Aon Casualty Risk Control Solutions for **Public Sector and Municipality Organizations**

AON

Managing public sector risk presents unique challenges

The public sector includes federal, state, local, and tribal government agencies and their entities.

Federal and state government infrastructures are comprised of various agencies including Administration, Transportation, First Responders, Health and Human Services, Education, and Infrastructure (roads, bridges, water, sewers, utilities, parks, etc.).

Local governments include counties, municipalities (cities and towns), special and local school districts. Local government infrastructures are typically divided into departments, which include:

- Police and Sheriff
- Fire and Emergency Medical Services (EMS)
- Libraries
- Public Works
- Building and Zoning
- Education (PK-12/Higher Ed)
- Parks and Recreation
- Stadiums and Cultural Centers
- Recycling and Sanitation
- Roads and Streets
- Public Safety
- Water and Sewer
- Housing and Community Development
- Environmental Services
- Warehousing
- Facilities Management

Managing public sector risk presents unique challenges. Public sector entities must continually evaluate and manage risks such as large public venues, law enforcement and disaster response to mention a few.

Recent national events involving public sector risk (sexual assaults, social media posts, student protests, hazing incidents, athletic injuries, etc.) emphasize the need for developing an enterprise-wide risk control management process that addresses both traditional and emerging risks. The most effective approach includes proactive safety and injury management programs that are supported, implemented, and monitored.

Traditional Risks

Financial	risk financing; remove uncertainty with appropriate premiums, predicable losses;
Operational	cost of risk allocation; risk control management (buildings, vehicles, people)
Crisis Management	managing emergencies

Emerging Risks

Increased Board Accountability	• higher stakeholder expectations - insurers, donors, taxpayers
Social Media	• significantly increases reputational and operational risk
Drones & Unmanned Aerial Vehicles (UAVs)	• potential use in emergency response
Increased Complex Claims	• sexual assault, gender discrimination, presumptive, and traumatic brain injury (TBI)

Public Sector Regulatory Requirements

The Occupational Safety and Health Administration (OSHA) develops and enforces employee safety and health standards for the workplace. Federal OSHA applies to private sector workers. It may or may not cover state and local government employees. States may opt to run their own state OSHA programs instead of being covered by the federal government, but approved state programs must cover both the private and public sector, including state and local government workers. Approved state OSHA programs must be at least as effective as the federal program and provide similar protections for workers.

Twenty-two states have federally approved OSHA programs that cover public employees (AK, AZ, CA, HI, IN, IA, KY, MD, MI, MN, NV, NM, NC, OR, PR, SC, TN, UT, VT, VA, WA, WY).

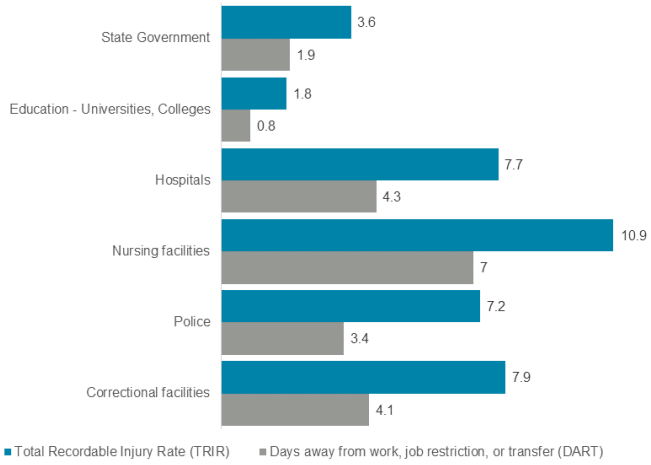
Four states CT, IL, NJ, NY and the Virgin Islands have federally approved state programs that apply only to state and local government workers, while private sector workers are covered by federal OSHA.

Several other states administer job safety laws that cover only state and local government workers that are not federally approved. Several other states have "Right-to Know" laws that require employers to provide information and training to state and local government workers about hazardous chemicals used on the job.

Federal workers are covered by their agencies under a Presidential Executive Order. Federal agencies must maintain an effective safety and health program that meets the same standards that apply to private employers.

Public Sector workers are exposed to the same workplace hazards as private sector counterparts and should be provided the same safety information, equipment, and training regardless of jurisdictional requirements, or lack of. Aon works with our Public Sector clients to assess exposures and develop effective safety management programs focused on data analysis, risk assessment, program implementation, continuous improvement, and overall reduction in total cost of risk (TCoR).

State Government Injury rates per 100 full time workers



Local Government Injury rates per 100 full time workers

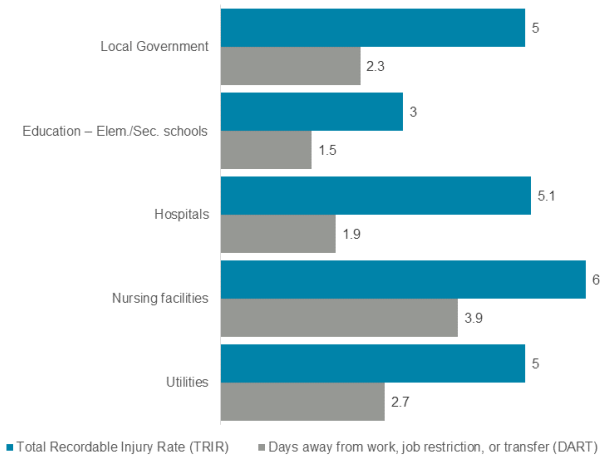


Chart 1 and 2. Incidence rates of nonfatal occupational injuries and illnesses by industry and case types, 2017; US Department of Labor; Bureau of Labor Statistics. https://www.bls.gov/iif/oshwc/osh/os/summ1_00_2017.htm

Experience and Expertise

Aon's Public Sector Casualty Risk Consulting Team is a dedicated group of consultants with public sector knowledge and experience. Our team is comprised of certified safety professionals (CSP), certified professional ergonomists (CPE), and certified workers' compensation professionals (CWCP) who work together to provide integrated pre and post loss services to our clients. We work closely with actuarial services to evaluate loss data and develop targeted recommendations for improving injury prevention programs, reducing injuries and associated costs, and positively affecting the TCoR.

Our consultants have broad public sector experience with the following:

- State agencies including transportation, law enforcement, corrections, health and human services, and education (PK-12, higher education)
- Local government departments including parks, police, fire, schools and library systems
- Injury Prevention Program Development
- Return to Work Program Development
- Benchmarking studies representing over $10 billion in Workers' Compensation claims
- White paper on mild traumatic brain injury (mTBI) or concussion

Aon's expertise enables our consultants to respond and assist with the vast array of public sector risk exposures and controls. Our team combines the capabilities and strengths of our local and national teams to bring a wealth of resources, tools and capabilities to provide effective solutions for our clients. Our teams designs custom solutions for the specific needs of our public sector clients. The graphic below highlights key areas where we can assist.

Aon Client Promise® Platform

The Aon Client Promise® platform is our continuous improvement model to discover, develop, deliver, and review the success of our solutions for the benefit of our clients.

