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PRIMA'S 2017 RISK MANAGEMENT WEBINAR SERIES

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JANUARY 1 › Drones—Rules and Regulations and Their Use in Risk Management

FEBRUARY 15 › Community Engagement as an Effective Risk Management Tool

MARCH 22 › Prohibited Sexual Harassment

APRIL 19 › Body Cam Part 2—Technology and Usage Issues are Growing

MAY 17 › Loss Control Self-Audits for Public Entities

JUNE 21 › Successful Methods for Reducing Slips, Trips and Falls

JULY 19 › How Organizational Culture Affects Risk Management

AUGUST 16 › Current Trends in Law Enforcement Liability Claims

SEPTEMBER 13 › The Nuts and Bolts of Contract Risk

OCTOBER 18 › Cyber Risks, Cyber Coverage, Tech E&O Risks and Coverage

NOVEMBER 15 › Risk Analysis, Assessing Your Key Risk Indicators: Are You Lagging Behind, or Leading the Pack?

DECEMBER 20 › Mission Critical: ERM and Decision Making

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JANUARY 18 | 12:00 PM - 1:30 PM EST

DRONES—RULES AND REGULATIONS AND THEIR USE IN RISK MANAGEMENT

SPEAKERS:

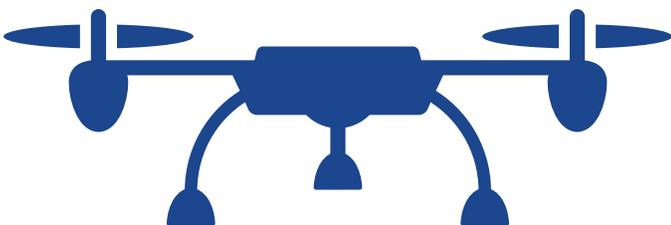
Tim Billingham, Sr. Risk Analyst, City of Plano, Texas

DESCRIPTION:

The presenter will discuss the current rules and regulations of the use of Unmanned Aircraft Systems a.k.a. drones. He will also discuss what is required to fly a UAS from the public sector perspective, which will include applying for waivers and recommended insurance coverages. The final item of discussion will expand on the potential benefits from the use of UAS operations in the public sector from damage assessments, to building evaluations, to search and rescue operations.

ATTENDEE TAKEAWAYS:

- 1 Understanding of the current rules and regulations
- 2 Insurance coverage for UAS operations
- 3 The UAS use in risk management and safety operations



FEBRUARY 15 | 12:00 PM - 1:30 PM EST

COMMUNITY ENGAGEMENT AS AN EFFECTIVE RISK MANAGEMENT TOOL

SPEAKERS:

Michael G. Fann, ARM-P, MBA, Director of Loss Control, TML Risk Management Pool, Brentwood, Tennessee

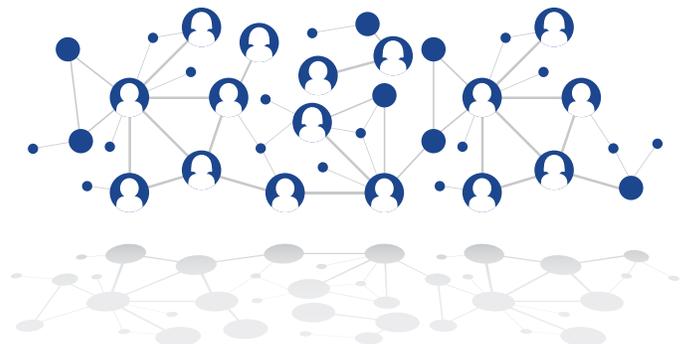
George D. Dalton, ARM-P, MCM, Assistant Director of Loss Control, TML Risk Management Pool, Brentwood, Tennessee

DESCRIPTION:

Some organizations engage in “customer service” training while others may call it “demeanor” or “interpersonal skills” training. We simply title it “community engagement” and risk managers can play a significant role in addressing these critical exposures that place our people, the public and our property at risk. Most members of the general public appreciate the services that government entities provide, however, practically every encounter has the potential to be adversarial or negative. Given that, public servants must engage the public with respect and civility. Our approach as public servants must be to build emotional capital with our community daily, which adds credits to our balance sheet because we know that eventually the debits are coming.

ATTENDEE TAKEAWAYS:

- 1 Risk management can play a critical role in facilitating preemptive approaches before a critical “Ferguson-like” catastrophe occurs.
- 2 All public entity services have a potential negative or adversarial outcome. It is vital that the staff adds credits to the entity’s “community trust account” knowing eventually the catastrophic debits are coming.
- 3 Manage each interpersonal transaction by resolving to interact with the general public with respect as far as it is in our power to do so.
- 4 Each public entity needs to commit to an internal and external engagement plan.



