

Risk Engineering Solution Suite for Commercial Real Estate



Risks facing commercial real estate today impact productivity, customer relationships and profits.

Real estate can be a great investment. Proper management of risks, however, can make the difference between a great property or a mediocre one. Competition for high quality tenants and properties, facility maintenance and regulations are just some of the challenges a property management company needs to navigate. The risks you face grow as your portfolio of properties grows and ages.

Real Estate owners and managers need to identify, assess and mitigate those risks as part of their risk management program. Zurich can help. We understand your challenges based on our cutting-edge predictive analytics – powered by tools that include artificial intelligence, cognitive computing and smart algorithms. Zurich understands the best practices to address your risks. Our expertise is in identifying, assessing and helping you address risk. **The Zurich Solution Suite** was built with your risks in mind based on our experience and in-depth analysis of industry claims and trends.

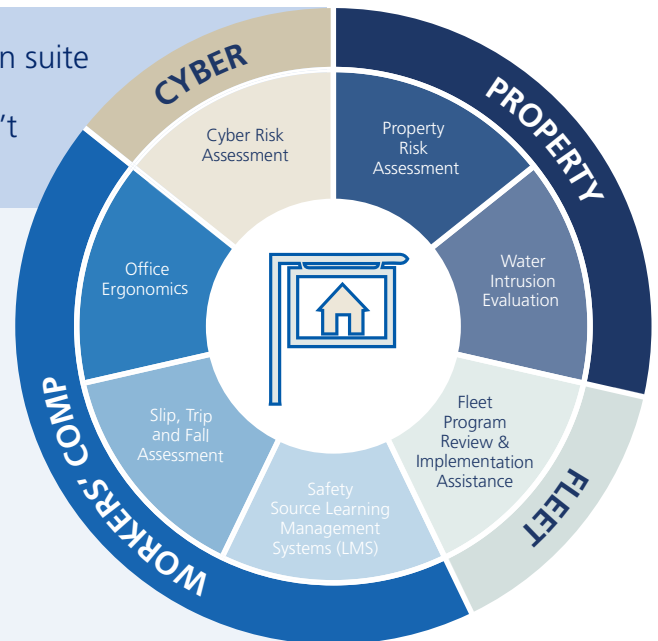


The Zurich Solution Suite can help you reduce your risks

Business leaders trust Zurich to keep them current with the latest risk intelligence to more effectively manage their evolving business needs. By collaborating with our risk specialists, you too can gain the knowledge you need to manage your risk.

Creating a solution suite for commercial real estate couldn't be easier

- Simply pick the combination of services you desire.
- Reach out to your Risk Engineer for additional information.



Nearly **15,200 fires** each year at office properties cause an estimated **\$660 million in property damage**¹



Office employees are up to **2.5 times more likely to be injured** in workplace falls than workers in other occupations⁴



The total cost of **workplace injuries** in 2017 was **\$161.5 billion**²



Over **1B connected IoT** (Internet of Things) **devices** projected in Real Estate environments by 2019⁵



Work-related motor vehicle accidents **cost U.S. employers more than \$57B** in 2017³

Risk Engineering Services for Commercial Real Estate

Zurich customers have access to a dedicated Risk Engineering Services Coordinator who can help guide you to the right services for your company. The Solution Suite consists of services to address the most frequent and severe risks in your industry. These services are offered for a fee to help you address the major exposures you face:

- **Property Risk Assessment** – Identifies and assesses hazards, exposures and controls relevant to your property insurance program with Zurich. Includes loss mitigation resources and risk improvement actions, as well as a benchmarked assessment report including loss expectancy calculations. To ensure continued operations, [Property Managers need to understand the risks affecting their assets](#) and evaluate new additions to the portfolio. Understanding your exposures and how to address them is good risk management.
- **Water Intrusion Evaluation** – Assesses various facility features, exposures and controls relative to water intrusion and water damage risks that commonly affect a facility. The evaluation provides a summary report and recommended actions to address exposures. For example, [a free-flowing domestic water line can fill a swimming pool in a few hours](#).⁶ In your facility, that can mean clean-up, mold abatement and possibly loss of materials and equipment. Build your company's resilience against water-related damages.
- **Office Ergonomics** – [Repetitive motion injuries and lower back strains can result from poorly designed, arranged workstations in your offices](#). A Risk Engineering professional will evaluate office ergonomics and provide recommendations to address concerns.
- **Slip, Trip and Fall Assessment (STF)** – Assesses STF exposures using Zurich's 10-point STF rating system. Designated areas of your facility are evaluated, rating each contributing factor's potential from very low to very high. Risk reduction strategies are developed to minimize the contributing factor potential. [A minor slip and fall that requires medical attention can cause the employee to lose as much as two weeks of work](#). As the building owner, damage to relationships with tenants can result from a client or from a key employee being injured. Taking steps to address slips and falls can make a large impact.
- **Fleet Program Review and Implementation Assistance** – Zurich will evaluate your fleet program and provide feedback, including sample program elements aligned with industry and American National Standards Institute (ANSI) standards. Almost 40,000 people die on U.S. roads each year. [Motor vehicle crashes are the leading cause of occupational fatalities](#) in property management.⁷
- **Safety Source Learning Management System (LMS)** – An LMS allows your company to choose and assign training to your employees. The training can be [completed at the times most convenient for you and the employee, even remotely](#). Completed training is recorded in the LMS, documenting compliance and understanding. A catalog and free previews are available at [safetysourceonline.com](#). Track via the learning management system.
- **Cyber Risk Assessment** – Zurich Cyber Risk Engineers review your exposures and controls, offering improvement ideas that can strengthen your overall cybersecurity program. According to a recent study, [most small-medium enterprises go out of business within six months of a cyber attack](#).⁸

Contact Zurich's Risk Engineering department to learn more at: 800-982-5964

Sources:

1. Fires in Non Residential Properties, March 2013. National Fire Protection Association. (NFPA). www.nfpa.org.
2. Work Injury Costs. National Safety Council. <https://injuryfacts.nsc.org/work/costs/work-injury-costs/>
3. Vehicle accidents cost companies \$57B in 2017. FleetOwner. 20 April 2018.
4. What are the Top Injuries in a Typical Office and How Can You Avoid Them? Albert Einstein College of Medicine. www.einstein.yu.edu/administration/environmental-health-safety/accident-injury-reduction-campagin/top-injuries.aspx
5. "A/C, Plumbing and ... Data? Using the IoT in Commercial Real Estate." Aprio, www.aprio.com/whatsnext/ac-plumbing-data-using-iot-commercial-real-estate/.
6. Calculated based on average flow from a domestic water line and volume of a small swimming pool. 8000 gallons in 3 hours.
7. "Motor Vehicle Safety at Work: Crash Facts." Centers for Disease Control and Prevention, Centers for Disease Control and Prevention, www.cdc.gov/niosh/motorvehicle/resources/crashdata/facts.html.
8. "The Need for Greater Focus on the Cybersecurity Challenges Facing Small and Midsize Businesses." SEC Emblem, 19 Oct. 2015, www.sec.gov/news/statement/cybersecurity-challenges-for-small-midsize-businesses.html.

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This is intended as a general description of certain types of risk engineering services available to qualified customers through The Zurich Services Corporation. The Zurich Services Corporation does not guarantee any particular outcome and there may be conditions on your premises or within your organization, which may not be apparent to us. You are in the best position to understand your business and your organization and to take steps to minimize risk, and we wish to assist you by providing the information and tools to help you assess your changing risk environment.

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