Reducing Your Risk and Exposure

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Risk Management – at its finest
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• Do you feel that your entity is properly protected against serious losses?
  • The Police Officer and the Mentally Ill Subject?
  • The inquisitive child at the soccer field?
  • The building inspector just doing his job?
  • The sick inmate?
  • The funeral escort?
  • Enforcing your ordinances in municipal court?
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- ISO Standards - (International Organization for Standardization) identify best practices for the manufacturing and service industries with the focus on creating a more efficient effective operation.
  - ISO 31000 defines some minimum expectations for all sizes of organizations on the design and implementation of risk management
  - Create a framework for managing risk across the organization
  - ISO 31004 provides the implementation guidance in designing the risk management program for the organization
    - needs to create value as well as protect value
    - transparent and inclusive
    - dynamic and responsive to change
    - systematic, structured and timely
    - facilitates continual improvement to the organization
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- **Performance Management** - how we track & demonstrate results
  - Your organization needs to have performance measures
  - Your organization should have activities (things you do), output (immediate result), outcome (ultimate goal that the activity and output supports)

- **Risk Attitude** - also called ‘risk tolerance’, ‘acceptable risk’, ‘risk appetite’
  - Your organization may not embrace uncertainty, preferring ‘zero’ risk in decision making or ignoring it altogether
  - SIR (Self Insured Retention) levels can be adjusted based on risk attitude

- **Risk Activity** - people, processes and systems in place to help manage uncertainty
  - Your organization is currently managing a wide range of risks: you can see that from resources that exist, plans and priorities that are being pursued
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- Risk Management Committee
  - Fresh ideas on a quarterly basis
  - Different Perspectives

- Accident Review Board
  - Review all accidents over a certain threshold
  - Disciplinary Measures
  - Wide variety of Departments

- Contract Review and Consistency

- Credentialing Your Employees
  - Review Driving Records
  - Volunteer and Employee Background Checks
  - Pre-Employment Physicals
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Please Be safe.
Do not stand, sit, climb or lean on zoo fences.
If you fall, animals could eat you and that might make them sick.
Thank you.
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- Do you really know the terms of your insurance policies?
  - Intentional Act Exclusions
  - Control of Settlements
  - Definition of Insureds
    - Volunteers and Boards
    - Individual Capacity vs. Official Capacity
  - Inclusion or exclusion of defense costs
  - Claims Made or Occurrence Based
  - SIR or Deductible

- Do you want insurance executives scripting these policies or public entity risk managers scripting the policy?
  - Alternative Market Policies
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Commit to a Risk Management Program-
You can’t afford not to!