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MARCH 22 | 12:00 PM - 1:30 PM EST

PROHIBITED SEXUAL HARASSMENT

SPEAKERS:

John D. Aspland, Jr., Esq., *Managing Partner, FitzGerald Morris Baker Firth, P.C.*

Asish A. Nelluvely, Esq., *Associate Attorney, FitzGerald Morris Baker Firth, P.C.*

DESCRIPTION:

Sexual harassment is a form of discrimination that violates Title VII of the Civil Rights Act of 1964. This presentation will explore the different types of sexual harassment claims that may arise, employer liability and best practices to prevent sexual harassment from occurring.

ATTENDEE TAKEAWAYS:

- 1 Quid pro quo sexual harassment claims, where an employment decision is based upon the submission of the employee to sexual harassment, is prohibited under Title VII.
- 2 Hostile-environment sexual harassment claims, where sexual harassment makes the workplace environment intimidating, hostile, or offensive, is prohibited under Title VII.
- 3 Employer is liable if it knew or should have known about the harassment unless the employer took immediate corrective action.
- 4 Employers are prohibited from retaliating against employees who file complaints.



APRIL 19 | 12:00 PM - 1:30 PM EST

BODY CAM PART 2—TECHNOLOGY AND USAGE ISSUES ARE GROWING

SPEAKERS:

Richard Spiers, *CPCU, ARM, ARe, Vice President - Claims, Genesis Insurance*

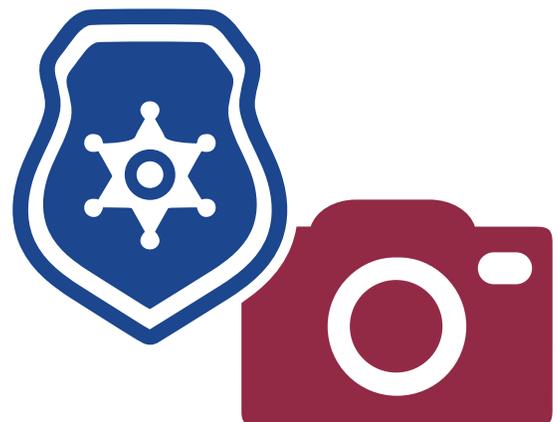
Samuel Hall, Jr., Esq., *Shareholder, Crivello, Carlson Law Firm of Milwaukee, WI*

DESCRIPTION:

There continues to be significant debate regarding the benefits and risks of body camera usage. Federal and state laws are evolving regarding the information collected and stored by cameras, with input from the ACLU. In addition, issues are arising regarding how body cameras can support workers' compensation claims made by officers. Improvements in technology have been surging upward and body cameras will soon have the ability to automatically activate and include real-time facial recognition technology. This Webinar is designed to be an advanced program to provide a high level of body camera-related information that should be considered when evaluating their usage.

ATTENDEE TAKEAWAYS:

- 1 Increased awareness of laws that govern body camera information storage
- 2 Knowledge of body camera technological advancements
- 3 Overall understanding of the benefits and risks of body camera usage



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MAY 17 | 12:00 PM - 1:30 PM EST

LOSS CONTROL SELF-AUDITS FOR PUBLIC ENTITIES

SPEAKERS:

Tony Jones, ARM, Safety and Risk Control Manager,
New Jersey Schools Insurance Group (NJSIG)

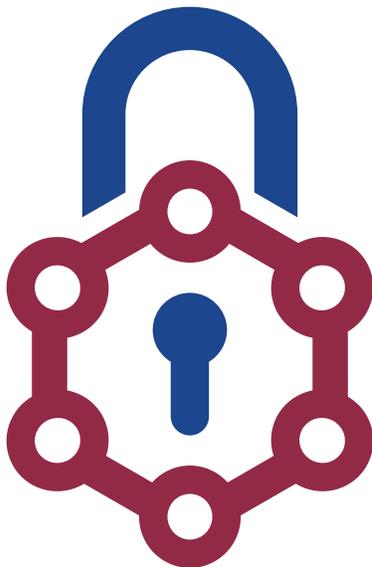
Terry Barlow, Senior Safety and Risk Control Examiner, NJSIG

DESCRIPTION:

Safety and risk control audits help preserve district resources. Safety assessments are an effective tool to allow public entities to identify areas in which improvement can be made. These assessments can also help entities change or enhance their safety and compliance best practices.

