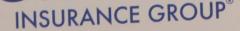
Risk Control & Education

Scott Harkins CSP, CPCU, ARM, CFPS

Senior Vice President



PUBLIC ENTITIES



An AIG company



Vision



We will be the leading provider of risk control and education services in the markets we serve. This will be accomplished by:

- Focusing on losses and the loss exposures our clients face
- Assisting our distribution network in client acquisition and retention
- Assisting our UW partners in account selection
- Maintaining a high level of industry expertise in the markets we serve

Industry Expertise - VFIS

Director: Mike Baker CRM, CPCU, AIC





Industry Expertise – GPE/GMC



Director: Matt Olphin CPCU, CSP, ARM



Industry Expertise - GH

Dr. Christina Boyle, DNP, MSN, RN





Industry Expertise - Education



Director: Rick Gurba



Focused on Loss Leaders



- VFIS
- GPE
- GH
- GMC

Softer Approach



Resources You Can Use



- Websites
 - Marketing Partnerships
- Distance Learning Site: VFIS/GIG University ("VFISu/GIGu")
- Training Programs
- Onsite Training
 - Train the Trainer (VFIS)

Resource Guides

Glo





At Glatfelter Public Entities, we provide more than just insurance. We offer education and risk management resources to help our municipal and water clients prepare for the unexpected. Serve your community confidently with coverage from The Public Entity Specialist.

Products Applications

RISK MANAGEMENT educational materials and training videos to tips

policies

available for download

Checklists, infographics and sample procedures/

Training USBs on topics such as safe driving and harassment and discrimination prevention

On-Staff CPSI to assist with playground questions

+ Employment practices liability assessments

+ Property self-inspection program assessments

+ Law Enforcement liability assessments

On-site hazard identification, including:

+ Playground safety assessments

Law Enforcement Roll Call Reminders Discounted pricing for Lexipol

+ Vulnerability assessments

Regional seminars/webinars Discounted background checks offered

through Intellicorp

aw subjects

1-person consultations, we provide: 185+ "Manage Your Risk" best practice guidelines

QUICK LINK ONLINE RISK RESOURCES

for Emergency Service Organizations

General | Training | Personnel | Vehicle | General Liability | Jr. Member

VFIS is pleased to offer a vast library of risk control, loss prevention and safety materials. These tools are designed to help improve risk management efforts and claim results, enhancing the long-term insurability of our emergency service insureds. Use the links or QR codes below to get to your online resource.

Category	Resource Hyperlink	QR code
General	VFIS Website - yfis.com	
General	ResponderHelp. .com	
Podcast	Don't Risk itl a podcast by VFIS	
General	VFIS University	

Calegory	kesource myperiink	GK code
Training	Education and Training Catalog	
Training	In-Person Taining Classes - Calendar & Sign Up	
Personnel	Employment Practice Helpline	
Vehicle	Emergency Vehicle Response Guidelines	

Glatfelter/VFIS University (VFISu)

Manage training programs efficiently with our easy-to-use e-learning platform. Features include:

- · Training programs developed by our industry experts covering topics from general industry to courses unique to your organization. Subjects
 - + Driver and Vehicle Safety
 - + Law Enforcement
 - + Personnel Management
 - + General Risks
 - + And more
- · Quick and easy assignment of training to all
- · Ability to track staff progress and compliance
- · Certificates of completion
- · Administrative level reporting

ETY SOLUTIONS

tips and tools designed to help keep your nization safe. Topics include:

PLI Helpline available for general information about broad range of human resources and employment

General liability

Sexual abuse prevention

Crime prevention & security

Auto safety

Personnel management

Employee safety

Property management

Law Enforcement

.233.1957 | glatfelterpublicentities.com

Leader Heights Road | York, PA 17402

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Does This Really Make a Difference?



OVFI	CLIENT RISK SOLUTIONS
	CUSTOMER SATISFACTION SURVEY
1. Did the Risk So how to better p	utions Consultant adequately explain the purpose of the visit and provide you with information on epare for the meeting?
	utions Consultant adequately explain the VFIS website vfis.com and the training resources Yes No
	n of the survey, the Risk Solutions Consultant explain how the final assessment report would how you could connect with future questions? Yes No
4. Based on this ex	perience, please rate the value that you feel the Risk Solutions Survey provided to your Excellent Good Fair Poor
. How would you Excellent	ate the overall performance and service delivery for the Risk Solutions Consultant? Good Fair Poor
Additional comm	Stays with VFIS TEM. Dir.
ank you for your bu	siness and for your valuable feedback. If you have any other questions, please contact c
ent Risk Solu	ions 183 Leader Heights Road York 402 800.233.1957



How Can You Use Us?



- Accompany Us
- Problem/Troubled Accounts

Questions?

QUESTIONS?

Thank you!

