Hanover Risk Solutions

Creating value through service and solutions
Risk solutions—focus on service

At The Hanover, we are committed to positively impacting our customers by providing ongoing professional, timely and solution-focused service. Our Hanover Risk Solutions technical consultants are highly trained, possess an in-depth knowledge of common and uncommon exposures and have extensive experience successfully servicing thousands of businesses in a variety of industries. Our consultants’ ability to identify and evaluate exposures and hazards allows us to collaborate with customers to creatively develop sound, cost-effective and lasting solutions to problems.

Experts at your disposal

Here is what you can expect from our team of professionals:

- More than 60 consultants and support staff located throughout the country
- Consultants with an average of 20 years of safety consultation experience
- Consultants educated and certified in fire protection, industrial safety, vehicle safety, ergonomics, construction safety, theft prevention, OSHA, etc.
- Technical specialists with practical industry-specific experience
- Consultants who align recommendations with customer requests and “own” their service plan through completion
- Consultants fully versed in all aspects of our company, i.e., underwriting, claims, liability, workers’ compensation
- Consultants who can provide flexible recommendations based on customer need and ability
- Professionals who are responsive, thorough, analytical and collaborative
- Highly effective public speakers with extensive experience in training adult learners
Service is the difference

Hanover Risk Solutions is committed to providing outstanding value-added services not only to large businesses, but also to small and medium-sized businesses that others may ignore. Here are just a few things that set us apart:

- Consultants with extensive knowledge of a variety of industries, as well as best practices in risk management for each
- Staff available in every region of the country who are well versed in local, state and federal regulatory guidelines and laws
- Professional on-going account service focused on measurable goals and meaningful outcomes
- An impressive set of evaluation tools, training services and vendor discounts
- Site surveys, loss analysis, technical research and expert hazard control evaluations and presentations for prospective, new and long-term accounts
- Agency-hosted seminars and training programs to benefit customers
- Industry- or association-specific webinars and training programs
- www.hanoverrisksolutions.com—Hanover’s Risk Solutions website is an extension of service to our policyholders. It enhances our ability to serve more customers through providing access to loss control tools and value-added services at the click of a mouse, 24 hours a day
Comprehensive menu of services

In the end, our team’s objective is to provide technical and specialized tools and assistance to customers who might not have access to them on their own. In an effort to meet this objective, we have developed custom-made tools and training that will help you identify areas of need so that together we can implement solutions. Here is a partial list of those tools and training:

**Property services**

Hanover Risk Solutions can provide valuable services that are geared toward helping to reduce property loss and improve your ability to stay in business.

- **Sprinkler system/water supply analysis**—Matches protection to the hazard
- **Special hazard analysis**—Improves controls and reduces losses from process hazards
- **System testing**—Witnessing and training improves reliability of systems
- **Contingency planning**—Improves your ability to recover from a loss event

**Liability services**

Loss control services that assist clients with managing risks from operations, premises, products and completed operations.

- **Slip and fall management program**—Addresses the leading cause of liability claims
- **Risk transfer services**—Help you consider the liabilities you assume by contract so you can evaluate with a legal professional
- **Product liability assessments**—How well are you prepared to avoid and defend a product liability claim?
- **Life safety evaluations**—Are you prepared and is your facility properly equipped?

**Automobile services**

Loss control services that will help you control fleet losses and improve your fleet-related economics.

- **Online training**—Online courses that are available at no cost to Hanover clients
- **Policy review and development**—Assists you in developing and implementing a fleet safety program
- **Driver training**—In-person training on defensive driving techniques

**Workers’ compensation services**

Hanover Risk Solutions helps manage workplace injuries and their associated direct and indirect costs.

- **Onsite workplace evaluations for hazards and controls**
- **Ergonomic evaluation of work stations and processes**
- **Job safety analysis**—Identifies hazards and defines safe work practices
- **Customized training programs for your workplace**
- **Online training resources at a discounted price**

**Training services**

Hanover Risk Solutions can assist you by providing a wide variety of training services. A few examples of our training offerings are highlighted below.

- **Discounted training materials and programs**
- **Online training programs at discounted pricing**
- **Online fleet safety training available at no cost**
- **On-site training for safety and risk management topics**
- **Online resources, links and documents at www.hanoverrisksolutions.com**
Industry expertise, 24/7

Time is of the essence when you’re running a business. Hanover Risk Solutions understands that you need solutions 24/7, the kind of solutions that are tailored to your business. Our Risk Solutions website is your portal to 24/7 resources to address your most pressing needs. Our solutions include these and more.