The Aon Client Promise® platform ensures a thoughtful and thorough approach is taken to align our client goals and needs with targeted solutions, with the overall goal of continuous improvement and total cost of risk reduction (TCoR).

Aon offers a variety of solutions to our Public Sector clients that are tailored to meet the unique organizational and operational exposures within the specific Agencies and Departments. Aon's risk control services are designed to address occupational safety program development, ergonomics, OSHA regulatory compliance, employee training, general liability, and fleet safety.

Discover

Thoughtful approach to align client needs with prescriptive solutions

- Casualty data analytics
- Loss profile review
- Diagnostic of programs and protocols

Develop

Agreed upon road map to reduce Total Cost of Risk of your organization

- Key performance indicator (KPI) design
- Data collection redesign
- Strategic action plan

Deliver

Deliver effective and sustainable pre- and post-loss solutions

- Safety program development
- Safety culture improvement
- Regulatory support
- Training
- Return to work

Review

Measure performance, demonstrate ROI and value, re-assess and re-engage based on performance

- Metrics review
- Spectrum Analytics ™
- Leading and lagging indicators

Unparalleled Access to Data Analytics

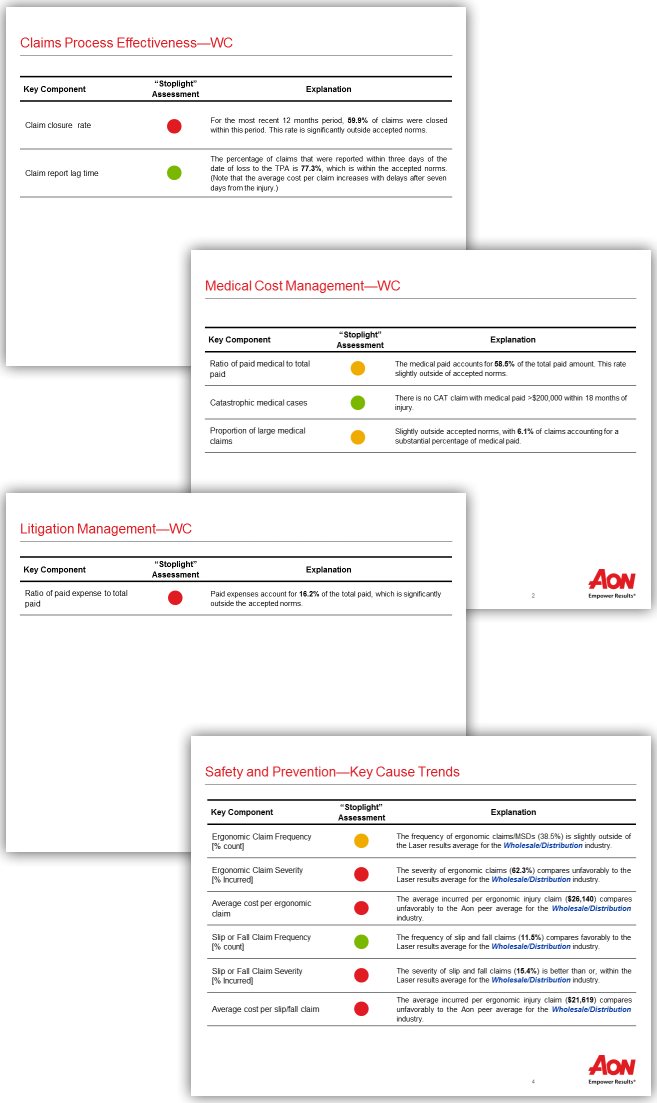
Aon's Public Sector Casualty Risk Consulting team provides clients with risk evaluation and mitigation strategies to address specific exposures to loss. The evaluation process begins with a comprehensive understanding of the current loss drivers and trends. We customize each engagement to our client's needs to ensure solutions impact the overall TCoR for the organization.

Casualty Laser™

Launched in 2011, and with industry-specific metrics introduced in 2016, Aon Casualty Laser™ is the flagship of our series of data analytics approaches and is typically used for organizations with casualty loss picks of $5 million or more. Now with over $10 Billion in accumulated loss data, the Casualty Laser™ is conducted primarily for Workers' Compensation (WC), but includes benchmarks and analyses of Automobile Liability (AL) and General Liability (GL) lines as well. Client loss and payment information is compared to over 90 industry and proprietary benchmarks, with cost savings estimates projected by specific initiative or solution. In addition to commonly-used loss analyses by injury type, location, etc., we examine additional elements such as payment patterns, litigation trends, disability elements, and catastrophic claim rates.

Casualty Analytics Powered by Laser™

This study includes many of the same analyses as Laser™, but without the payment transaction elements and corresponding indicators of cost leakage. Casualty Analytics Powered by Laser™ delivers over 20 pre and post loss benchmark metrics and a graphical representation of loss trends and requires only a detailed loss run for completion. This is appropriate for organizations with loss picks between $500,000 and $5,000,000. The output is WC oriented, although AL and GL can be included.



Claims Process Effectiveness—WC

Key Component	"Stoplight" Assessment	Explanation
Claim closure rate		For the most recent 12 months period, **59.9%** of claims were closed within this period. This rate is significantly outside accepted norms.
Claim report lag time		The percentage of claims that were reported within three days of the date of loss to the TPA is **77.3%**, which is within the accepted norms. (Note that the average cost per claim increases with delays after seven days from the injury.)

Medical Cost Management—WC

Key Component	"Stoplight" Assessment	Explanation
Ratio of paid medical to total paid		The medical paid accounts for **58.5%** of the total paid amount. This rate slightly outside of accepted norms.
Catastrophic medical cases		There is no CAT claim with medical paid >$200,000 within 18 months of injury.
Proportion of large medical claims		Slightly outside accepted norms, with **6.1%** of claims accounting for a substantial percentage of medical paid.

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Litigation Management—WC

Key Component	"Stoplight" Assessment	Explanation
Ratio of paid expense to total paid		Paid expenses account for **16.2%** of the total paid, which is significantly outside the accepted norms.

Safety and Prevention—Key Cause Trends

Key Component	"Stoplight" Assessment	Explanation
Ergonomic Claim Frequency [% count]		The frequency of ergonomic claims/MSDs (38.5%) is slightly outside of the Laser results average for the ***Wholesale/Distribution*** industry.
Ergonomic Claim Severity [% Incurred]		The severity of ergonomic claims (**62.3%**) compares unfavorably to the Laser results average for the ***Wholesale/Distribution*** industry.
Average cost per ergonomic claim		The average incurred per ergonomic injury claim (**$26,140**) compares unfavorably to the Aon peer average for the ***Wholesale/Distribution*** industry.
Slip or Fall Claim Frequency [% count]		The frequency of slip and fall claims (**11.5%**) compares favorably to the Laser results average for the ***Wholesale/Distribution*** industry.
Slip or Fall Claim Severity [% Incurred]		The severity of slip and fall claims (**15.4%**) is better than or, within the Laser results average for the ***Wholesale/Distribution*** industry.
Average cost per slip/fall claim		The average incurred per ergonomic injury claim (**$21,619**) compares unfavorably to the Aon peer average for the ***Wholesale/Distribution*** industry.

