

*Join us
for our annual*



CLAIMS + SAFETY

S E M I N A R

2017

in Carmel, Ind.



PROTECTIVE
INSURANCE

We invite you to share this FREE Claims + Safety Seminar information with others in your company.

WE ARE EXCITED TO *bring you our annual* **CLAIMS + SAFETY SEMINAR 2017!**

This year, you can look forward to a broad selection of timely, relevant topics spanning transportation, insurance and safety. Each subject matter expert presenting at this event brings years of experience in his or her respective industry, along with a true passion for engaging and inspiring attendees.

The following pages outline what you can expect at this year's event. To register, visit claimsandsafety.com.

If you have any questions, please contact **Leila Palizi** at lpalizi@protectiveinsurance.com. We look forward to seeing you there!

EVENT SCHEDULE

**All events are held at the Renaissance Indianapolis North hotel. OSHA training will be held at Protective Insurance's corporate office, located just half a mile south of the Renaissance.*

MONDAY, OCTOBER 16

1:00 p.m.	Welcome
1:05 – 2:05 p.m.	Keynote Address
2:05 – 2:25 p.m.	Insurance Fraud: Don't Get Taken for a Ride
2:25 – 3:05 p.m.	Current Trends in Jury Verdicts & Settlements
3:05 – 3:25 p.m.	Break
3:25 – 4:55 p.m.	Breakouts
	PUBLIC TRANSPORTATION BREAKOUT
	Verbal SWAT: Basic Tools to Defuse Conflict
	TRUCKING BREAKOUT
	Top 10 OSHA Violations
6:00 – 9:30 p.m.	Dinner & Casino Night

TUESDAY, OCTOBER 17

7:30 – 8:30 a.m.	Breakfast/Welcome
8:30 – 10:00 a.m.	Alternative to Traditional Litigation: Staying out of the Jury Pool
10:00 – 10:20 a.m.	Break
10:20 – 11:50 a.m.	Workplace Violence: Coming to a Road Near You?
11:50 a.m.	Closing Remarks/Lunch

OPTIONAL

TUESDAY, OCTOBER 17

1:00 – 5:45 p.m.	OSHA 10-hour General Industry Training Course
------------------	---

WEDNESDAY, OCTOBER 18

8:00 a.m. – 3:00 p.m.	OSHA 10-hour General Industry Training Course
-----------------------	---

SESSIONS | OCTOBER 16

1:05 P.M. KEYNOTE ADDRESS

Speaker: Lt. General Russel L. Honoré

An American hero who helped New Orleans recover from the devastation of Hurricane Katrina, Lt. General Honoré will share his no-nonsense, bold leadership approach to inspire today's and tomorrow's leaders to prepare for any business challenges they may face.

2:05 P.M. INSURANCE FRAUD: DON'T GET TAKEN FOR A RIDE

Speaker: Joanne Fabian | National Insurance Crime Bureau

A 13-year NICB veteran, Joanne Fabian will zero in on the growing problem of commercial vehicles being targeted by individuals to submit fake bodily injury claims. The seminar will cover staged accidents, organized groups, case studies and action steps that can be taken to prevent fraud through records review, audits, surveillance, etc. Participants will also be given indicators to help them remain aware of this type of activity.

2:35 P.M. CURRENT TRENDS IN JURY VERDICTS & SETTLEMENTS

Speaker: Brad Wright | Roetzel & Andress

Having been a litigator in the transportation and bus arena, Brad Wright has seen significant changes in the way lawsuits and claims are being handled by litigants, jurors and courts. Brad's presentation will discuss the current trends in jury verdicts and settlements, specifically the use of focus groups. The presentation will be interactive and informative for those who are faced with the potential of nuclear verdicts in a catastrophic loss.

3:25 – 4:55 P.M. BREAKOUTS

PUBLIC TRANSPORTATION

3:25 P.M. VERBAL SWAT: BASIC TOOLS TO DEFUSE CONFLICT

Speaker: Jesus Villahermosa, Jr. | Crisis Reality Training, Inc.