ATTENDEE TAKEAWAYS:

- 1 Obtain a measurable tool to identify obtainable goals
- 2 Learn to quantify a safety program
- 3 Gain a method to prioritize safety needs



JUNE 21 | 12:00 PM - 1:30 PM EST

SUCCESSFUL METHODS FOR REDUCING SLIPS, TRIPS AND FALLS

SPEAKER:

Marilyn L. Rivers, CPCU, ARM, AIC, Director, Risk and Safety,
City of Saratoga Springs, NY

DESCRIPTION:

Proactive risk mitigation programming has the potential to diminish your general liability exposures. Effective facility maintenance and management requires organization, the establishment of parameters and good old common sense. This Webinar will explore facility opportunities for improvement that enable accountability and promote record keeping. Additionally, the presenter will discuss educating your employee base so they better understand the negative outcomes associated with lack of detail or follow through.

ATTENDEE TAKEAWAYS:

- 1 Learn what steps public risk professionals need to take to identify facility issues associated with general liability exposures.
- 2 Utilize standardized techniques for maintenance programming to facilitate accountability.
- 3 Design and develop parameters that are effective for your personal use in measuring facility liability.
- 4 Understand the mechanics of slips, trips and falls in your claims profiling.



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JULY 19 | 12:00 PM - 1:30 PM EST

HOW ORGANIZATIONAL CULTURE AFFECTS RISK MANAGEMENT

SPEAKERS:

Joey Sylvester, Director Strategic Initiatives and Special Projects
Gallagher Public Sector, Arthur J. Gallagher & Co.

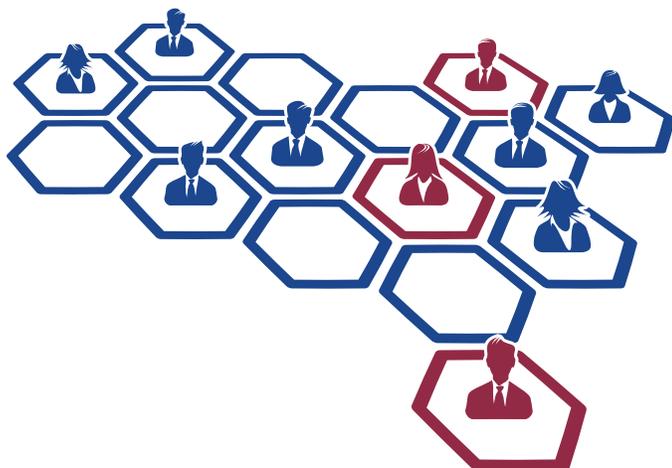
Shannon Gunderman, Administrative Services Director,
Yuma County, AZ

DESCRIPTION:

How strongly organizational culture affects our daily work lives is often misunderstood. The way we perceive our work is shaped by the organization's culture. Much has been written about organizational culture's relationship to leadership, strategy, vision and core values, but comparatively little is discussed about its link to risk management. Presenters will discuss organizational culture, how it relates to risk management, how it can enhance or inhibit processes such as the implementation of enterprise risk management (ERM) and practical strategies for dealing with cultural issues.

ATTENDEE TAKEAWAYS:

- 1 Describe and define organizational culture
- 2 Learn how culture can inhibit or enhance ERM
- 3 Identify practice strategies for dealing with organizational culture



AUGUST 16 | 12:00 PM - 1:30 PM EST

CURRENT TRENDS IN LAW ENFORCEMENT LIABILITY CLAIMS

SPEAKER:

Aaron Stone, Vice President - Claims,
OneBeacon Government Risks

DESCRIPTION:

The current law enforcement environment is in a state of flux. Media attention, and in particular social media, is presenting a dire picture. There seems to be more law enforcement/citizen interactions that are resulting in a higher number of claims. This presentation will focus on recent developments in case law, claims trends and risk control issues.

ATTENDEE TAKEAWAYS:

- 1 Develop an understanding of recent developments in case law
- 2 Gain knowledge of current claims trends and issues involved in defending such claims
- 3 Discuss possible ways to manage law enforcement





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SEPTEMBER 13 | 12:00 PM - 1:30 PM EST

THE NUTS AND BOLTS OF CONTRACT RISK

SPEAKER:

Marilyn Rivers, CPCU, ARM, AIC, Director, Risk and Safety, City of Saratoga Springs, NY

DESCRIPTION:

The presenter will teach participants the terms and conditions necessary to successfully manage the contractual risk of professional relationships. Attendees will learn what is important to include, what to fight for and when to walk away because the agreement isn't in your organization's best interest.