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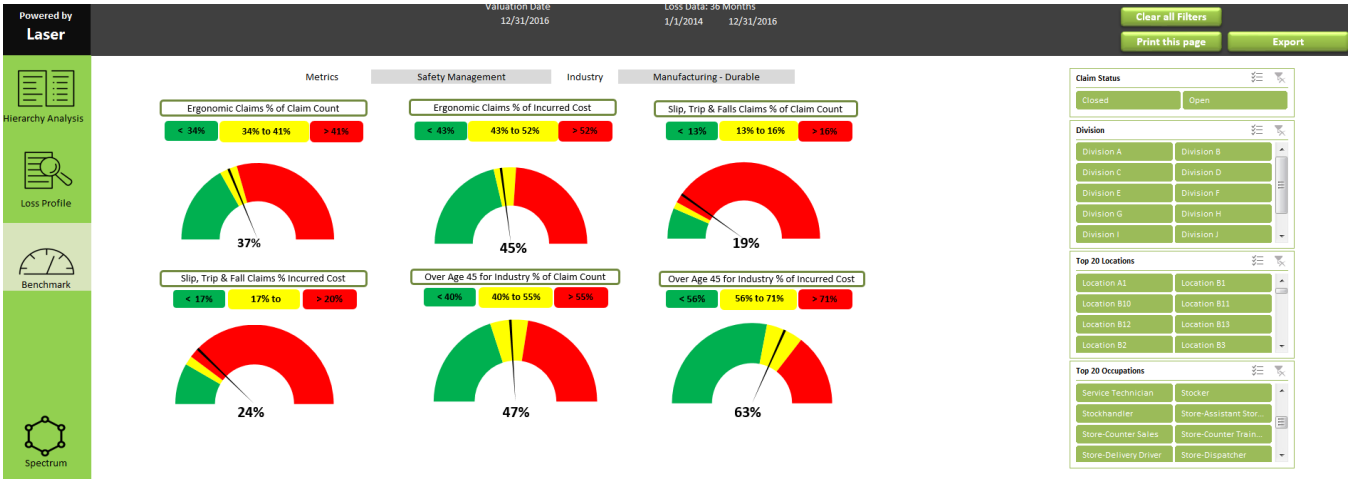
Aon Spectrum Analytics™

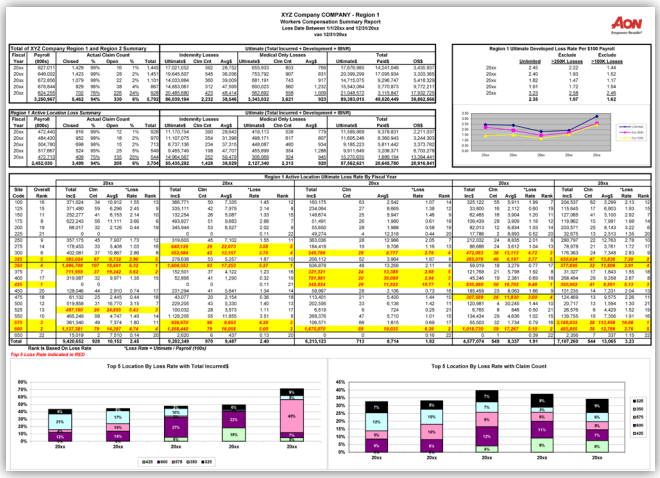
Leveraging the wealth of data and insights accrued in our proprietary Casualty Laser database, in 2017 Aon introduced the Aon Spectrum Analytics™ platform, an innovative benchmarking tool that provides clients with an unparalleled – and interactive – view of key loss prevention and claims management performance indicators and cost drivers. Using an interactive dashboard, clients can perform virtual benchmarking of their operations, easily comparing KPIs between agencies and departments, locations and even occupations, resulting in the identification of problem areas within minutes.

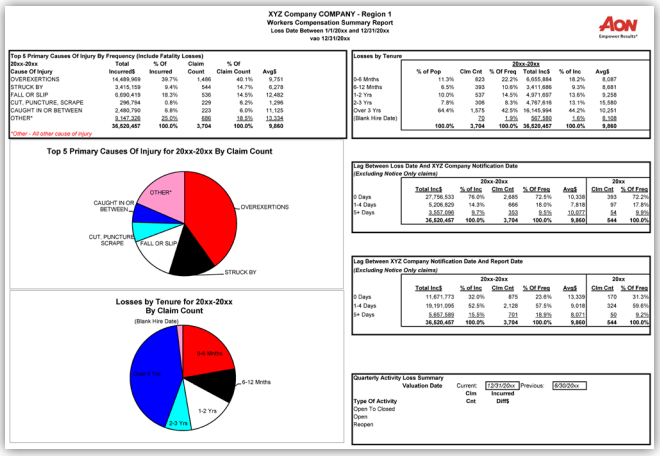
This combination of proprietary benchmarking and advisory services creates an unparalleled next step in leveraging data to manage your loss costs, by far the largest single element of Workers' Compensation TCoR.



Safety Performance Dashboards

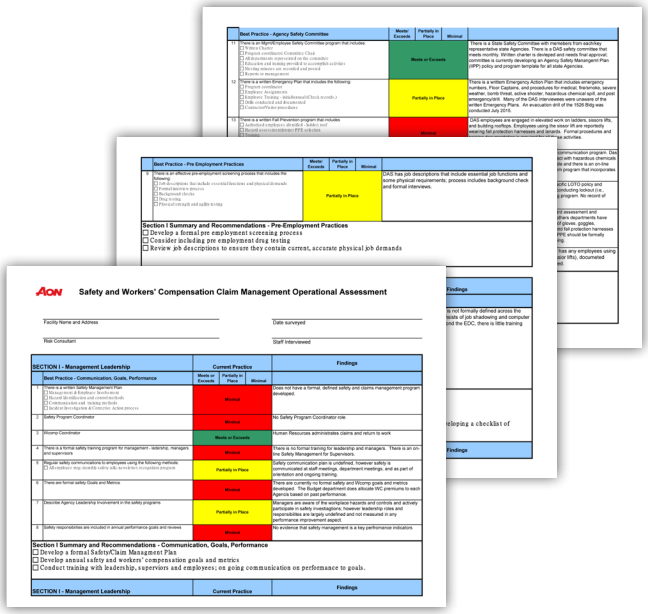
Client-specific dashboards are designed to provide a compelling visual display of critical metrics of safety performance. Organizational culture is incorporated into the design of appropriate metrics and the output is an organizationally focused snapshot of safety performance – providing stakeholders with the necessary actionable data to identify improvement opportunities and measure progress toward goals.





