Aon Casualty Risk Control Solutions for Public Sector, Municipality and Higher Education
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

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, haz ing 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, predictable 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, VA, WA, WV). 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.

State Government Injury rates per 100 full time workers

<table>
<thead>
<tr>
<th>Industry</th>
<th>2017 Incidence Rate</th>
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<tbody>
<tr>
<td>State Government</td>
<td>6.4</td>
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<tr>
<td>Education: Univer, Colleges</td>
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<tr>
<td>Hospitals</td>
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<td>Nursing Homes</td>
<td>7.2</td>
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<td>Police</td>
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<td>Correctional facilities</td>
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<td>Education: Elem, High Sch</td>
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<tr>
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</table>

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 programs focused on data analysis, risk assessment, program implementation, continuous improvement, and overall reduction in total cost of risk (TC0R).

Financial risk financing; remove uncertainty with appropriate premiums, predictable losses;

Operational cost of risk allocation; risk control management (buildings, vehicles, people)

Crisis Management managing emergencies

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)

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
- 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.

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 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 Tool Box
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

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.
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

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.

**Safety Culture Improvement – SCI**

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

**Assessments and Perception Surveys**

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**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

**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.

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 is 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 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. 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 is designed to assist clients in controlling these costs and consists of benchmarking, program assessment, policy and procedure development, and metrics to measure improvements.
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

EQuP® – Ergonomic Quantification and Improvement Tool

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

EQuP® is a scalable, customizable tool that supports the following metrics:

- Task frequency
- Task duration
- Task repetition
- Workstation design
- Field of view

EQuP® is used to:

- Assess and quantify ergonomic exposures
- Provide a platform for evaluating potential improvements
- Document reduced ergonomics injury risk via resourcing of exposures

Aon Deck is designed to make workers more productive, less prone to injury, and drive well-being and job satisfaction.

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 the jobs within the workplace, each stretching routine is customized for that specific job, with a built in time line to refresh routines or change them as job processes change.

Aon Deck 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 identified, and daily stretching sessions are led by peer “Stretching Champions.” Prior to program roll out, Champions are trained on-site 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.

The Aon Deck portfolio includes everything your organization needs to develop and implement a workplace stretching program, delivered in an easy to use kit:

- Deck of stretching cards
- Program Guide for management and champions
- Champs Chart with customized routines
- Padfolio, carabiner, and pouch to store material

Workplace Stretching

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Safety Training

Aon offers training solutions that are flexible and unique to the public sector entities including state and 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.
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.

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<thead>
<tr>
<th>Course ID</th>
<th>Course Title</th>
<th>Duration</th>
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<td>HMTM-10.2</td>
<td>Hazmat 10 - Hazardous Transportation Security Awareness</td>
<td>12 min.</td>
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<tr>
<td>HSW-1.2</td>
<td>Heat Stress in the Workplace</td>
<td>31 min.</td>
</tr>
<tr>
<td>CAL-12.2</td>
<td>Heat Stress in the Workplace - Cal/OSHA</td>
<td>31 min.</td>
</tr>
<tr>
<td>CAL-12.2</td>
<td>Heat Stress in the Workplace - Cal/OSHA - Spanish</td>
<td>31 min.</td>
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<tr>
<td>HSW-1.2can</td>
<td>Heat Stress in the Workplace - Canada</td>
<td>16 min.</td>
</tr>
<tr>
<td>HSW-1.2can</td>
<td>Heat Stress in the Workplace - Canada - French</td>
<td>16 min.</td>
</tr>
<tr>
<td>HSW-1.2</td>
<td>Heat Stress in the Workplace - Spanish</td>
<td>31 min.</td>
</tr>
<tr>
<td>OGS-19.2</td>
<td>Heat Stress in the Workplace - Oil &amp; Gas Operations</td>
<td>15 min.</td>
</tr>
<tr>
<td>HMTM-1.2</td>
<td>Hazmat in the Workplace - Spanish</td>
<td>31 min.</td>
</tr>
<tr>
<td>HMTM-2.2</td>
<td>Pallet Jack Safety</td>
<td>30 min.</td>
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<tr>
<td>HMTM-3.2</td>
<td>Pallet Jack Safety - Spanish</td>
<td>30 min.</td>
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<tr>
<td>HSX-1.2</td>
<td>Parking Lot Safety</td>
<td>18 min.</td>
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<tr>
<td>HSX-1.2</td>
<td>Parking Lot Safety - Spanish</td>
<td>18 min.</td>
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<tr>
<td>DRV-8.2</td>
<td>Passenger Van Driver Safety (12 and 15 Passengers)</td>
<td>24 min.</td>
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<tr>
<td>FRS-2.2</td>
<td>Portable Fire Extinguishers</td>
<td>18 min.</td>
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<td>FRS-2.2can</td>
<td>Portable Fire Extinguishers - Canada</td>
<td>12 min.</td>
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<tr>
<td>DRV-9.2</td>
<td>Road Safety</td>
<td>22 min.</td>
</tr>
<tr>
<td>DRV-9.2can</td>
<td>Road Safety - Canada</td>
<td>14 min.</td>
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<tr>
<td>DOT-4.2</td>
<td>Safe Trip Planning for Over-the-Road Drivers</td>
<td>22 min.</td>
</tr>
<tr>
<td>SVW-1.2</td>
<td>Severe Weather and Outdoor Work</td>
<td>18 min.</td>
</tr>
<tr>
<td>SVW-1.2can</td>
<td>Severe Weather and Outdoor Work - Canada</td>
<td>18 min.</td>
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<tr>
<td>SVW-1.2can</td>
<td>Severe Weather and Outdoor Work - France</td>
<td>18 min.</td>
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<tr>
<td>SVW-1.2</td>
<td>Severe Weather and Outdoor Work - Spanish</td>
<td>18 min.</td>
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<tr>
<td>HSC-9.2</td>
<td>Small Spill Response</td>
<td>20 min.</td>
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<tr>
<td>HSC-9.2</td>
<td>Small Spill Response - Spanish</td>
<td>20 min.</td>
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<tr>
<td>TDC-1.2can</td>
<td>Transportation of Dangerous Goods series (Fall 2018)</td>
<td>TBD</td>
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<tr>
<td>WHS-1.2</td>
<td>Warehouse Safety</td>
<td>12 min.</td>
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<tr>
<td>WHS-1.2can</td>
<td>Warehouse Safety - Canada</td>
<td>12 min.</td>
</tr>
<tr>
<td>MES-1.2</td>
<td>Waste Collectors Safety</td>
<td>13 min.</td>
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</tbody>
</table>
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