

Today's real estate owners and property managers face a myriad of complex risks which potentially have serious financial consequences. Organizations that have an effective risk management program in place can better anticipate, evaluate and control exposures helping to reduce incidents and lower costs.

POTENTIAL EXPOSURES

Exposures to known loss sources can create sophisticated challenges for the property manager and owner to address. Common real estate exposures can include slips and falls, security, crime, fire safety and contractor management. An expansive risk management program can help to minimize these risks.

BEST PRACTICES

Key elements of a successful real estate risk management program should include:

A Risk Management Department

A formal risk management department should be in place to help direct the path of the safety program by managing, delegating and continually improving the company's risk profile.

Written Policies/Programs

Formal written policies and programs should be in effect to address specific hazards (inherent and anticipated) that may occur at a property.

Metrics and Loss Analysis

Metrics and a formal loss analysis should be used to measure personnel performance and accountability.

Inspections/Walk Throughs

Periodic and documented inspections should be conducted by trained personnel to identify potential hazards and implement controls in problem areas.

Standards and Codes Review

Periodic review of local, state and federal codes should be conducted to ensure that a property is meeting or exceeding codes for that jurisdiction.

Hiring Program

Formal written policies should be established for screening, hiring and placing employees and contractors.

Tenant Screening

Formal written policies should be established for screening new tenants.

Crime Surveys

Periodic crime surveys should be conducted by a trained professional to ensure that a property is safeguarded against crime exposures.

Lease Agreement Review

Tenant lease agreements should be in effect and reviewed by qualified legal counsel. Leases should include the tenant's insurance requirements and responsibilities.

Contract Review

All contracts, hold harmless agreements and indemnification agreements should be reviewed by qualified legal counsel.

Accident/Incident Investigations

A formal accident and incident investigation policy should be established to develop protocols for determining the root cause and corrective actions to be taken.

Communications

A formal tenant communications policy should be in place to ensure that tenants are aware of activities on the property.

LOSS CONTROL SERVICES

AWAC Services Company has dedicated general liability loss control experts that can assist our real estate clients with the development or maintenance of their risk management program. We work closely with Allied World policyholders on a project-based consulting basis. Through our strategic partnerships with some of the nation's top safety consultants, we can provide a broad range of tools and programs to address the unique exposures of the real estate industry. Additionally, we provide Allied World policyholders with access to a single source, web-based training library offering over 700 discounted workplace health and safety courses coupled with an automated tracking, reporting and certification process tailored to their business. To learn more, visit alliedworld.puresafety.com to help minimize these risks.

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RISK MANAGEMENT