Safety Management Assessment

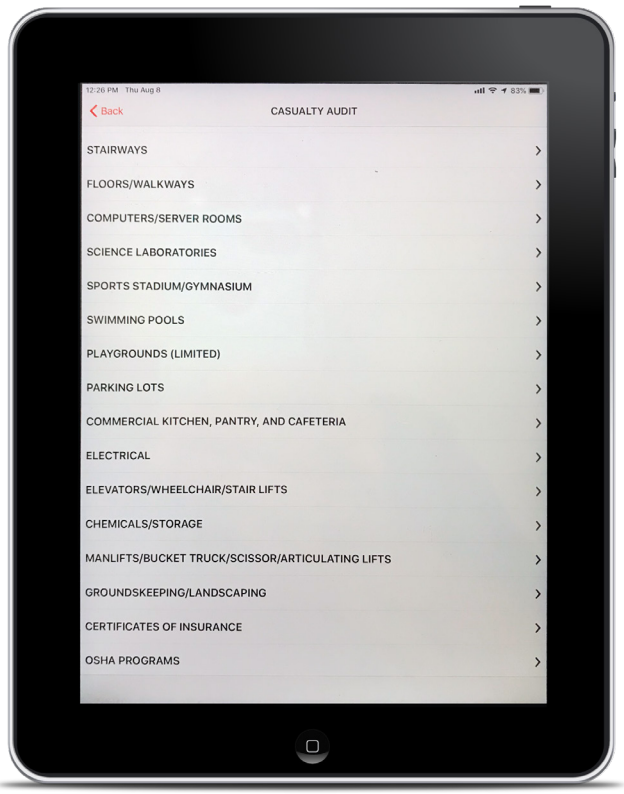
Aon leverages our experience to evaluate our clients current risk control program (e.g. Safety Management System) for regulatory compliance and alignment with ISO 45001. The risk assessment may include a review of injury trends and loss drivers, safety management framework, safety programs, and training documentation, incident investigation protocols, evaluation of high hazard operations, contractor safety, safety audit processes, and cost allocation methods. Findings are benchmarked against best practices and opportunities for improvement are identified. Aon then collaborates with client leadership to develop strategies that directly improve operational and financial performance.



Safety Inspection Program

Public Sector clients utilize hazard assessment and reporting to mitigate exposures. A growing concern from clients used to be, “Can we customize audits for each of our agencies, locations or departments?” and “Why do we have to wait so long for reports?”. Aon has partnered with an on-line audit tool that allows us to share materials in real time with agency or department stakeholders. This methodology also allows Aon to customize audits to assess targeted exposures and expand questions based on individual client needs.

The Safety Inspection Tool provides consistent audits and immediate reports. Locations and report distribution lists are pre-loaded to the client profile. Once the Aon consultant enters the facility, the application uses GPS to identify the location, collect the information and distribute the report.



Safety Program Development

Aon consultants assist clients in the evaluation and development of safety programs that are specific to their risk profile, including employee and supervisory training programs, investigation protocols, program and training documentation, safety communications, return-to-work procedures, safety inspections, OSHA regulatory compliance, safety committee effectiveness, and support for district or regional team conferences.

Aon can help draft policies and training on a variety of topics including:

- Injury prevention program
- Safety compliance programs
- Safety Committees
- Facility inspections
- Fleet and driver safety
- Incident reporting
- Incident investigation

Safety Toolbox

Specifically designed for organizations without a full time safety professional, this process and methodology engages workers to actively promote daily risk reduction activities targeted at the types of incidents driving WC. It is designed to educate, measure and sustain safety, and health activities by both managers and worker participants through a series of visits with designated "Safety Champions", progressively expanding the Champions' knowledge base, program maturity and sustainability of the program. Elements address the risk reduction process necessities including:

- Management and worker responsibilities
- One-on-one coaching to engage workers, management and team members
- Safety committee activities
- Self- inspections to identify and correct hazards
- Incident reporting and investigating
- Return-to-work strategies
- Activity and performance metrics to measure sustain ability and results

Survey Assessment			1st STB AV	2nd STB AV	3rd STB AV	Self Assessment	4th STS AV	Trend Summary, status, comments, or source of data
Date of Assessment								
Major Goals	Target	20XX-20XX Avg Results	CYTD	CYTD	CYTD	CYTD	CYTD	
Injury Reporting Lag Time Within 72 Hours	72 Hours	46 hrs	0	0	56			CYTD lag time is trending too high
Safety Committee Meeting	90%	NA	Yellow	Yellow	Green	Green		90% Attendance every month. Meeting to be documented and posted in areas. Record to include issues and resolution
Departmental Self Inspections	100%	NA	Red	Red	Green	Green		Inspections are conducted every month
Corrective Action (from Inspections, Investigations and outside audits)	100%	NA	Red	Red	Green	Green		CA addressed every 30 days. If unable to fix, develop plan or response.
Ten Basic Guidelines per coordinator (except claims)	40	NA	0	40	40	40		SECs now have written guidelines to coach new employees
Job Hazard Analysis	4	NA	0	0	0	1		1 JHA per area coordinator per quarter to start after 3rd AV
Assignments for Roles & Responsibilities	100%	NA	65%	75%	1005	100%		6 SEC Coordinators Appointed and 85% Level What to Do

Safety Leadership

Safety Culture Improvement–SCI

Aon has made significant investments in processes for analyzing our clients' safety management systems and culture. Our Safety Culture Improvement (SCI) process uses a continual improvement model. Aon's SCI is built around a six-module approach to drive safety management enhancement. These modules include the following:

- Leadership & Transformational Safety
- ISO 45001 Alignment
- Safety Management System Configuration
- Safety Culture Assessment
- Safety Culture Enhancement
- Behavior Based Safety

Assessments and Perception Surveys

Aon conducts perception surveys to obtain feedback on past/current performance and/or information for future direction. Perception surveys can be used far beyond just gathering information. They identify gaps between what is stated, intended and what is practiced; highlight differences between management and employees' understandings; provide an opportunity to connect and involve employees; encourage employees to provide feedback to management; and determine where current programs work and where they fall short of expectations. Aon can design, administer, and correlate data to provide meaningful feedback to the organization.

AON Empower Results®

SAMPLE: Aon's Organizational Safety Culture Survey

Introduction & Demographics

This survey will be used to assess the overall level of safety engageme
have within the workplace. This survey is for informational purposes o
participation will be kept completely confidential.

All of the answers you provide will be combined with others to create a
your workplace. Your involvement in completing this short questionnai
appreciated. Rest assured, your thoughts and perspectives are impor
will take all responses and comments very seriously.

Answer all the questions honestly and objectively as they relate to you
area. Questions that involve supervisors are intended to ask about you
supervisor and questions that pertain to management are intended to
highest level of management within your organization.

Please read the following statements and rate your organization:

	Completely Disagree	Somewhat Disagree	Nether Agree nor Disagree	Somewhat Agree	Completely Agree
The company values safety	○	○	○	○	○
Employees are just as responsible for safety as the organization	○	○	○	○	○
Supervisors will make the decision to be safe, even if it impacts production	○	○	○	○	○
Employees are aware of required safe work practices	○	○	○	○	○
Employees are expected to stop working if the job is unsafe	○	○	○	○	○
Employees know how to report unsafe conditions and are encouraged to do so	○	○	○	○	○
Supervisors regularly review safe work practices with employees	○	○	○	○	○
Employees take pride in their work	○	○	○	○	○
The workplace does not create too much pressure that can lead persons to work unsafely	○	○	○	○	○
The organization treats employees well	○	○	○	○	○

Safety Behavior Observations

Aon will identify leading and lagging metrics associated with operational improvement opportunities within your organization. A behavioral safety implementation is designed to blend into the culture of your organization:

- Coaching and observation process with benchmarks, focus on achievement and positive reinforcement, and establishment of a model of continual improvement
- Data tracking of observation suggestions and advisement of possible solutions
- Improvement solutions based on aggregate results and individual comments from employee perception surveys
- Education encompassing safety leadership, supervisor and employee observation skills, communication techniques and feedback skills
- Metrics tailored and aligned with your organizational objectives

Leadership and Transformational Safety

Aon can assist in diagnosing the current state of safety leadership and develop a roadmap to continually improve senior leadership's role within this effort.

