LAUNCHING OUR TREEPRO WORKERS' COMPENSATION PRODUCT

6/15/2021

TODAY'S AGENDA

Moderator

John Bertoli
SVP, Marketing

Webinar Speakers

Thomas Doherty
SVP, Specialty Programs

Anthony Ven Graitis
SVP, Risk Management

Jon Pease
VP, Claims

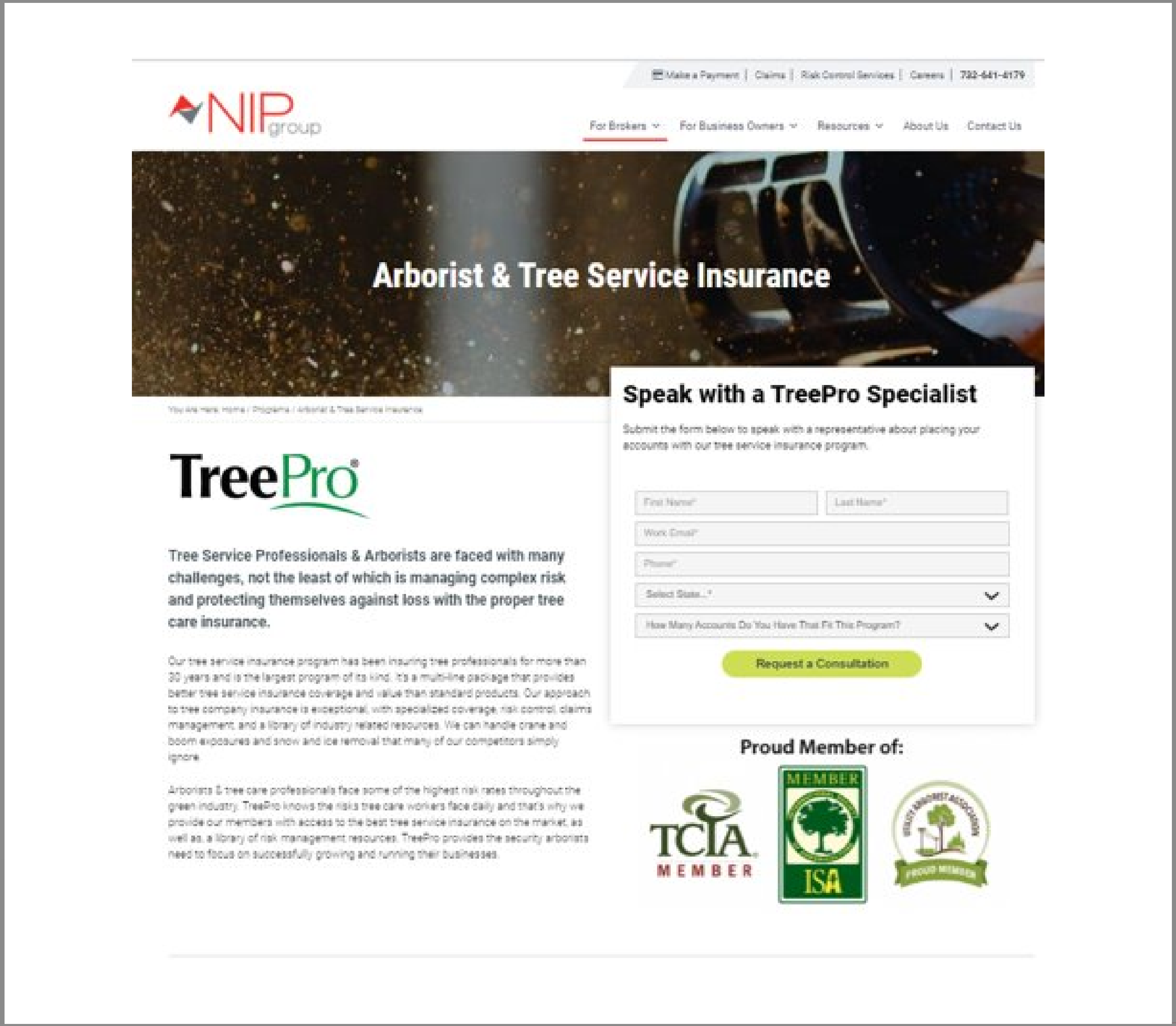
1. About TreePro
2. TreePro Workers' Compensation Coverage Overview
3. NIP Vault LMS & Risk Control Services
4. Workers' Compensation Claims
5. Q&A

