



Loss Control

AEGIS Loss Control Focused ServicesSM

A 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 member companies with liability policies Loss Control Focused Services at no charge. 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.

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.

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**
- **Improving public safety program effectiveness**

To learn how AEGIS Loss Control Focused ServicesSM can benefit your company, please contact your assigned Loss Control professional or

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AEGIS Loss Control Focused ServicesSM

The following are just a few of the opportunities your company can take advantage of with the Loss Control Focused Services programs.

Electric or natural gas emergency call handling review

Focuses on improving emergency call handling practices. Actual emergency calls are examined to evaluate if representatives follow company procedures to protect life and property.

Review company protocols, procedures or policies

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

Electric or natural gas Public Safety and Awareness topical program review

Public Safety and Awareness (PSA) Program Review offers an in-depth review of the member company's electric and natural gas PSA programs. The review focuses on proper and consistent safety messaging available on the member company's website, printed and electronic publications and other materials.

Natural gas or electric utility emergency exercises

Loss Control utility professionals can assist in developing, facilitating, observing and critiquing emergency exercises conducted to test the organization's readiness for an emergency situation.

Electric Substation Safety and Security Inspection

This presentation provides practical advice on how to recognize conditions that may impact public safety and security. It features a variety of conditions found at substations and includes lessons learned from electric contact incidents when deficiencies were not identified and addressed.

Safety Presentations on Large Losses and Lessons Learned

These customized presentations leverage lessons learned from industry incidents to help utility employees connect the dots on how their everyday work relates to public safety.

Utility First Responder Incident Investigation Workshop

This workshop targets first responders who are responsible for the initial investigation following a natural gas or electric incident. Participants will learn about investigation techniques and methods to conduct a thorough investigation at the incident scene, including evidence to look for, and actions to take upon arriving at the scene.