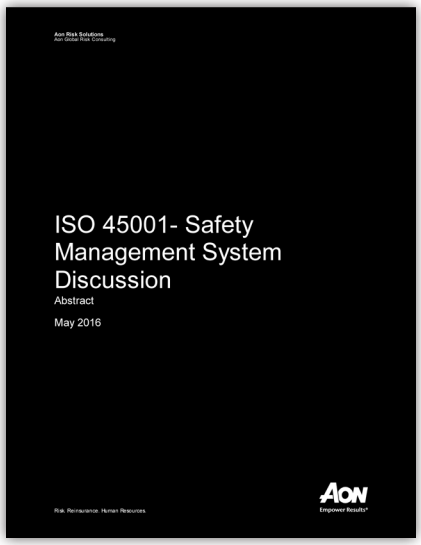
- Evaluation of organizational behavior, ethics and integrity
- Interviews with managers and leaders including assessments of their individual leadership styles
- Establishment of organizational safety charter
- Creation of individual safety development plans
- Creation of a model of transformational leadership leading to a highly reliable organization

ISO 45001 Alignment

Evaluation of current safety management efforts and alignment of activities with ISO 45001 is another service offered by Aon. This service provides clients with a specific gap assessment of the following:

- Safety leadership
- Employee engagement in safety
- Alignment of safety with organizational objectives
- The planning of safety
- The support for safety
- The operations of safety
- The organization of safety
- Performance evaluation metrics and process
- Corrective action tracking and improvement plans

Our consultants will develop action plans to improve the effectiveness of each element and maintain a functional 45001 safety management system.



Key Performance Indicators

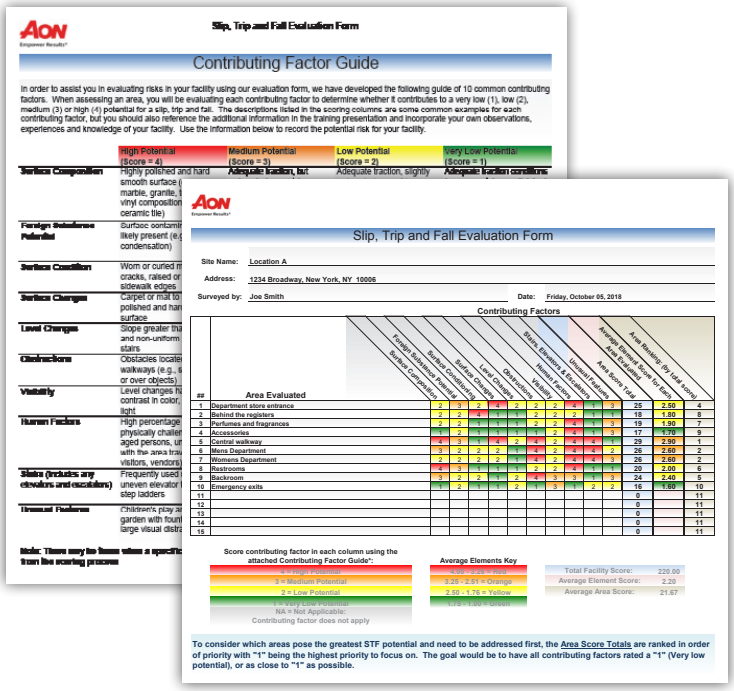
Key Performance Indicators (KPIs) design for safety accountability-an evaluation of responsibility and accountability systems and the identification of metrics which will sustain improvement within an organization. Our rigorous approach to developing KPIs involves evaluating the operation, identifying the actions and activities that must be undertaken to reduce risk, and working with supervisors to create means of achieving these actions.

Slip, Trip, and Fall Prevention

Slip, trip, and fall (STF) incidents are one of the leading causes of both employee and public visitor injuries in the Public Sector. Aon's Stay Afoot Program is an industry specific STF cost mitigation tool that assists public sector entities with reducing TCoR. Aon's Stay Afoot Program begins with data analytics to understand cost and frequency drivers, including tasks, activities, behavioral trends, common causes, impacted employee demographics, variances by location, and operation. Once the data is understood Aon then performs a customized STF program review consisting of the following elements:

- Physical workplace reviews of a representative sample of locations
- Aon Stay Afoot Safety Management System Review includes:
  - Floor cleaning, maintenance, design and change management,
  - Elevated work assessment and risk reduction (ladder use, storage access, etc.),
  - Housekeeping and self-inspection programs,
  - Spill and hazard reporting and response mitigation,
  - Incident investigation – with a focus towards STF incidents,
  - Weather preparedness – snow, ice and rain in parking lots, walkways and entry ways, mat selection and placement etc.,
  - Accountabilities and recognition, and
  - Use of leading indicator information obtained from established processes and informal sources – completed self-inspections, employee safety talks, near miss reporting.

Following the completion of the assessment(s), a comprehensive report is provided that includes detailed recommendations that will enable an organization to reduce STF risk. Many recommendations will be supplemented with customized forms/tools to implement the risk reduction solution. To ensure successful implementation of risk reduction recommendations a follow up assessment is completed within 4-6 months of recommendation report delivery. Additionally, quarterly claim data tracking will take place for 12 months to track performance and cost impact.



Slip, Trip and Fall Evaluation Form

Contributing Factor Guide

Slip, Trip and Fall Evaluation Form

Site Name: Location A

Address: 1234 Broadway, New York, NY 10006

Surveyed by: Joe Smith

Date: Friday, October 05, 2018

Contributing Factors

##	Area Evaluated	Surface Composition	Foreign Substance Potential	Surface Condition	Surface Changes	Level Changes	Obstructions	Visibility	Human Factors	Stairs, Elevators & Escalators	Unusual Features	Area Score Total	Average Elements Score for Each Area Evaluation	Area Ranking (by total score)
1	Department store entrance	2	3	2	4	2	2	2	2	4	1	25	2.50	4
2	Behind the registers	2	2	4	1	1	2	2	2	1	1	18	1.80	8
3	Perfumes and fragrances	2	2	1	1	1	2	2	4	1	3	19	1.90	7
4	Accessories	1.5	2	1	1	1	1	2	4	1	3	17	1.70	9
5	Central walkway	4	3	1	4	2	4	2	4	4	1	29	2.90	1
6	Mens Department	3	2	2	2	1	4	2	4	4	2	26	2.60	2
7	Womens Department	2	2	2	2	1	4	2	4	4	3	26	2.60	2
8	Restrooms	4	3	1	1	1	2	2	4	1	1	20	2.00	6
9	Backroom	3	2	2	1	2	4	3	3	1	3	24	2.40	5
10	Emergency exits	1.5	2	1	1	2	1	3	1	2	2	16	1.60	10
11												0		11
12												0		11
13												0		11
14												0		11
15												0		11

