# Table of Contents

**Service and Renewal tools**.............................................................................................................................1  
  - Strategic Plans...........................................................................................................................................1  
  - Servicing Tools........................................................................................................................................2  
  - Renewal Tools........................................................................................................................................2  

**Compliance**....................................................................................................................................................1  
  - State-Specific Regulatory Information .................................................................................................1  
  - State Safety Guides.................................................................................................................................2  
  - Workplace Poster Requirements...........................................................................................................2  
  - Workers Compensation Statutes...........................................................................................................2  
  - Frequently Cited OSHA Standards........................................................................................................3  
  - OSHA Training Programs.......................................................................................................................3  
  - Quarterly OSHA Safety Newsletter........................................................................................................3  
  - Regulatory Updates...............................................................................................................................3  
  - DOT Checklists......................................................................................................................................4  
  - Driver/Carrier Forms............................................................................................................................4  
  - Fleet Safety Reference Materials..........................................................................................................4  

**Educational Materials**................................................................................................................................5  
  - Coverage Insights.................................................................................................................................5  
  - Monthly P&C Pro-File Newsletters.......................................................................................................5  
  - Presentations.........................................................................................................................................5  
  - Risk Insights.........................................................................................................................................6  
  - Continuity Planning..............................................................................................................................6  
  - Loss Control.........................................................................................................................................6  
  - Claims Cost Containment....................................................................................................................6  
  - Checklists...........................................................................................................................................7  

**Employee Communications**.......................................................................................................................7  
  - Safety Awareness Campaigns..............................................................................................................7  
  - Employee Resources............................................................................................................................7  
  - Playing it Safe Flyers............................................................................................................................8  
  - Target on Safety Flyers.........................................................................................................................8
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safety Matters “Toolbox Talks”</td>
<td>8</td>
</tr>
<tr>
<td>Bulletins</td>
<td>8</td>
</tr>
<tr>
<td>Safety Manuals</td>
<td>9</td>
</tr>
<tr>
<td>Safety Policies</td>
<td>9</td>
</tr>
<tr>
<td>Constant Innovation</td>
<td>9</td>
</tr>
<tr>
<td>Cyber Liability</td>
<td>9</td>
</tr>
<tr>
<td>Social Media Risk</td>
<td>10</td>
</tr>
<tr>
<td>Enterprise Risk Management</td>
<td>10</td>
</tr>
</tbody>
</table>

*Robert Bell Insurance Brokers, Inc. Property & Casualty Resource Library*
Robert Bell Insurance Brokers, Inc. has resources to support your loss control, claims management, safety and compliance efforts. Our employee communications, workplace policies and industry-specific risk management tools will protect your business and increase your bottom line. This P&C resource library provides an overview of our content offerings with sample titles organized by topic. Read on to find out what we can do for you.

Service and Renewal tools

Strategic Plans
Collaboratively address risk management with our strategic approach to service, loss prevention and cost containment.

- Strategic Risk Management Plan
- Loss Prevention Action Plan
- Transition Plan and Service Plan

Servicing Tools
We have a suite of tools, articles and checklists to services your account effectively and efficiently.

- Business Operations Checklist
- Service Performance Plan
- Certificates of Insurance- Management Tracking

Renewal Tools
Let us prove our value each renewal season; we’re committed to providing evidence of our agency’s overall performance.

- Renewal Marketing Strategy Worksheet
- P&C Client Stewardship Report

Compliance

State-Specific Regulatory Information
Navigate the complex legislative and regulatory environment on the federal, state and local level.
Resource Library

- Cell Phone Use/Texting While Driving – Laws by State
- Riding in Cargo Areas Laws by State
- Low-Speed Vehicle (LSV) Laws by State

State Safety Guides
Find OSHA and state-specific safety regulations in this document series.

- Federal Workplace Safety Regulations – General Industry
- State Guide to Workplace Safety Regulation - California
- State Guide to Workplace Safety Regulation – Tennessee

Workplace Poster Requirements
Stay compliant with federal and state-specific required workplace posters.

