

Global Marine and Energy's Casualty Division is committed to addressing all your service needs! We have been consistently servicing the energy sector for over 30 years and have an extensive network of dedicated claims and loss control specialists, with over 25 years experience handling energy and energy-related risks. Our team of experts focus on helping our clients mitigate and reduce the exposures and losses they face everyday. It's important for us to provide you with the best possible solutions and continue to be your partner now and in the future.



Our Global Loss Prevention Team

Our loss control team, Global Loss Prevention, Inc. (GLP), a member of the Chartis family, provides risk management consulting services to our energy customers worldwide by means of cost effective, professional and measurable methods. GLP has dedicated engineers situated throughout the United States, as well as access to our global team of experts who have on average 25 years experience and collectively specialize in servicing the needs of our energy clients.

Our wide range of loss control services are available to you and may be added to your program or provided under a separate service agreement. Some loss control service examples include, but are not limited to:

Best Practices Assessment (BPA)

The Best Practices Assessment provides a quantitative evaluation of a client's existing loss control programs. Assessments can be updated in subsequent visits to measure progress. Results of assessments can be analyzed by facility or grouped in terms of your entire organization. The web functionality allows corrective actions to be viewed and monitored. Ultimately, assessments can be used to benchmark against loss experience and industry segment.

Global Loss Prevention RiskTool System®

Global Loss Prevention offers a complimentary web based system with our coverages to help clients develop, maintain and automatically update corporate and facility loss control and risk management programs. Program templates are available within the system, as well as thousands of links to regulatory requirements and reference data for safety program elements. To learn more please visit:
<http://www.talkpoint.com/viewer/starthere.asp?Pres=129197>

Risk Management Services

Loss control program reviews and evaluation and development of specific programs are available. Surveys may also include assistance to local facilities to develop and optimize their loss control programs, which could include employee or supervisory training, targeted hazard assessments, behavior based safety, or other services focused on key loss causes.

Training Programs

GLP can also assist with development and provision of various training programs and production of safety training and orientation programs specific to your needs.

Ergonomics Services

Evaluations and ergonomic training for selected facilities and industry segments are available. Online self-assessment tools for identifying, prioritizing, and managing ergonomic risk factors in large corporations from Remedy Interactive, is available. This software helps reduce exposures related to musculoskeletal disorders, by automating and centralizing a client's Ergonomic Injury Prevention Program.

Industrial Hygiene Services

Occupational health evaluations to evaluate indoor air quality, noise, mold, and airborne concentrations of hazardous chemicals are available.

Transportation Services

Web based (Online DDC) and/or on-site driver training services are available. GLP can also provide assistance in improving fleet/driver safety programs and in developing and maintaining a corporate accident preventability culture.

Safety Incentive Programs

Support in the development of managed employee safety incentive programs is available.

Pollution Incident and Environmental Response (PIER) Program

PIER is a value added program that provides Chartis insureds with 24/7 access to a nation-wide network of spill response contractors and environmental consulting firms. In an effort to contain response costs and minimize liabilities, the PIER program has pre-negotiated reduced rates with a vast network of service providers.

Our Claims Services Team

Our extensive claims network and in-house expertise allow us to respond quickly to our clients' needs. Our experts work in close contact with our underwriters for a more thorough understanding of our customers' needs and a more satisfying claims outcome. Some claims service examples include, but are not limited to:

Dedicated Claims Liaison

This unique role benefits our insured's by serving as a central point of contact between the client, broker, claims, underwriting, and loss control teams. By facilitating communications, the Claims Liaison can answer questions that can arise from a claim, assist in the resolution of issues, and mitigate losses by helping to stop smaller claims from escalating for our clients.

iClaims

Is a dynamic approach to claims management utilizing the latest technology to scan and electronically rout all claims information to the appropriate claims specialist in a paperless environment.

Chartis Early Notice, IntelliRisk First Notice of Loss

Web-based and telephonic self-service tools extend availability of 24-hour access to report a claim.

IntelliRisk® Advanced

Customizable online risk management tools enhance customers' ability to analyze and mitigate losses.

Large Loss Claims Archive

Data base of over 2,500 large scale claims, searchable by liability, industry type and state of loss to help facilitate assessment and benchmarking of liability insurance limits based on actual claim scenarios.

CrisisResponse®

Built in Crisis Response enhancement to Chartis umbrella liability insurance policy's which provides first-dollar coverage and the professional expertise needed to respond effectively and minimize ultimate damages in the event of a casualty crisis. Policy holders can call the 24-hour, toll free hotline to trigger CrisisResponse coverage 1-877-244-3100.

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IntelliRisk® RMIS Services offers risk management information services for policyholders of Chartis Insurance. Our suite of products help customers manage their claim programs and reduce costs. Designated business and technology professionals back all RMIS products and services and work with our customers to provide customized solutions.