Score contributing factor in each column using the attached Contributing Factor Guide*:

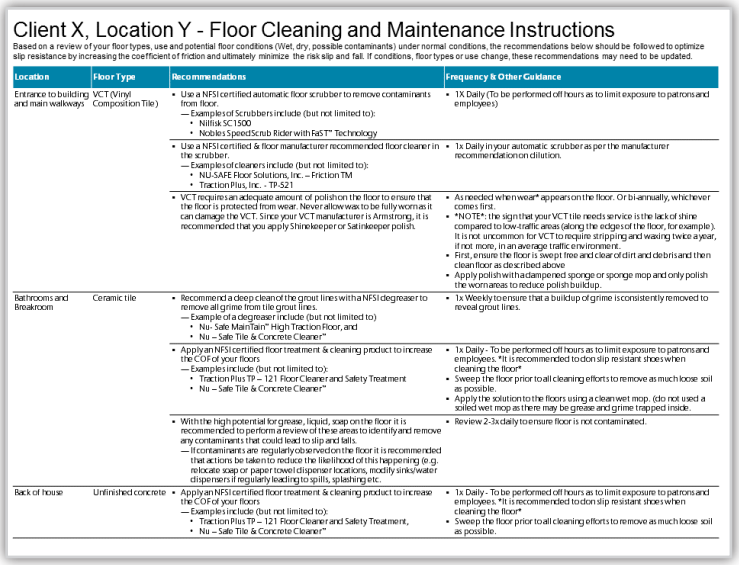
3 = Medium Potential
2 = Low Potential
NA = Not Applicable:
Contributing factor does not apply

Average Elements Key

3.25 - 2.51 = Red
2.50 - 1.76 = Yellow
1.75 - 1.00 = Green

Total Facility Score:	220.00
Average Element Score:	2.20
Average Area Score:	21.67

To consider which areas pose the greatest STF potential and need to be addressed first, the Area Score Totals are ranked in order of priority with "1" being the highest priority to focus on. The goal would be to have all contributing factors rated a "1" (Very low potential), or as close to "1" as possible.



Client X, Location Y - Floor Cleaning and Maintenance Instructions

Based on a review of your floor types, use and potential floor conditions (Wet, dry, possible contaminants) under normal conditions, the recommendations below should be followed to optimize slip resistance by increasing the coefficient of friction and ultimately minimize the risk slip and fall. If conditions, floor types or use change, these recommendations may need to be updated.

Location	Floor Type	Recommendations	Frequency & Other Guidance
Entrance to building and main walkways	VCT (Vinyl Composition Tile)	• Use a NFSI certified automatic floor scrubber to remove contaminants from floor. — Examples of Scrubbers include (but not limited to): • Nilfisk SC1500 • Nobles Speed Scrub Rider with FaST™ Technology	• 1X Daily (To be performed off hours as to limit exposure to patrons and employees)
		• Use a NFSI certified & floor manufacturer recommended floor cleaner in the scrubber. — Examples of cleaners include (but not limited to): • NU-SAFE Floor Solutions, Inc. – Friction TM • Traction Plus, Inc. – TP-S21	• 1x Daily in your automatic scrubber as per the manufacturer recommendation on dilution.
		• VCT requires an adequate amount of polish on the floor to ensure that the floor is protected from wear. Never allow wax to be fully worn as it can damage the VCT. Since your VCT manufacturer is Armstrong, it is recommended that you apply Shinekeeper or Satinkeeper polish.	• As needed when wear* appears on the floor. Or bi-annually, whichever comes first. • *NOTE*: the sign that your VCT tile needs service is the lack of shine compared to low-traffic areas (along the edge of the floor, for example). It is not uncommon for VCT to require stripping and waxing twice a year, if not more, in an average traffic environment. • First, ensure the floor is swept free and clear of dirt and debris and then clean floor as described above • Apply polish with a dampened sponge or sponge mop and only polish the worn areas to reduce polish buildup.
Bathrooms and Breakroom	Ceramic tile	• Recommend a deep clean of the grout lines with a NFSI degreaser to remove all grime from tile grout lines. — Example of a degreaser include (but not limited to) • Nu- Safe MainTain™ High Traction Floor, and • Nu – Safe Tile & Concrete Cleaner™	• 1x Weekly to ensure that a build up of grime is consistently removed to reveal grout lines.
		• Apply an NFSI certified floor treatment & cleaning product to increase the COF of your floors — Examples include (but not limited to): • Traction Plus TP – 121 Floor Cleaner and Safety Treatment • Nu – Safe Tile & Concrete Cleaner™	• 1x Daily - To be performed off hours as to limit exposure to patrons and employees. *It is recommended to don slip resistant shoes when cleaning the floor* • Sweep the floor prior to all cleaning efforts to remove as much loose soil as possible. • Apply the solution to the floors using a clean wet mop. (do not used a soiled wet mop as there may be grease and grime trapped inside.
		• With the high potential for grease, liquid, soap on the floor it is recommended to perform a review of these areas to identify and remove any contaminants that could lead to slip and falls. — If contaminants are regularly observed on the floor it is recommended that actions be taken to reduce the likelihood of this happening (e.g. relocate soap or paper towel dispenser locations, modify sinks/water dispensers if regularly leading to spills, splashing etc.	• Review 2-3x daily to ensure floor is not contaminated.
Back of house	Unfinished concrete	• Apply an NFSI certified floor treatment & cleaning product to increase the COF of your floors — Examples include (but not limited to): • Traction Plus TP – 121 Floor Cleaner and Safety Treatment, • Nu – Safe Tile & Concrete Cleaner™	• 1x Daily - To be performed off hours as to limit exposure to patrons and employees. *It is recommended to don slip resistant shoes when cleaning the floor* • Sweep the floor prior to all cleaning efforts to remove as much loose soil as possible.

Fleet Services

For Public Entities, regulated, road maintenance, emergency response and other vehicles are often a significant exposure, with motor vehicle accidents driving a significant portion of the organization's loss profile. Aon's fleet safety suite of services are designed to assist clients in controlling these costs and consists of benchmarking, program assessment, policy and procedure development, and metrics to measure improvements.

Custom Aon Solutions

Our team offers a array of services that will help to reduce crashes; mitigate injury exposures; ensure driver compliance with regulations and best practices; and optimize fleet operations.

- Driver selection & evaluation
- Fleet management gap assessment (regulated and non-regulated fleets)
- Driver/fleet safety culture
- Driver ergonomics
- Motor vehicle safety task force
- Driver handbook development
- Driver improvement training
- High-risk driver management and improvement
- Leverage technology and telematics
- Supervisor training and coaching for improvement
- Dashboard and metrics reporting

Driver Selection & Evaluation

If vehicle operation constitutes a significant portion of a job role, management must establish standardized methods to address the following areas:

- Determine whether the driver has a valid driver's license,
- Ensure that the employee is qualified to operate the specific type of vehicle,
- Review the employee's knowledge of vehicle operation and safe driving techniques,
- Review the driver's Motor Vehicle Record (MVR), and
- Review past driving performance and work experience through previous employer reference checks.

