



ESIS Expertise

Solutions for the Transportation Industry

**ESIS**<sup>®</sup>  
A Chubb Company



ESIS' experienced transportation industry staff works as an extension of your team to design a tailored risk management solution which integrates prevention, regulatory compliance, claims management, and data analytics in order to achieve positive outcomes.

## Design.



Your program is different.  
So is our collaborative approach.

## Integrate.



Powerful resources.  
Exceptional service.

## Achieve.



Tangible outcomes.  
Measurable results.  
Lower loss costs.

# Tailored Transportation Solutions.

## **ESIS' Transportation Industry Practice Group Offers a Full Range of Specialized Claims and Risk Management Service Solutions.**

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Our clients' success is rooted in our expertise and ability to leverage pre- and post-loss services to accurately measure performance and drive positive outcomes.

ESIS' pre-loss safety/risk control consulting and compliance services are aimed at targeting exposures associated with the transportation industry. Our process begins by evaluating risks and relevant factors such as the size of your fleet, driver safety procedures established within your organization, and various situations that may impact operations.



Our post-loss claims management offering is focused on accomplishing the critical goals of delivering exceptional claim service and helping to reduce loss costs.

Unfortunately, accidents happen. We understand the importance of swiftly deploying experts who can respond to the scene of an accident as quickly as possible. At the onset of a claim, ESIS On Call™ for Transportation allows ESIS' clients to easily report an incident or accident through a mobile device, helping to mitigate claim severity and associated loss costs. We partner with experienced accident reconstructionists and over-spill mitigation and property damage experts to preserve evidence as needed and mitigate damages.

ESIS utilizes our seasoned transportation adjusters' expertise combined with analytics to deploy best practices that tailor actions to meet the specifics of each claim. Predictive modeling uses data analytics to deliver supplemental information about a claim, provides actionable alerts, and highlights potentially unrecognized exposures. Our specialized claim intervention strategies leverage multiple resources to quickly determine liability, mitigate damages, control litigation costs, and protect your brand.

ESIS Spherical®, our integrated absence management solution, is designed to support your employees during absence for both occupational and non-occupational illness/injuries. We understand the importance of mitigating costs due to absence and maintaining productivity. Our streamlined approach includes timely return-to-work strategies that focus on getting employees back to work as quickly as possible.

Throughout the duration of a claim, ESIS can provide injured workers with access to their claim information through a smartphone or tablet.

Clients have access to Global RiskAdvantage® (GRA), our Risk Management Information System (RMIS), which offers customizable claim alerts and tracking via a desktop computer or mobile device.

# Transportation Industry – Specific Expertise.

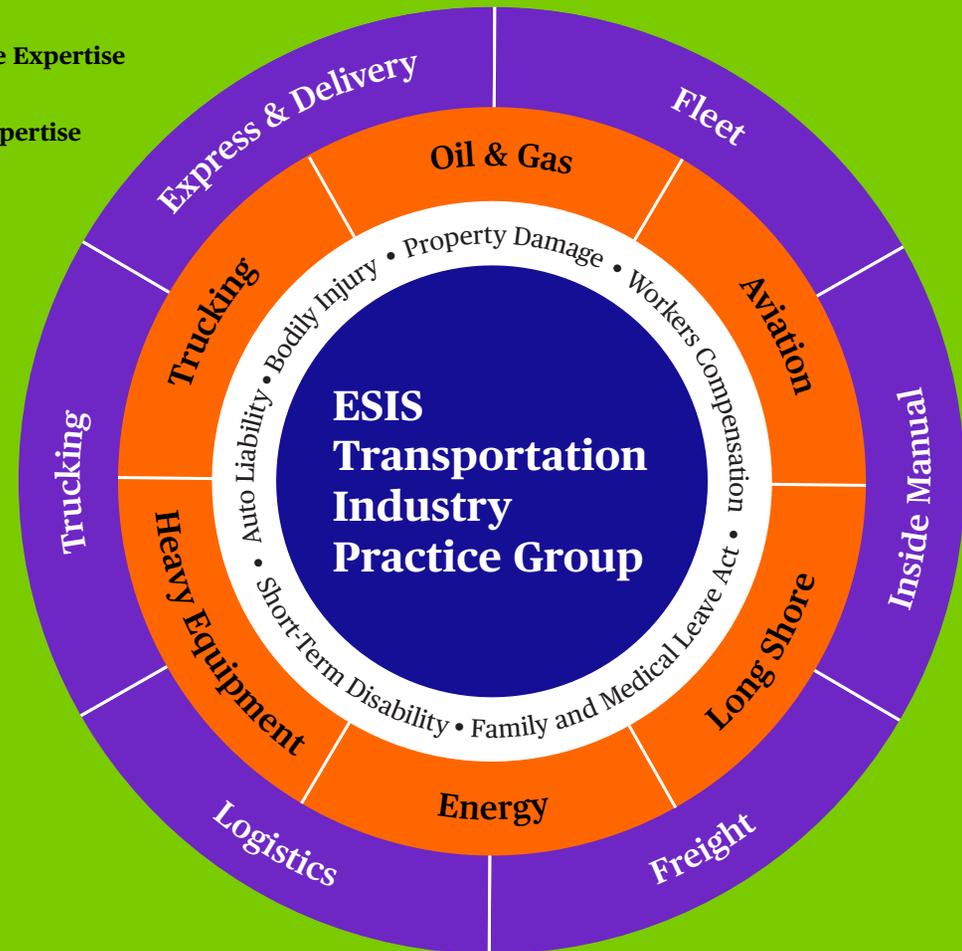
## ESIS Clients in the Transportation Industry