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The following case studies involving our Claims Liaison help to further demonstrate the value this position provides our clients by improving Chartis' claims management service. The Claims Liaison role differentiates Chartis from its competitors as we partner with companies to grow their business and maintain a competitive position in their industry:

Case Study 1: Petroleum Refinery

\$82M account since inception

A major petroleum refinery was facing thousands of claims over a short time period due to a products liability situation. The refinery hired a Third Party Administrator (TPA) to administer the claims process but soon discovered that payments and case documentation were being inadequately handled. The Chartis' Claims Liaison became involved and worked with the client and the TPA to set up proper documentation protocols which allowed the claims to be addressed in a timely and orderly fashion. The Claims Liaison then assisted the client in the development of procedures to improve their ability to prevent and, if need be, efficiently handle such claims in the future. After working with the Claims Liaison, the client expressed a deep appreciation for Chartis' commitment to them.

Case Study 2: Non-Residential Construction Contractor

\$77M multi-line package; 30-year client

A large non-residential construction contractor with multiple lines of insurance coverage discovered that they were having difficulty managing their claims across these coverage's. The Chartis Claims Liaison was able to evaluate their claims management procedures and help them develop and implement more sophisticated risk and claims management procedures as well as providing them with access and training on the Chartis IntelliRisk® risk management program. The Claims Liaison was also able to streamline the client's claims communication procedures allowing the client to manage their claims in a less time intensive manner. The client was very satisfied with the level of service provided by our claims team and has made a commitment to continue its partnership with our organization.

Case Study 3: Oilfield Services Company

\$107M since inception

A large domestic oilfield services company found themselves struggling to effectively manage USL&H claims due to a lack of previous experience with such claims. Our Claims Liaison was able to educate the client about the principles regarding claims management for these specialized types of claims. In addition, the Claims Liaison conducted reviews of the client's previous claims and was able to identify problems in the cases that the client could learn from as well as areas where the client could act to resolve existing issues in open claims. The client was extremely satisfied with the assistance provided and is maintaining an active ongoing involvement with the Claims Liaison to assist with future claims.

Contact Us:

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The following case studies demonstrate the value-add our Global Loss Prevention Team can provide in helping our clients mitigate and reduce their overall losses:

- An insured drilling contractor experienced \$468,000 in incurred losses due to injuries to 37 account workers over the course of a policy year. The account was provided with loss control services that included assistance in revising and developing safety policies, employee training programs, a safety incentive program and help in forming a Safety Committee. Over the following year after these loss control services were provided, the account's incurred losses due to worker injury was reduced to \$16,000 from just 8 employee injuries.
- The evaluation of a large oilfield transportation company found the client to have an ineffective fleet safety program and to be significantly out of compliance with federal DOT/FMCSA fleet safety regulations. In order to address these issues, meetings were held to develop the procedures needed to exercise proper control over their fleet operations and meet federal regulations. All senior and mid-level managers with fleet responsibilities were then provided with training on fleet safety elements, federal regulations and the new procedures. Next, a series of webinars was conducted for the account's supervisory personnel to provide them with task-specific training on the procedures they needed to perform to fulfill their responsibilities under the new fleet safety program. The end result of this activity was a functional fleet safety program and the account successfully passing a DOT audit they were subject to less than one year later.
- An insured petroleum exploration company had worker injuries that resulted in 408 lost work days and almost \$259,000 in incurred cost in one policy year. The account was provided with ongoing jobsite hazard evaluations, assistance in developing safety programs and a company safety committee and management training in accident investigation. Over the next year the account would suffer zero lost work days and only \$13,000 in incurred losses due to worker injury.

Contact Global Loss Prevention:

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GLP is an ISO9001 certified organization; a distinction which warrants that our organization adheres to a recognized global framework for delivering excellence in customer service, best business practices and business leadership.

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Chartis is a world leading property-casualty and general insurance organization serving more than 40 million clients in over 160 countries and jurisdictions. With a 90-year history, one of the industry's most extensive ranges of products and services, deep claims expertise and excellent financial strength, Chartis enables its commercial and personal insurance clients alike to manage virtually any risk with confidence.

Chartis is the marketing name for the worldwide property-casualty and general insurance operations of Chartis Inc. For additional information, please visit our website at www.chartisinsurance.com.

All products are written by insurance company subsidiaries or affiliates of Chartis Inc. Coverage may not be available in all jurisdictions and is subject to actual policy language. Non-insurance products and services may be provided by independent third parties. Certain coverage may be provided by a surplus lines insurer. Surplus lines insurers do not generally participate in state guaranty funds and insureds are therefore not protected by such funds.

Global Marine and Energy

Casualty Loss Control and Claims Product Profile