Aon's Fleet Operational Assessment tools provide in-depth evaluation of a client's vehicle safety management controls. The Fleet Management Risk Assessment targets non-regulated fleets while the Federal Motor Carrier Safety Administration (FMCSA) Gap Assessment targets regulated fleets.

Fleet Management Gap Assessment/Non-Regulated Fleet

The assessments validate current state of safety controls and results are utilized to develop strategies to create a program that meets best practices outlined by ANSI/ASSE Z 15.1 2017 "Safe Practices for Motor Vehicle Operation" and FMCSA Safety Management Cycle.

By establishing a Fleet Management Risk Assessment Strategic Action Plan, your organization can:

1. Gain commitment from top management to support increased fleet safety accountability throughout the organization.
2. Reduce preventable accidents and average claim cost by 10% by establishing the following safety initiatives:
   a. Increase accountability for driving safely through in-vehicle safety observations by manager 2X per year
   b. Establish high risk driver intervention that includes coaching by manager and targeted training
   c. Establish scorecard that tracks motor vehicle collision by region, training program completion, and percentage of completed in-vehicle safety observations.

FMCSA Gap Assessment/ Regulatory Compliance

The FMCSA (Federal Motor Carrier Safety Administration) Gap Assessment evaluates fleet safety management practices and adequacy of driver safety measures for our clients with regulated fleets. The results of the assessment are used to develop focused improvement strategies that strengthen FMCSA compliance systems, reduce potential costs associated with fines due to deficient FMCSA records and roadside inspections, and strengthen best practices in fleet safety management to reduce loss costs associated with loss of reputation, liability arising from vehicle collisions.

Ergonomics

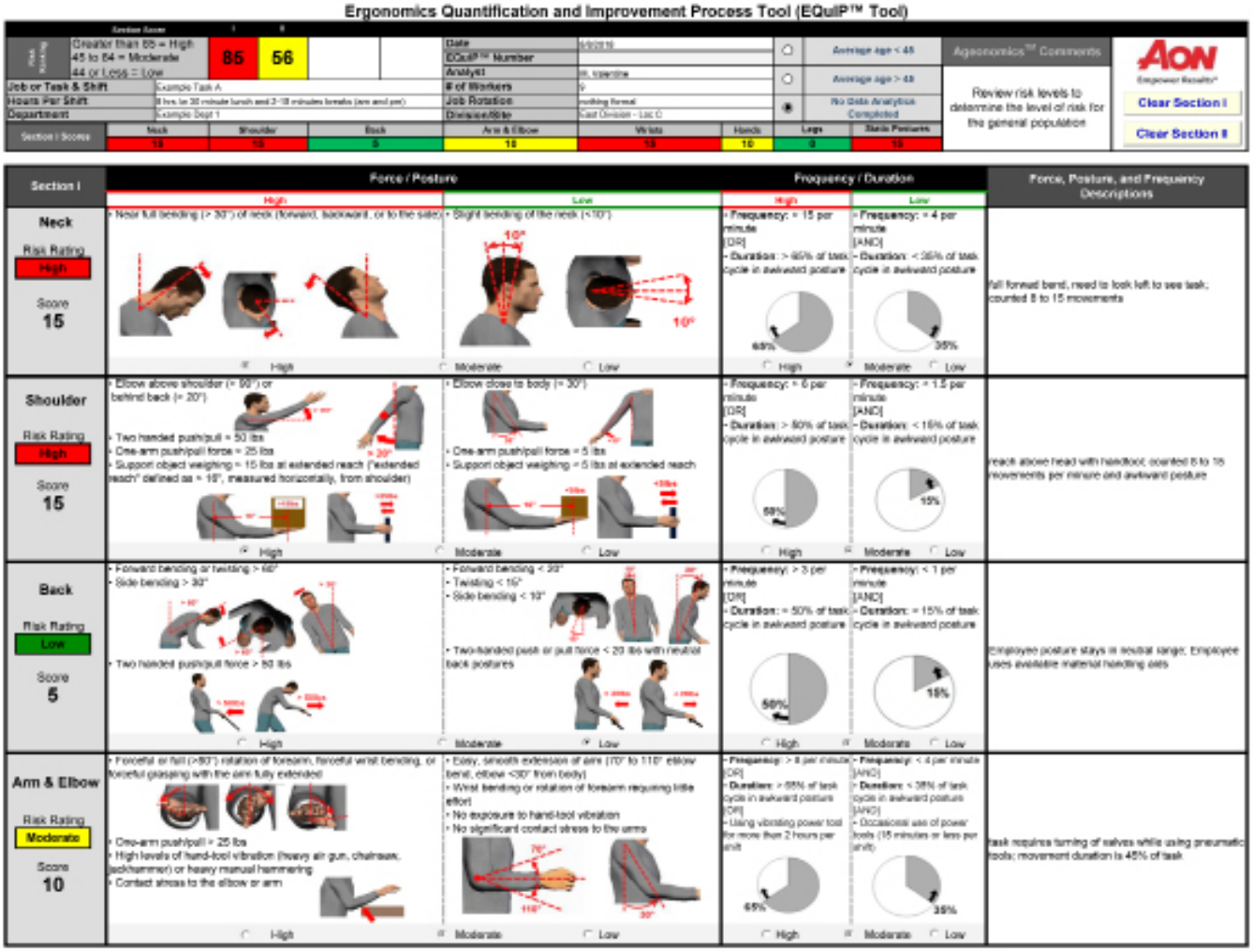
Aon Ergonomic consultants can provide assistance and program development to address the various workstation design, material handling, and repetitive motion exposure encountered within public sector operations. Areas covered in our best practice model include:

- Ergonomic hazard identification
- Problem solving teams
- Standard procedure creation and implementation
- Behavior observations
- Post injury claim validation
- Workstation design analysis
- Management-associate ergonomic awareness training

Custom Aon Solutions

EQuIP® – Ergonomic Quantification and Improvement Tool

This tool is used to asses and quantify ergonomic exposures, provide a platform for the evaluation of potential improvements, and document reduced ergonomics injury risk via rescoring of exposures. EQuIP® is the next level of ergonomic evaluation and risk reduction for soft-tissue injuries in the workplace.



Workplace Stretching

Aon Deck is a dynamic, responsive stretching program that is customized for the tasks and physical demands of your workplace. Unlike other stretching programs which can repeat the same stretches regardless of the job tasks, and which remain static, Aon Deck is designed and delivered in a format that is flexible, allowing for quick updates to stretching routines as tasks, work areas and/or injury trends change. By first completing ergonomic assessments for selected jobs within the workplace, each stretching routine can be customized for that specific job.