- Workplace Posters Required by the Federal Government
- Required Workplace Posters - Maine
- Required Workplace Posters - Iowa

Workers Compensation Statutes
Leverage our up-to-date library of state workers’ compensation statutes with benefit rates.

- 2011/12 West Virginia Workers’ Compensation Statutes
- 2011/12 Colorado Workers’ Compensation Statutes
- 2011/12 Rhode Island Workers’ Compensation Statutes
Frequently Cited OSHA Standards
Find your industry in our library of top cited standards, covering 39 specific industries.

- 2011 Most Frequently Cited OSHA Standards – Health Services Industry
- 2011 Most Frequently Cited OSHA Standards – General Building Construction
- 2011 Most Frequently Cited OSHA Standards – Hotels, Rooming Houses, Camps

OSHA Training Programs
Explore our customizable training packets; each includes a presentation, instructor’s notes, employee handout and quiz, and meeting sign-in log.

- First Aid Program & Training Materials
- Portable Fire Extinguisher Program & Training Materials
- Bloodborne Pathogens Program and Training Materials

Quarterly OSHA Safety Newsletter
This newsletter series highlight hot topics in OSHA compliance and recounts recent citations.

Regulatory Updates
Robert Bell Insurance Brokers, Inc. provides explanations of recent federal legislation handed down by OSHA, the Department of Transportation, National Labor Relations Board, Department of Labor and others. Each update is written by an attorney and translated into laypersons’ language.

- Regulatory Update: OSHA – Severe Violator Enforcement Program (SVEP)
- Regulatory Update: Cranes and Derricks
• Regulatory Update: NLRB Employee Rights Poster Requirement Postponed
• Regulatory Update: DOT Announce Rule Banning Hand-Held Cell Phones for Interstate Truck and Bus Drivers
• Regulatory Update: SEC Releases Cybersecurity Disclosure Guidance

DOT Checklists
Make sense of Department of Transportation regulations using easy-to-understand checklists.

• Driver Qualification File Checklist
• Alcohol/Controlled Substance Checklist
• Annual Vehicle Inspection Report Checklist

Driver/Carrier Forms
Cut administrative time even as regulations demand increased recordkeeping; our forms help clients ensure compliance.

• Motor Vehicle Record (MVR) Disclosure and Release Form
• Inspection, Repair and Maintenance Record
• Department of Motor Vehicle Alcohol Testing Form

Fleet Safety Reference Materials
Save on commercial auto premium and protect your fleet with these workplace policies.

• Fleet Safety Policy
• Regulatory Update: DOT Announces New Hours-of-Service Limits for Commercial Truck Drivers
• Commercial Motor Vehicle Driver Retention and Safety
Educational Materials

Coverage Insights

Plain-language explanations of coverage and risk transfer options will help your team understand the coverage you’re considering.

- Coverage Insights - Understanding the Policy Period
- Coverage Insights - Rental Car Insurance
- Coverage Insights - Employment Practices Liability Insurance: Crucial for Small Businesses?

Monthly P&C Pro-File Newsletters

Our monthly newsletters highlights hot risk management topics and will allow you to explore additional coverages and emerging risks. We have widely applicable “General Industry” version, as well as industry-specific versions for:

- Construction
- Manufacturing
- Health Care
- Agriculture

Presentations

We share strategies to advance safety and loss control efforts with educational presentations and webinars.

- Fleet Fraud Exposure Control Presentation
- Supervisor Injury Management Training Presentation
- Construction Risk Management Presentation
Risk Insights
Understand the need for risk management and insurance coverage with industry-specific and general articles highlighting exposures.

- General Industry Risk Insights: Employee Cell Phone Use While Driving - What is Your Company’s Liability?
- Retail Risk Insights: Inventory Shrinkage Causes Retailers to Lose Billions
- Office Risk Insights: Managing E-Discovery Risks

Continuity Planning
These guides will help you from initial planning through implementation of a business continuity plan.

- Four Steps to Business Continuity Planning
- Business Continuity Planning – Implementation Guide
- Business Continuity Planning – Business Recovery Checklist
- Employee Emergency Preparedness Survey

Loss Control
Implement best practices for accident and injury prevention with this dedicated suite of resources.

