absorb the information as quickly or slowly as each participant wants, and as often as necessary to assure mastery
- 3 Universal**—vital information for all layers of your organization, from key management to direct care employees, teachers and volunteers
- 4 Interactive**—knowledge of the facts and skills demonstrated are tested, making the effort worthwhile
- 5 Flexible**—access at any time, individually or as a group.
- 6 Easy access**—your agent will direct you to the online portal where you can register for this and other e-learning opportunities



As a Hanover Policyholder, you've always had access to our industry-leading, comprehensive coverages, our value-added services, and local experts that benefit your organization and help you carry out your work. Now our exclusive E-Learning Series offers your team the insights you need to tackle the holistic issue of developing front line personnel and staff supervisors who are prepared to act in responsible, knowledgeable ways.

We have safety training covered. All training modules, based on adult-learning principles, are interactive and informative and offered to Hanover Policyholders at no charge. High-quality multimedia features such as music, graphics, and narration, plus challenging learning activities and knowledge check-ins, bring learning to life, and aid evaluation.

A few of our topics include: recognizing child abuse, responsibilities of reporters, elder abuse, applicant screening, and our newest course on safe driving decisions.

Why taking advantage of this opportunity is so important.

- Having this knowledge helps your organization prepare for accreditation and licensing of the business and individual employees. Graduates of the courses earn certificates to verify their participation, aiding recordkeeping.
- The greatest defense against a costly and tragic mistake is a knowledgeable staff. Skills learned in these courses can be shared by staff and volunteers, creating a skilled organization from the top down.
- Organizations whose employees are well-prepared are most likely to retain seasoned staff, protecting the investment in their training, increasing motivation, and enhancing performance.
- The courses can be used to train new staff, refresh the skills of seasoned workers, or address a gap.



Crafted by experience

The Hanover has crafted this training utilizing the skills of seasoned professionals—career care providers who understand your organization and its needs.

The courses show a true understanding of the challenges your organization faces, and proven ways to address them.

Why The Hanover?

We are one of the few insurers to offer such a comprehensive suite of risk management tools to its policyholders free of charge. What's more, we possess a unique combination of industry experience and knowledge in this arena. Plus, we provide a wide array of loss control tools that cover whatever your organization may need, from protection against cyber-attack to help in preventing slips and falls. Visit www.hanoverrisksolutions.com for more information about these and other safety-related topics.

Over 160 years of performance.

The Hanover has established one of the longest and proudest records in the industry, inspiring confidence among agents and the customers they serve. Today, we are a Fortune 1000® company, ranked among the top Property and Casualty insurance companies in the industry, are financially strong, and enjoy an "A" (Excellent) rating from key industry analysts. We offer a wide range of Property and Casualty insurance products and services to individuals, families, and businesses through an exclusive network of some of the best Independent Agents in the country.

Why The Hanover?

The Hanover is a leading Property and Casualty insurance company dedicated to achieving world-class performance. Our commitment is to deliver the products, services, and technology of the best national companies with the responsiveness, market focus, and local decision making of the best regional companies. This powerful combination has been a proven success since our founding in 1852, and is backed by our financial strength rating of “A” (Excellent) from A.M. Best.



Ready, set, LEARN!

Visit www.hanoverrisksolutions.com and sign in as a Policyholder or contact your Hanover Agent today for information on how to access our Risk Solutions E-Learning Series of unique, interactive, and comprehensive courses.



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