Our program includes a set of warm up activities, as well as a mix of dynamic and static stretches for the upper and lower body. Specific stretches are selected from the deck based on ergonomic exposures, and built into routines by the Aon team. Once the program is implemented, daily stretching sessions are led by peer "Stretching Champions." Prior to program roll out, Champions are trained by Aon Consultants to help them understand:

- The benefits of stretching,
- How to modify stretches for those with limited flexibility,
- How to lead stretching sessions, and
- How to respond to questions or concerns about participation

Aon Deck includes everything your organization needs to develop and implement a workplace stretching program. In addition to the routines, all support materials are customized to fit into your workplace and delivered in a format that works for your employees. Support materials can include:

- Deck of stretching cards
- Champs chart with customized routines
- Program guide for management and champions
- Online or print e-field guide for participants and champions
- Participant poster or page

Safety Training

Aon offers training solutions that are flexible and unique to the public sector entities including state an local governments, municipalities, and high education institutions. Training programs are tailored towards all layers of the organization including leadership, upper/middle management, front-line supervisors, fixed base and lone worker employees. Training programs can be performed in-person by one of Aon's Global Risk Consultants, or training can be offered through an e-learning platform available to Aon clients. Our goal is to provide the most effective resources to clients that increase safety awareness and knowledge of occupational safety and health guidelines.

Custom Aon Solutions

Our technical training is performed to address program management or common hazards found in the public sector agencies and operations. Typical exposures include electrical safety, fall protection, machine guarding and Lockout and Tagout, driver and vehicle safety, workplace violence, and emergency preparedness. Aon can perform safety management and leadership training, safety committee development training, or technical training including 10-hour and 30-hour instruction recognized by the Department of Labor.

E–Learning Partnership

Aon offers an online e-learning platform through our strategic partnership with SafetySkills®. SafetySkills develops high-end, competency-based e-learning courses for environmental, health & safety, and human resources education. Clients may also upload their own or Aon developed training content, documents, policies, etc. in support of the e-learning platform.

SafetySkills
WORKPLACE SAFETY TRAINING

E-Learning

Aon's online e-learning platform through SafetySkills® includes a library of over 500 courses addressing 350 topics, many of which are specific to public sector entities. Below is a sample list of training courses. Clients may also upload their own training content, documents, policies, etc. in support of the e-learning platforms.

Course ID	Course Title	Duration
DOT-3.2	Commercial Motor Vehicle Inspections	15 min.
DRV-5.2	Delivery Driver Safety	21 min.
DRV-5.2can	Delivery Driver Safety - Canada	21 min.
DRV-2.2	Distracted Driver	13 min.
DRV-2.2can	Distracted Driver - Canada	22 min.
DRV-2.2	Distracted Driver - Spanish	13 min.
DOT-1.2	DOT Requirements for 12 and 15-Passenger Van Drivers	23 min.
DOT-1.2	DOT Requirements for 12 and 15-Passenger Van Drivers (SP)	23 min.
DOT-2.2	DOT Requirements for Semi-Truck and Box Truck Drivers	24 min.
DRV-1.2	Driver Safety	20 min.
DRV-1.2can	Driver Safety - Canada	20 min.
DRV-1.2	Driver Safety - Spanish	20 min.
UNV-9.2	Driver Safety On and Off Campus	20 min.
FLL-1.2	Flammable and Combustible Liquids	25 min.
FLL-1.2	Flammable and Combustible Liquids - Spanish	25 min.
PPE-2.2	Hand and Pinch Point Safety	19 min.
PPE-2.2	Hand and Pinch Point Safety - Spanish	19 min.
HZC-1.2	Hazard Communication	27 min.
DRV-6.2	Hazardous Driving Conditions	17 min.
DRV-6.2can	Hazardous Driving Conditions - Canada	17 min.
DRV-6.2	Hazardous Driving Conditions - Spanish	17 min.
DRV-4.2	Hazards of Speeding	11 min.
DRV-4.2can	Hazards of Speeding - Canada	11 min.
HTM-0.2	Hazmat 0 - Hazardous Materials Transportation - Intro	35 min.
HMT-1.2	Hazmat 01 - The Hazardous Materials Table	28 min.
HMT-2.2	Hazmat 02 - Hazmat Shipping Papers	24 min.
HMT-3.2	Hazmat 03 - Hazmat Marking and Labeling	33 min.
HMT-4.2	Hazmat 04 - Hazmat Placarding	28 min.
HMT-5.2	Hazmat 05 - Hazmat Packaging	29 min.
HMT-6.2	Hazmat 06 - Hazmat Carrier Requirements - Highway	25 min.
HMT-7.2	Hazmat 07 - Hazmat Carrier Requirements - Water	23 min.
HMT-8.2	Hazmat 08 - Hazmat Carrier Requirements - Rail	27 min.
HMT-9.2	Hazmat 09 - Hazmat Carrier Requirements - Air	27 min.

Course ID	Course Title	Duration
HMT-10.2	Hazmat 10 - Hazmat Transportation Security Awareness	16 min.
HSW-1.2	Heat Stress in the Workplace	31 min.
CAL-12.2	Heat Stress in the Workplace - Cal/OSHA	31 min.
CAL-12.2	Heat Stress in the Workplace - Cal/OSHA - Spanish	31 min.
HSW-1.2can	Heat Stress in the Workplace - Canada	16 min.
HSW-1.2can	Heat Stress in the Workplace - Canada - French	16 min.
OGS-19.2	Heat Stress in the Workplace - Oil & Gas Operations	15 min.
HSW-1.2	Heat Stress in the Workplace - Spanish	31 min.
INV-1.2	Incident Investigation	18 min.
INV-1.2can	Incident Investigation - Canada	18 min.
INV-1.2can	Incident Investigation - Canada - French	18 min.
INV-1.2	Incident Investigation - Spanish	18 min.
RET-14.2	Pallet Jack Safety	30 min.
RET-14.2	Pallet Jack Safety - Spanish	30 min.
RET-3.2	Parking Lot Safety	16 min.
RET-3.2	Parking Lot Safety - Spanish	16 min.
DRV-8.2	Passenger Van Driver Safety (12 and 15 Passengers)	26 min.
FRS-2.2	Portable Fire Extinguishers	18 min.
FRS-2.2can	Portable Fire Extinguishers - Canada	12 min.
DRV-3.2	Road Rage	14 min.
DRV-3.2can	Road Rage - Canada	14 min.
DOT-4.2	Safe Trip Planning for Over-the-Road Drivers	22 min.
SVW-1.2	Severe Weather and Outdoor Work	18 min.
SVW-1.2can	Severe Weather and Outdoor Work - Canada	18 min.
SVW-1.2can	Severe Weather and Outdoor Work - Canada - French	18 min.
SVW-1.2	Severe Weather and Outdoor Work - Spanish	18 min.
HZC-9.2	Small Spill Response	20 min.
HZC-9.2	Small Spill Response - Spanish	20 min.
TDG-x.2can	Transportation of Dangerous Goods series (Fall 2018)	TBD
WHS-1.2	Warehouse Safety	12 min.
WHS-1.2can	Warehouse Safety - Canada	12 min.
MES-1.2	Waste Collectors Safety	13 min.

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About Aon

Aon plc (NYSE:AON) is a leading global professional services firm providing a broad range of risk, retirement and health solutions. Our 50,000 colleagues in 120 countries empower results for clients by using proprietary data and analytics to deliver insights that reduce volatility and improve performance.

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