**Contractors**
- Fall protection measures
- Crane hazards
- Contract management
- Accident investigation policies
- Equipment theft prevention tips
- Discounts on video surveillance services through our Risk Solutions Partner, Videofied

**Educational institutions**
- Student protection training, through The Hanover’s unique Risk Solutions e-learning series

**Human services**
- Client protection training, through The Hanover’s unique Risk Solutions e-learning series
- Learn the nine steps to an organizational fleet safety plan with our e-learning course
- 15-Passenger van safety
- Setting the stage for an abuse-free organization
- Discounts on background checks through our Risk Solutions Partner, IntelliCorp
- Transporting the elderly and special needs passengers
Manufacturing

- Product safety standards
- Ergonomics solutions—standing
- Ergonomic solutions—safe lifting
- Open for business—disaster recovery planning
- Electrical preventive maintenance
- Discounts on testing and inspection of alarm systems through our Risk Solutions Partner, Tyco SimplexGrinnell

Real estate

- Slip, trip and fall prevention
- Contract management
- Assessing your electrical preventive maintenance program
- Open for business—disaster recovery planning
- Discounts on testing and inspection of life safety systems with our Risk Solutions Partner, Tyco SimplexGrinnell
- Discounts on video surveillance services through our Risk Solutions Partner, Videofied

Technology

- Key guidelines for securing public web servers
- Power quality is important
- Protecting digital control equipment from electrical transient damage
- Open for business—disaster recovery planning
- Wireless network security
- Overview of extinguishing systems for computer equipment

Hanover Risk Solutions also has specialized resources for the following industries:

- Craft brewers
- Cultural institutions
- Document management
- Food manufacturers
- Healthcare
- Hospitality—hotels
- Media
- Metalworkers
- Moving and storage
- Plastics manufacturers
- Printers
- Professional services
- Religious institutions
- Restaurants
- Retail
- Sports and fitness
- Wholesalers

Risk Solutions Partners

While our team is confident in our abilities, we understand we don’t know it all. To that end we have aligned ourselves with industry experts who specialize in the services our customers need. Our Risk Solutions Partners provide high-quality safety products and risk management services, at no additional cost or at a discount, to policyholders and agents. Some areas of expertise include:

- Active shooter training
- Alarm system testing and maintenance
- Automatic sprinkler testing and maintenance
- Concussion management
- Industry-specific training resources
- Equipment theft prevention & recovery
- Driver monitoring and training
- Risk management information for loss control professionals
- Background checks
- Disaster & recovery planning
- Alcoholic beverages server and sales training
Talk to one of our Hanover Risk Solutions experts today!

Contact one of our Regional Risk Solutions leaders to learn more about how The Hanover can help you create a safer business environment

AVP Field Operations — Pacific, Western, Great Lakes, Southeast regions
Patrick C. Pritchett
816-781-1995
Pacific Coast (CA, ID, MT, NV, OR, WA, WY)
Regional Director — Doug Cooper
425-413-6485

Great Lakes (IN, KY, OH, MN)
Director — Rob Dahl
612-214-9502
Southeast Region (AL, FL, GA, MD, MS, NC, SC, TN, VA, WV, District of Columbia)
Director — Salvatore Pecorella
704-219-5497

AVP Field Operations — Metro, Northeast and Midwest regions
Wayne Grudzien
603-400-7718

Metro Region (NJ, NY, PA)
Director — Tarek Helwani
917-684-1881
Northeast Region (CT, MA, ME, NH, RI, VT)
Regional Director — Wayne Grudzien
603-400-7718
Midwest Region (IA, IL, MI, MO, ND, NE, SD, WI)
Director — Dave Partain
816-210-4608
Why The Hanover?

The Hanover is a leading property and casualty insurance company offering a broad portfolio of tailored coverage solutions for personal, commercial and specialty customers. The Hanover is a Fortune 1000 company, with nationally-recognized claims service and proactive risk management expertise. The company’s financial strength has earned it high marks from key industry analysts, including an “A” rating (Excellent) by A.M. Best Company.

To learn more about Hanover Risk Solutions, visit hanoverrisksolutions.com.