- 80 clients in the transportation industry and many more with transportation exposure as a component of their program
- We focus on strategies that help you reduce litigation rates and maintain compliance with state and jurisdictional regulations

## Specialized Teams

- Transportation partnership leaders
- Dedicated claim teams for workers compensation, auto and general liability, and leave & disability
- National transportation industry legal panel and experts
- Credentialed risk control consultants

-  Risk Control Expertise
-  Exposure Expertise
-  Claim Expertise



# Sophisticated Service Capabilities.

## **Pre-Loss Safety/Risk Control Consulting Services**



ESIS is a leading provider of comprehensive risk control solutions, delivering innovative consulting services that are client-focused and solution-driven to meet your unique needs.

## **ESIS On Call for Transportation: Mobile Incident Reporting**



ESIS On Call for Transportation provides ESIS clients with immediate mobile access to resources needed to handle severe workers compensation claims, complex commercial automobile and general liability claims, or hazardous materials spills on site or on the road.

## **Crisis Management**



ESIS' crisis management services help protect your organization's image, reputation, and ability to conduct business in the event a crisis occurs. Whether at a job site or on the road, our experts serve to mitigate exposures to your business and work within your preferred guidelines in order to adjudicate risks.

## **Comprehensive Claims Management: Post-Loss Services**



ESIS' Transportation Industry Practice Group provides your organization with access to dedicated claim professionals who offer expertise throughout the country.

## **Integrated Absence Management: ESIS Spherical**



ESIS Spherical provides a single-source solution to support total absence for your employees. Our solution takes a comprehensive view of absence stemming from disabilities regardless of whether the absence stems from an injury at work, illness at home, or to care for a family member. ESIS' integrated approach streamlines the process, creates efficiencies, and has a positive impact on direct and indirect costs.



## Pre-Loss Safety/Risk Control Consulting Services



- Certified Industrial Hygienist (CIH) consultation
- Environmental consulting and engineering – hazardous spill remediation
- Ergonomic evaluations
- ESIS AIHA-accredited industrial hygiene laboratory
- Program audits
- Transportation and fleet services
  - Driver selection and retention
  - Injury and accident reduction programs
  - Customized fleet driver training
  - ESIS Driver Aware – classroom and behind-the-wheel driver safety training
  - Driver supervision
  - DOT and OSHA regulatory compliance and auditing
  - Fleet safety programs and manager training
  - Comprehensive Safety Analysis (CSA) 2010 management system
  - Fleet technology
  - Drug and alcohol testing programs
  - Compliance with Federal Motor Carrier Safety Regulations (FMCSR)
  - Accident analysis