TreePro®

Tree Services & Utility Line Clearance Insurance

Why Choose TreePro?

- 30 years of industry experience
- Carrier rated A, financial size XV by A.M. Best
- Industry-specific coverages
- Competitive rates & flexible payment plans
- Industry experts for risk control guidance
- Expert claims handling



TREEPRO WORKERS' COMPENSATION COVERAGE

With over 30 years' of experience insuring the tree care industry, TreePro has the capacity and quality customer service your clients expect. Backed by a Carrier Rated A+ (Superior), Financial size XV by A.M. Best, TreePro can provide coverages not available through typical insurance products.

Eligible Arborist Work

- Utility Line Clearing
- Right of Way/Vegetation Management
- Residential Tree Care
- Commercial Tree Care
- Plant Health Care
- Municipal Tree Care

Minimum Package Premium

- $5,000

Target Package Premium

- $50,000

Workers' Comp Highlights

- No height limitations
  - Work from heights can be performed through:
    - Tree climbing using ropes
    - Bucket trucks
    - Aerial lifts
- Multiple payment options include PayGo (Pay as you go)
- No pre-inspections required

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TREEPRO RISK CONTROL SERVICES

Tree care work is inherently dangerous with some of the highest rates of injury among any industry. Being able to mitigate tree care related risks can be a challenge for business owners who may not have access to the necessary training.

Specialty Industry Risks:

- Crane operations
- Utility line clearance & electrical hazards
- Equipment related injuries (chainsaws, chippers, etc.)
- Exposure to heights and falling debris

Risk Control Key Challenges:

- Avoid the Catastrophic Claim
- Don't forget about the Loss Drivers
- Stay in Compliance
- Building a Safety Culture
- Boots on the Ground and Innovative Technology

TREEPRO RISK CONTROL SERVICES

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NIP Vault Resources:

- Each insured has its own LMS platform
- Unlimited access to hundreds of training modules
- Tracked training for compliance needs
- Individual insured's claims data
- Surveys and assessments
- Industry specific safety resources
- Stewardship report function
- Employment-related & workplace best practices
- Capability to upload company documents and videos

TREEPRO RISK CONTROL SERVICES

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Risk Control “in person” services

- Hazard assessments and inspections
- Live training
- Safety committee support and attendance
- Industry benchmarking and identification of loss drivers
- Administration of Vault
- Respond to specific risk control requests

TREEPRO RISK CONTROL SERVICES

Why should you develop a safety culture?

Impact of the Risk Control and Safety on the Frequency of WC Claims

Indemnity Claims (includes claims with any indemnity payment)

- "2nd Year" Percent reduction/increase": 17.8% claims frequency reduction
- "3rd Year" Percent reduction/increase: 20% claims frequency reduction

All Workers' Compensation Claims (medical only and indemnity claims)

- "2nd Year" Percent reduction/increase": 16.4% claims frequency reduction
- "3rd Year" Percent reduction/increase: 21.6% claims frequency reduction

All Workers' Compensation Claims (medical only and indemnity claims compared to 1st and 2nd year rate average)

- "3rd Year" Percent reduction/increase: 23.5% claims frequency reduction

TREEPRO RISK CONTROL SERVICES

Why focus on training?

