



# Loss Control

## AEGIS Loss Control Focused Services<sup>SM</sup>

### An AEGIS Member Benefit for Casualty Members

**At AEGIS**, our number one priority is helping our members manage risk. Understanding our members' unique exposures and taking a thoughtful, strategic approach to help mitigate risks is not only our specialty, it's our mission. One of the ways we do this is through our Loss Control Focused Services.

AEGIS provides all member companies with ten days of Loss Control Focused Services per year. That's exclusive access to AEGIS Loss Control staff for training, safety program implementation or any other risk mitigation program built to meet your company's needs.

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### How It Works

The first step to managing risk is recognizing it. AEGIS conducts a risk assessment with each member company, every three years. Our Loss Control professionals work with your company in this collaborative assessment to help identify risks and improve overall safety. Following the risk assessment, AEGIS member companies have access to a wide range of AEGIS Loss Control Focused Services to tailor a program that meets its individual risk mitigation needs.

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### Programs Built for You

Our Loss Control professionals can design and implement utility focused safety, training and risk mitigation programs to solve a specific risk issue, or customize an existing AEGIS program to fit your needs.

Focused Services have been used in a variety of ways, including:

- **Improving call center operations**
- **Training utility staff on incident investigation techniques**
- **Sharing public safety program information**

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**To learn how** AEGIS Loss Control Focused Services<sup>SM</sup> can benefit your company, please contact Loss Control professionals:

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Focused Services<sup>SM</sup> is a service mark of AEGIS Insurance Services, Inc.

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## **AEGIS Loss Control Focused Services<sup>SM</sup>**

**The following are just a few of the many ways AEGIS members can take advantage of Loss Control Focused Services programs. Please contact us to discuss a program built to meet your company's needs.**

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### **Electric or natural gas emergency call handling review**

Actual emergency calls are examined to ensure ease of caller notification to the company and the correct response from the customer service representative in following company procedures protecting life and property, while initiating the utility's emergency response protocols.

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### **Review company protocols, procedures or policies, such as inspection practices or violations/"Red Tags"**

The utility's violation or "Red Tag" is compared against a model tag, and the procedures used in follow-up notification to the owner of record are reviewed.

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### **Electric or natural gas Public Safety and Awareness topical program review**

Sample PSA programs can be benchmarked against similar-sized member utilities for comparison of target audiences, content, timing and distribution methods.

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### **Natural gas or electric utility emergency exercises, both tabletop or field observation**

Loss Control utility professionals can assist in developing, facilitating, observing and critiquing the results of an exercise. The exercise is conducted to test the readiness of both management and field employees in the event of an emergency situation and may include other emergency response partners.

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### **Review new or planned electric or natural gas distribution operations procedures**

Implementing a new or revised policy, program or procedure? Loss Control professionals can review the initiative and offer feedback on the content.

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### **Member Company safety initiatives: make presentations at electric or natural gas safety meetings, or conduct field safety reviews**

One of the most popular requests received is delivering presentations on claims and losses experienced by utilities around the county. Loss Control Professionals review actual events and the circumstances that led to a death (public or utility employee), injury or property damage.