

# Risk engineering services for the hospitality industry

Zurich Services Corporation recognizes that risk engineering services have a direct impact on your business—your profitability, your property and other assets, the health and safety of your employees and customers, and much more. Because our services permeate so many critical aspects of your business, we've taken great care to ensure they're focused on results. The most important action we've taken to get those results is to hire experienced professionals from the hospitality industry to work with you. Our hospitality industry risk engineering consultants have first-hand experience working from within your industry, giving them a deeper understanding of your risks and what can be done to address them. In addition to our hospitality industry experience are our four key building blocks of service:

- **Approach**, which is to act as both student and teacher, learning about your individual organization in order to choose the right solutions and then sharing our risk management knowledge to help you become more self-sufficient in controlling your risks
- **Specialist** risk engineering consultants, who are highly experienced and trained technical professionals, dedicated to the industries they serve and, in many cases, hired from within your industry
- **Information**, which reflects our constant drive to find ways to simplify and reduce the cost of managing risk for our customers through automation
- **Network**, which spans 30 countries and includes over 1,000 risk professionals, giving you access to the largest network of technical risk management in the world, so we're ready to go wherever you grow

## Slip, trip and fall evaluations

Our slip, trip and fall evaluations span from providing self-assessment tools to in-depth site evaluations of the slip, trip and fall exposures

you face in a hospitality environment. Our assessment model identifies the most important factors affecting the potential for slips, trips and falls. After helping you identify these critical risk factors, we focus on practical and cost-effective improvements. Our experience in the hospitality industry helps us recognize the problems unique to the hospitality setting that can lead to slip, trip and fall accidents, and our solutions have led to measurable results.

## Absence management

Zurich's absence management program is a customizable, end-to-end process with pre-injury, injury management and return-to-work solutions designed to help you take control of employee absence and disability costs. Typical program services include developing a physician network, creating transitional work assignments and job descriptions and developing a return to work program.

## Fire loss prevention assessment and Highly Protected Risk (HPR) assessments

Our fire loss prevention risk assessment evaluates whether your current fire protection and prevention methods are appropriate and looks for opportunities to make practical improvements. We also measure your existing fire protection equipment against national standards and provide a list of approved products and suppliers who can repair or replace fire protection equipment or make other necessary fire protection-related building upgrades or repairs for you.

Our HPR assessment program evaluates the adequacy and reliability of the physical protection of a building and its occupancy. During the assessment we review with you how to manage the program, such as emergency response, inspection and testing, maintaining fire equipment and contingency planning.

## Industrial hygiene services

While there may not seem to be any connection between industrial hygiene and the hospitality industry, poor indoor air quality affects employee performance and, in some instances, can have a negative impact on the health of building occupants. Our experienced Certified Industrial Hygienists (CIHs) can help you identify and assess potential sources of employee exposure to indoor air quality hazards, including identifying mold issues, assessing whether you have a sufficient introduction of outside air and sampling for various contaminants and odors. Another serious potential hazard for the hospitality industry is potential exposure to Legionella from hot tubs, decorative fountains, cooling towers and even portable water systems. We can help you identify and assess potential sources of this bacterium and train your staff on preventative measures. We can also help you establish a testing program to help ensure your water treatment programs are effective.

## Property valuation services

We can help you establish proper values for your building structures and personal property, particularly machinery and equipment. Our appraisers average 25 years of experience in setting values for property and business income exposure for the hospitality industry and can offer the level of service you need, from telephone consultations to a detailed field appraisal.

## Jurisdictional/statutory boiler, pressure vessel and machinery inspection

We provide audit and jurisdictional reports according to various regulatory code requirements for equipment Certificate of Operation renewals. We can provide this service for the following countries: Canada, Ireland, the United States and the United Kingdom.

## Fleet services

Zurich Services Corporation has a worldwide network of fleet specialists with roots deep in the transportation industry. We offer our hospitality customers a wide assortment of tools and training to help you in critical areas of controlling your fleet exposure, such as tools to identify poor drivers and the subsequent training to help all drivers improve their skills.

## Special services

We have a wide variety of risk management programs, resources and materials available for our hospitality customers, including the following:

- Special event planning guides
- Employee safety training, including "Heart of the House"
- Liquor liability control guides
- Hurricane disaster planning

For more information about Zurich Services Corporation's services for the hospitality industry, please contact your local Zurich representative or visit [www.risk-engineering.com](http://www.risk-engineering.com).

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Zurich Services Corporation  
Risk Engineering



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Quality-Assured Solutions Provider

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