Five Year Review of the Impact of the Vault on the Frequency of Claims

Members completing on average 12 courses per $1MM of Payroll:

- 23.79% reduction of claims

Members with no Vault Training:

- 15.57% reduction of claims

Members completing on average .2 Driver courses per vehicle:

- 43.84% reduction of claims

Members with no Vault Training:

- 29.72% reduction of claims

<u>Total Reductions in Frequency of Claims from All and Auto Claims:</u>

- **8.22% and 14.12%**

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TREE CARE WORKERS' COMPENSATION CLAIMS

Breakdown of fatal tree-care related injuries:

- Falls from heights accounts for 44% of all fatal injuries
- Contact with objects of equipment is responsible for a 35% fatal injury rate
- Contact with electric current results in a 14% rate in fatal injuries

Average cost per claim:

- Falls from ladders had an average claim cost of $126,000 per claim
- Lifting injury accounted for an average $12,000 claim cost
- Injuries caused by being struck by an object resulted $9,000
- Falls from trees, buckets, cranes, or roofs averaged a $50,000 per claim
- Sprains, strains, contusions, burns, fractures, crushes

SYSTEMATIC FRAMEWORK FOR CLAIMS SUCCESS

- Reduce Frequency of Losses
  - Loss Control
  - Nurse Triage
  - Data Feedback
- Shorten Durations
  - Return to Work programs
  - Light Duty, job banking
  - Transitional Duty
  - Work conditioning
  - Case Management – virtual & field assignments
  - Channeling Treatment – Achieve MMI
  - Claims oversight
- Manage Costs
  - Managed Care
  - Language services
  - Catastrophic claims unit
- Closings
  - Push for comprehensive settlements
  - MSAs & Structures
  - Regular file reviews and claims oversight
- Reserve Stability
- Compliance and Litigation
  - Claims expertise for every jurisdiction
  - Deep understanding of Tree Care operations
  - Litigation management

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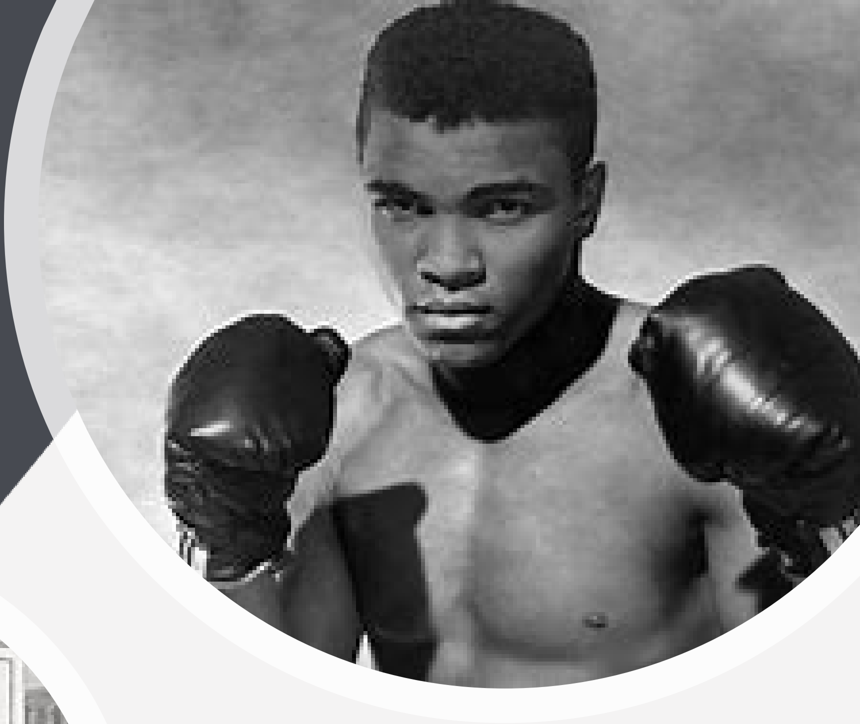
Effective Claims Examiners are essential to great outcomes

- Negotiate like Gandhi
- Exercise judgment like Solomon
- Battle like Ali
- Keep it all moving like Bugs Bunny



Q&A

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