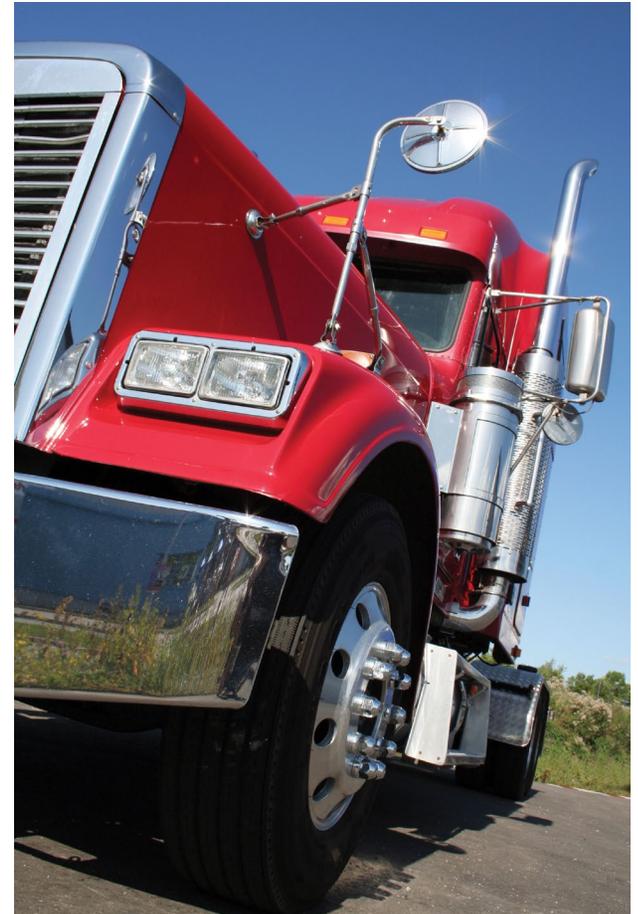
## ESIS On Call for Transportation: Mobile Incident Reporting



Using ESIS' proprietary mobile application, users can quickly and easily report an incident or accident to ESIS, initiating rapid mobilization of crucial risk management resources.

In addition, we provide crisis management services to help minimize the negative impact on your organization's image, reputation, and ability to do business.

- Prompt engagement with your dedicated ESIS client service consultant
- Streamlined claim reporting
- Immediate nurse triage for injured persons
- Rapid environmental spill response



## Crisis Management



- 24-hour, rapid response program
  - Dedicated regional office contact - 24/7
- Global claims capabilities
- Recovery services
- Critical incident needs assessment to help identify pressing issues
- Consultation with management regarding incident response to help keep key personnel informed
- Community resource referral to provide additional local support
- Critical incident debriefing and diffusing to help reduce the amount of time necessary to resume normal business operations

## Comprehensive Claims Management: Post-Loss Services



- We utilize our veteran trucking and transportation experts to help get your drivers back on the road as quickly as possible, and to promptly investigate and resolve third-party claims in order to mitigate your exposure.
- Specialized claims handling
    - Transportation, trucking, and general liability
      - Quick and convenient claim filing by email or phone call
      - ESIS' nationwide trucking and transportation team
      - Superior industry and jurisdictional knowledge
      - Expert-level litigation handling and legal spend reduction
      - AGL Medical Impact<sup>SM</sup>
    - Workers compensation
      - Industry-specific return-to-work programs
      - Medical cost containment
      - State-specific initiatives
      - Telemedicine
      - Opioid management
  - Industry-specific litigation handling and oversight
  - GRA
    - 24/7 view of your claim
  - Data analytics/predictive modeling for severity reviews

## Integrated Absence Management: ESIS Spherical



- Single-source solution
  - Eliminates frustration and overlap
  - Supports a better employee and employer experience
  - Early intervention helps control medical expenses and reduce litigation
- Services include the administration of WC, STD, FMLA and/or ADA, and tracking PTO
- Consistent compliance with federal and state regulations
- Reduce employers' direct and indirect cost
- Increase overall productivity by keeping more experienced employees on the job
- Reduce absence occurrence and duration with return-to-work and stay-at-work strategies
- Effective and consistent case management
- Mobile access to report, update, or check status of a claim or case
- Integrated data provides for effective analysis in determining root cause of absence
- Addresses presenteeism of employees working with injuries or illness
- One touch point to help employees navigate coverage improves their overall experience



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ESIS®, Inc., a Chubb company, provides claim and risk management services to a wide variety of commercial clients. ESIS' innovative best-in-class approach to program design, integration, and achievement of results aligns with the needs and expectations of our clients' unique risk management needs. With more than 68 years of experience, and offerings in both the U.S. and globally, ESIS provides one of the industry's broadest selections of risk management solutions covering both pre- and post-loss services. For more information, visit us at [www.esis.com](http://www.esis.com) and [www.chubb.com](http://www.chubb.com).

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