Jesus Villahermosa, Jr. was a member of the Pierce County Sherriff's SWAT team for 30 years. This session will focus on training participants in understanding the three basic active listening skills that are critical to defusing potentially upset and angry customers. These skills include eye contact, minimal encouragements and empathy. Participants will have an opportunity to practice these skills throughout the session.

TRUCKING

3:25 P.M. TOP 10 OSHA VIOLATIONS

Speakers: Owen McLean & Al Daoud | Protective Insurance

In this session, participants will learn about regulatory compliance items most commonly identified in the transportation industry. More importantly, Al and Owen will provide details specific to Protective's book of business over the past five years. They will also dive into emerging trends, updates to compliance requirements and industry best practices to aid in evaluating your company's physical safety and compliance programs.

SESSIONS | OCTOBER 17

8:30 A.M. ALTERNATIVES TO TRADITIONAL LITIGATION: STAYING OUT OF THE JURY POOL

Speaker: John Pion | Pion, Nerone, Girman, Winslow & Smith, P.C.

With decades of experience in transportation law, attorney John Pion will review techniques for maintaining control of claims to avoid a jury trial—including mediation, arbitration, contribution actions and high/low agreements.

10:20 A.M. WORKPLACE VIOLENCE: COMING TO A ROAD NEAR YOU?

Speaker: Jesus Villahermosa, Jr. | Crisis Reality Training, Inc.

Workplace violence isn't just in offices anymore—it has spread to suspects shooting vehicles traveling on our nation's highways, as well as shootings occurring at truck stops across the country. These incidents are related to various issues including domestic violence, gangs and customer disputes. Jesus will discuss what actions you should consider taking should you start taking gunfire while on the road, as well as what your response to an active shooter should be if you are at a rest stop.

**Hosted at the Protective Insurance corporate office on Oct. 17 – 18.*

Presented by Protective, this 10-hour, 1 ½ day course will cover how the provisions of the Occupational Safety & Health Act must be implemented within the transportation industry. It provides important information about how OSHA is involved in the transportation community and how managers and employees can recognize and control common workplace hazards. It is designed specifically for safety directors, risk managers, supervisors or any other personnel responsible for workplace safety.

Training topics include, but are not limited to:

- Introduction to Occupational Safety & Health Act, general duty clause, citations
- Safety and health program design, recordkeeping
- Walking and working surfaces
- Emergency action planning and fire prevention
- Electrical safety
- Hazard communication
- Machine guarding
- Bloodborne pathogens
- Personal protective equipment
- Hazardous materials

At the end of this session, participants will be better able to:

1. Understand the role of OSHA and how to look up standards
2. Identify common safety exposures in a facility or operation
3. Improve and develop new programs for compliance
4. Be a stronger safety leader and help prevent accidents

The course includes a copy of the OSHA General Industry Compliance Manual as well as the presentation materials. Upon completion of the training, participants will receive a wallet-size course completion card issued by the OSHA Authorized Outreach Trainer.

To register for this **FREE** seminar, please go to:

CLAIMSANDSAFETY.COM

Or contact:

LEILA PALIZI

Communications & Events Specialist

(800) 626-8381 x4765

lpalizi@protectiveinsurance.com

Deadline for registration:

SEPTEMBER 8, 2017

ACCOMMODATIONS

For your convenience, Protective has secured a block of rooms at the Renaissance Indianapolis North Hotel. **We will cover the full cost of one room for one night per company.** All other attendees from that company will be charged a special reduced rate of \$159.00 per room. We will book your room upon confirmation of registration. Once you check in, the Renaissance will charge you accordingly for any additional nights or rooms.

Please note: If you stay for the OSHA course, you will need to make reservations at the Renaissance Indianapolis North Hotel for Tuesday, Oct. 17. All OSHA seminar attendees are responsible for paying for their own rooms. When registering, please denote how many nights you will be staying.



2017

CLAIMS + SAFETY

SEMINAR

OCTOBER 16-17

Join us!

REGISTER TODAY FOR THIS
FREE SEMINAR!



111 Congressional Blvd., Suite 500
Carmel, IN 46032-5663

FIRST-CLASS MAIL
US POSTAGE PAID
INDIANAPOLIS, IN
PERMIT NO. 1113