OCTOBER 18 | 12:00 PM - 1:30 PM EST

CYBER RISKS, CYBER COVERAGE, TECH E&O RISKS AND COVERAGE

SPEAKERS:

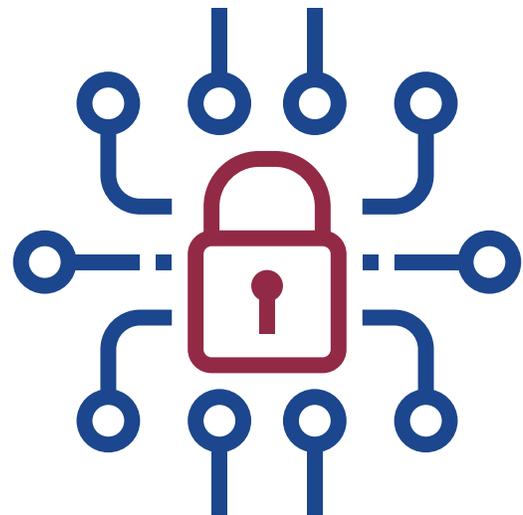
Geoff Kinsella, FCII, MBA, Partner, Safeonline LLP

DESCRIPTION:

The world of cyber and privacy insurance is changing. As more insurers enter the market, how do you separate good policy forms from the bad? The presenter will discuss how the coverage has evolved and what to look out for when buying cyber and/or tech E&O insurances. We will consider how the provision of pre- and post-breach services and 1st party protections are driving the growth of this insurance class. Many organizations struggle with identifying risk coverage limits in the market and the corresponding costs as well. Therefore, attendees will look at some of the risk management considerations that need to be addressed and how cyber insurance loss costs can escalate.

ATTENDEE TAKEAWAYS:

- 1 Learn what insurance coverages available and how they are evolving
- 2 Understand why organizations are buying cyber and/or tech insurance
- 3 Learn how these insurances respond to a loss



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NOVEMBER 15 | 12:00 PM - 1:30 PM EST

RISK ANALYSIS AND ASSESSING YOUR KEY RISK INDICATORS: ARE YOU LAGGING BEHIND, OR LEADING THE PACK?

SPEAKERS:

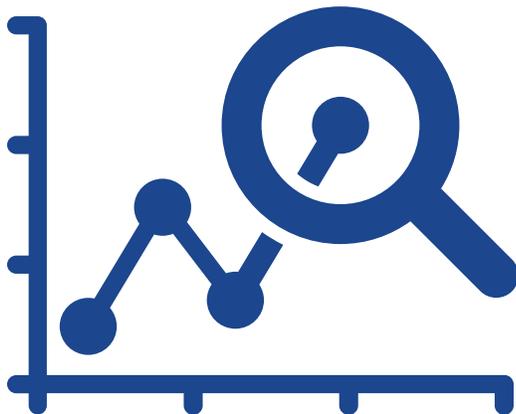
Jessica Rice, A.R.M., Risk Management Specialist, City of Charlottesville, Virginia

DESCRIPTION:

Many organizations plan safety initiatives and risk management strategies around prior loss trends. While this methodology is certainly a piece of the puzzle, organizational culture, employee behavior and other patterns are often overlooked. Effective risk management programs identify trends using historical data, evaluate current behavior and utilize activities to measure the level of exposure and impact of future events. This Webinar will help participants learn how to conduct a holistic risk analysis by employing both lagging and leading key risk indicators to identify emerging trends.

ATTENDEE TAKEAWAYS:

- 1 Articulate the difference between lagging and leading key risk indicators and the benefits of each type
- 2 Cite examples of lagging and leading key risk indicators
- 3 Utilize both lagging and leading indicators to conduct a holistic risk analysis used to identify loss trends
- 4 Utilize a risk analysis to formulate a treatment strategy and initiate the continuous improvement process



DECEMBER 20 | 12:00 PM - 1:30 PM EST

MISSION CRITICAL: ERM AND DECISION MAKING

SPEAKER:

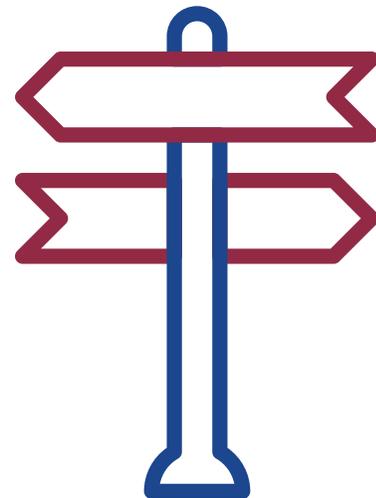
Scott Wightman, ARM-E, Area Executive Vice President, Arthur J. Gallagher & Co.

DESCRIPTION:

In this Webinar, attendees will learn how to link the benefits and practical application of enterprise risk management (ERM) to strategic decision-making within an entity. These decisions could be found in the design of a high-level strategic plan as well as in making choices to capitalize on everyday opportunities. It all comes back to achieving an organization's objectives since the decisions we make are a critical component of minimizing threats and maximizing opportunity.

ATTENDEE TAKEAWAYS:

- 1 Review the benefits of ERM
- 2 Understand how these ERM benefits relate to making organizational decisions
- 3 Use of a case study to illustrate the process



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