- Top 10 Ways to Control Your WC Mod
- Hiring Independent Contractors
- New Employee Safety Orientation

Claims Cost Containment
Minimize costs in the event of a claim.

- 15 Warning Signs of Workers’ Compensation Fraud
- Vehicle Accident Report – In the Event of a Claim Form
Checklists

Coverage-specific checklists (liability, property, auto, workers’ compensation and environmental exposure) that are essential in supporting your overall risk management and loss control initiatives.

- **Step-by-Step Guide to Creating an FTC-Approved Red Flag Rule Program**
- **Emergency Hurricane Preparation**
- **Vehicle Inspection Checklist**

Employee Communications

Safety Awareness Campaigns

We’ve got a wealth of employee health and safety support materials to help support your safety program. Our “Safety First” campaign suggests topics for safety initiatives and toolbox talks.

Employee Resources

Keep safety top of mind in the workplace with materials to distribute to employees, from payroll stuffers to employee quizzes.

- **Employee Newsletter – Working in Warm Weather**
- **Quiz: Forklift Safety**
- **Protect Your Vision Payroll Stuffer**
Playing it Safe Flyers
Easy to post around the workplace or distribute, these single-page employee safety flyers focus on a variety of industry-specific safety topics.

- Construction Playing it Safe: Keeping Hydrated in the Heat
- Health Care Playing it Safe: Preventing Trips and Slips
- Manufacturing Playing it Safe: The Danger of Dust

Target on Safety Flyers
Similar to the Playing it Safe series, Target on Safety takes an in-depth look at safety situations that may come up in the workplace and offers solutions.

- Target on Safety: Lifting and Stretching – Avoiding Strains
- Manufacturing Target on Safety: Think Safe – Work Safe
- Trucking Target on Safety: Overview of Warehousing Hazards

Safety Matters “Toolbox Talks”
Our toolbox talks provide managers and supervisors with employee meeting talking points for a variety of industry-specific safety issues.

- Safety Matters: First Aid Basics
- Office Safety Matters: Office Safety
- Trucking Safety Matters: Winder Driving and Skid Safety
- Construction Safety Matters: Fall Protection Safety

Bulletins
These quick and easy one-page templates provide specific safety tips to employees.

- Be Prepared: Severe Weather
Robert Bell Insurance Brokers, Inc. Property & Casualty

Resource Library

• Be Prepared: Fire Emergency
• Be Prepared: Driving Alone

Safety Manuals
Customizable safety manuals feature general safety policies and procedures to support your safety programs. Choose from a general template or a variety of industry-specific versions.

• Construction Employee Safety Manual
• Health Care Employee Safety Manual
• Restaurant Employee Safety Manual

Safety Policies
Develop safety policies with these templates that include a variety of related materials, including recordkeeping forms to support your safety goals.

• Hazardous Substance Spill Response Policy
• Cell Phone/Hand-Held Device Use Policy
• Return to Work Policy

Constant Innovation

Cyber Liability
Cyber-liability coverage helps protect business from exposures not addressed under traditional CGL. If you have any operations that use the internet, it’s especially important to explore this coverage.

• Preventing E-Commerce Fraud
• Cyber Liability: New Exposures Presentation
• E-Liability- What Are Your Risks?
• Coverage Insights- Cyber Liability Insurance
Social Media Risk

Facebook, Twitter, LinkedIn and other social media tools continue to redefine the way employees and businesses relate to each other. Make sure your employees’ social media use is undertaken in a way that does not expose them to unnecessary liability.

- **Online Social Networking Policy**
- **Risk Insights: Social Network Security for Your Business and Employees**
- **Office Risk Insights: The Risks and Benefits of Social Networking at Work**
- **General Computer, Email, Internet Security Policy**

Enterprise Risk Management

ERM is a concept often discussed but rarely understood. Identify, quantify, assess and analyze the risks your organization must address.

- **ERM Program Overview (Client)**
- **ERM Risk Management Plan**
- **ERM Findings Worksheet**