

RISK CONTROL

Reduce Risk. Prevent Loss. Save Lives.



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Risk Control On-DemandSM: prompt, flexible and professional expertise

Virtual consulting

At Travelers, we know that your time is valuable. That's why we've created a new consulting service called *Risk Control On-DemandSM*. *Risk Control On-Demand* provides an easy method for you to interact with our consultants regarding your risk assessment needs. Using screen share technology, you can share videos, photos or other media with a consultant. He or she will then offer possible solutions and recommend specific Risk Control resources to help you manage your exposures.

On-site consulting services are still available, and *Risk Control On-Demand* now gives prompt access to Risk Control professionals that can help you solve challenges in real time.

Benefits

Risk Control On-Demand gives you **access to safety professionals** regardless of your location. It enables you to connect with a consultant about a variety of topics, including office ergonomics; slip, trip and fall prevention; metal halide lighting; post-injury management; and more. Also, if you have employees at multiple locations, they can participate in the conversation together and view the materials at the same time.

Our *Risk Control On-Demand* service is also convenient and easy. You will have **prompt** access to safety professionals who are suited to consult on a specific topic. Whether you're concerned about vibration on a construction job site or business continuity, *Risk Control On-Demand* can quickly provide assistance.

In addition, *Risk Control On-Demand* is a **flexible** service approach that requires only the amount of time YOU desire to devote to the conversation. It can be a 10-minute conversation or two hours. It's up to you.

FAQs

Why is this different than just calling someone?

- *Risk Control On-Demand* incorporates a visual demonstration; visual learning is more engaging and can lead to a higher retention of information.

How is it different than a webinar?

- *Risk Control On-Demand* is a collaborative process between Risk Control and a single customer. Whereas webinars generally allow for communication to a broad audience, *Risk Control On-Demand* focuses on your specific needs.

What are the benefits?

- It's prompt. A consultant can meet with you right away or schedule a time that works with your schedule.
- It's flexible. You can determine the length of time and focus of the conversation.
- Together, you and the consultant will view videos or pictures of the location or work process, discuss specific concerns and generate relevant ideas for improvement.
- Simultaneous conversation with multiple locations.
- Specialist-led discussion, Q&A, visual demonstration of online resources.
- We'll provide a written letter/email confirming the outcome of the conversation with a report of the findings.

***Risk Control On-DemandSM*: prompt, flexible and professional expertise**

Can the insurance agent or broker participate on a call?

- Yes, we encourage collaboration between all parties and stakeholders.

What topics are discussed using Risk Control On-Demand?

- *Risk Control On-Demand* currently covers a range of key topics that we routinely discuss with our customers.

Can any customer use these services?

- We are currently using this service approach when appropriate for the customer. Customers who have repetitive motion or manual material handling exposures, slip/fall exposures or customers who request a service such as driver training, etc. In all of these scenarios, the *Risk Control On-Demand* approach may be appropriate.

Does this mean you don't go onsite?

- *Risk Control On-Demand* services are additive and part of Risk Control's diverse service options. Onsite consulting continues to be our foundational service capability along with our online core services. *Risk Control On-Demand* services bridge the gap between onsite and online services that allow for prompt, flexible, professional, risk management solutions when you need them.

How hard is it to use?

- Accessing the *Risk Control On-Demand* meeting room is easy to use and it is as simple as logging into an email account.

What technology do I need?

- To participate in a *Risk Control On-Demand* meeting you should have a stable internet connection (ethernet is preferred) and a phone line.

Do I need to install software?

- No software installation is needed.

Can Risk Control On-Demand be used internationally?

- Yes, with the screen share technology we use, it is possible to support international locations.

Is there a cost?

- *Risk Control On-Demand* services are normally part of the insurance program.

For more information, log in to the Risk Control Customer Portal at travelers.com/riskcontrol. (Need help? Read our [Registration Quick Guide](#).) You also can contact your Risk Control consultant or email Ask-Risk-Control@travelers.com.



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