

Risk Engineering Solution Suite for Technology Related Manufacturers and Service Providers



Risks facing technology-related manufacturers and service providers today impact productivity, customer relationships and profits.

The devices and solutions that technology companies manufacture make modern life possible. From the platforms that drive science, medicine and commerce to personal devices that have become indispensable, technology solutions impact society and the economy. As the impacts and innovations grow, so do the risks faced by technology companies.

Businesses engaged in the manufacture of technology solutions 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.

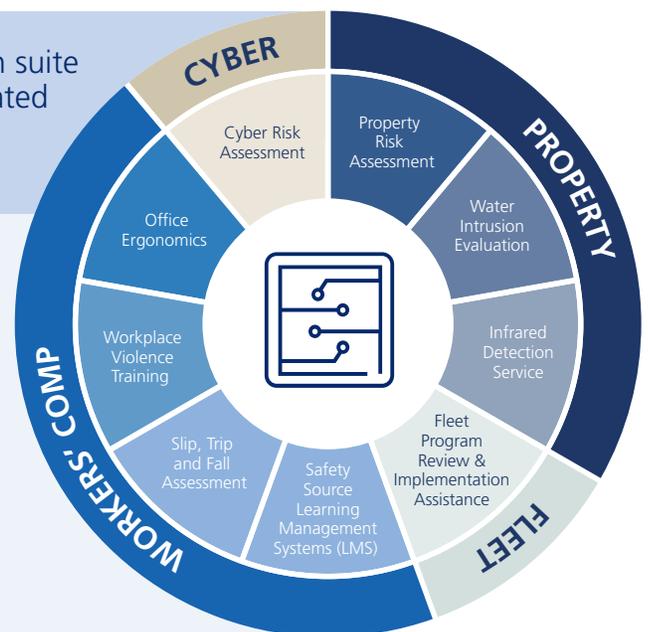


The Zurich Solution Suite can help you reduce your risks

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 technology related manufacturers couldn't be easier

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



Nearly **38K fires** each year at industrial and manufacturing properties cause an estimated **\$1.2B in property damage**¹



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



923M connected devices (Internet of Things) projected in manufacturing environments by 2020³



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



In 2018 there were **1,244 data breaches** in businesses with over **446M records exposed**⁵

Risk Engineering Services for Technology-Related Manufacturers and Service Providers

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:

- **Office Ergonomics** – Strains resulting in soft tissue injuries are the leading category of workers' compensation costs for tech related operations. [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.
- **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 required training 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.](#)⁶
- **Workplace Violence Training** – [Two million U.S. workers will become victims of workplace violence every year.](#) Through Zurich's service partner, R3 Continuum, a specialist will present a tailored 2-3 hour training session on topics that can include hostility management, threat assessment, and active shooter, as well as other related topics. Training can be provided onsite or via a webinar.
- **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. Technology-related companies have [many unique property exposures that can lead to business interruption](#) and, as a result, customers may lose trust in your organization. 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.](#)⁷ 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.
- **Infrared Detection Service** – [The leading cause of fires in industrial properties resulted from electrical circuits and equipment,](#) according to a recent National Fire Protection Association report.⁸ Infrared (IR) pyrometry can identify loose connections, overloads, improper installation, or even normal wear and tear. A strategic Zurich service provider will assess your electrical risk using IR pyrometry at one of your locations.
- **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,](#) with resulting impacts on production, quality and, potentially, morale. 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 for tech-related companies.](#)⁹ Employees traveling on company business in either rental or their own personal vehicles represent a significant exposure as well.

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

Sources:

1. Campbell, Richard. "Fires in Industrial and Manufacturing Properties." National Fire Protection Association. March 2018.
2. Work Injury Costs. National Safety Council. <https://injuryfacts.nsc.org/work/costs/work-injury-costs/>
3. "Business Case for Safety and Health." U.S. Department of Labor – Occupational Safety and Health Administration.
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. Identity Theft Resource Center, 2018 EOY Breach Report, Key Findings. <https://www.idtheftcenter.org/2018-end-of-year-data-breach-report/>
6. "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.
7. Calculated based on average flow from a domestic water line and volume of a small swimming pool. 8000 gallons in 3 hours.
8. "Fire in Industrial or Manufacturing Properties." *NFPA Report – Fire in Industrial or Manufacturing Properties*, www.nfpa.org/News-and-Research/Data-research-and-tools/Building-and-Life-Safety/Fires-in-US-Industrial-and-Manufacturing-Facilities.
9. "Motor Vehicle Safety at Work: Crash Facts" The National Institute for Occupational Safety and Health (NIOSH), Centers for Disease Control and Prevention. Last reviewed 16 April 2019. www.cdc.gov/niosh/motorvehicle/resources/crashdata/facts.html.

Zurich

1299 Zurich Way, Schaumburg, IL 60196-1056
800 982 5964 www.zurichna.com

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.

© 2019 The Zurich Services Corporation. All rights reserved.

A1-112012642-A (10/19) 112012642

