Welcome to the  
School of Risk Control Excellence  
2019 Course Catalog

For more than a decade, CNA’s School of Risk Control Excellence (SORCE®) has provided our policyholders and agent partners with systematic, sustainable solutions that help reduce exposures, improve productivity and help protect the bottom line. Since its inception, SORCE® has assisted 200,000 participants in their efforts to better understand and manage risk.

As a CNA customer, you have access to world-class training courses and our extensive library of tools, guides, checklists, webinars, online courses and more at www.cna.com/riskcontrol.

Each year, we identify developing risk exposures within the core industries that we service, and design corresponding courses that bring value to our policyholders. These SORCE® resources and courses work in conjunction with our comprehensive portfolio of Risk Control services. This approach ensures that our customers have access to the best resources available, allowing you to stay in control of today’s ever-changing risk environment.

Because a loss can occur in any part of the world, you’ll have access to CNA’s experienced and certified multinational Risk Control professionals who are grounded in the challenges multinational businesses face. They will work closely with you to identify potential exposures and develop practical, enterprise-wide risk management strategies that address safety. Visit www.cna.com/riskcontrol to learn more about our multinational capabilities.

CNA Risk Control is committed to creating value for policyholders through sharing of knowledge, latest research, emerging trends and industry best practices. CNA reinforces the unwavering commitment to provide policyholders with the resources to mitigate and manage risk.

Steven D. Hernandez  
Senior Vice President  
Risk Control, CNA Commercial
AGENT AND BROKER COURSES

INTRODUCTION COURSES

COURSES BY INDUSTRY

COURSES BY INDUSTRY

RISK MANAGEMENT COURSES

RISK MANAGEMENT COURSES

To request a SORCE® course or webinar, visit www.cna.com/riskcontrol.

Please note that SORCE® courses are offered at the discretion of CNA based upon scheduling and resource availability. Most courses are complimentary.
Experience that sets CNA apart

DEEP-ROOTED KNOWLEDGE WITHIN CONTINUING EDUCATION
CNA Risk Control consultants are specialists with an average of more than 20 years of experience in their respective fields, enabling us to better serve our valued customers by identifying and managing risk exposures. They hold professional designations from, or are commissioned by, highly respected industry organizations. Many are licensed professionals who continue to practice within their industry and actively participate in their associations.

Our professional designations and commissioned licenses for Risk Control consultants include:

- Associate Business Continuity Professional (ABCP)
- Associate in Risk Management (ARM)
- Attorney at Law
- Certified Industrial Hygienist (CIH)
- Certified Professional Ergonomist (CPE)
- Certified Safety Professional (CSP)
- Certified Fire Protection Specialist (CFPS)
- Certified Fraud Examiner (CFE)
- Certified Infrared Thermographer (CIT)
- Certified Information Privacy Technologist (CIPT)
- Certified Information Protection Professional (CIPP)
- Certified Professional in Healthcare Risk Management (CPHRM)
- Certified Protection Professional (CPP)
- Certified Public Accountant (CPA)
- Commercial Lines Coverage Specialist (CLCS)
- Construction Risk and Insurance Specialist (CRIS)
- Fellow of Information Privacy (FIP)
- Fellow, Society of Fire Protection Engineers (FSFPE)
- In-service Commissioned Inspector of Boilers and Pressure Vessels
- Professional Engineers (PE)
- UL Certified Risk Professional — Property
- UL Recognized Risk Engineer (UL RRE)

Our depth of experience and keen understanding of risk management principles, combined with an ongoing awareness of emerging industry issues, enable us to develop a highly targeted SORCE® curriculum to help our agents and customers better manage risk.

Allied Vendor Program
CNA has identified companies offering property and casualty-related services that may strengthen a company’s risk control programs and help mitigate costly exposures and/or provide needed services outside of an insurance carrier’s capabilities. The companies that participate in our Allied Vendor Program can assist in developing critical programs and procedures that will help create a safer, more secure work environment.

Blended Learning
CNA Risk Control offers a variety of educational learning opportunities that complement individual business needs, styles and schedules. We can deploy accessible courses in a variety of delivery methods that include on-demand, face-to-face, webinars, podcasts and e-learning. The curriculum is modified throughout the year based on individual training needs.
Client Materials
CNA offers materials, checklists and tools to help businesses implement simple solutions to manage everyday risks. Materials are developed for industries and line of business topics.

Online On Demand
CNA SORCE® On Demand offers instant access to our library of risk control courses whenever the need arises. These online courses are based on proven adult learning principles and the latest regulatory requirements to ensure that every learning experience is interactive and relevant. These courses help our customers in their efforts to train new employees, enhance productivity of operations and reduce the major types of claims that occur within an organization.

As every organization’s training needs are different, CNA’s SORCE® On Demand provides flexibility of course selection, delivery and tracking.

Features include:
- OSHA 10 and 30 authorized safety training
- Mobile friendly design to access courses and resources anytime, anywhere on the go
- Complimentary mini CNA risk management eLearning courses, beginning with “Driving in Today’s World”
- 24/7 access to training and detailed reports

We provide continuing education (CE) credits for select courses from institutions that have recognized CNA’s CE programs.

ACCOUNTANTS
Continental Casualty Company, one of the CNA insurance companies, is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of Continuing Professional Education (CPE) Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Feedback regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website, www.learningmarket.org.

INSURANCE ADJUSTERS AND LAWYERS
The CEU Institute is a nationally accredited provider of CE programs to insurance agents and lawyers. The CEU Institute has partnered with CNA to offer CE credits to adjusters for our SORCE® agent courses. CNA also offers CE credits to our Lawyers Professional Liability insurance customers, if applicable. On occasion, CNA offers CE credits to individuals who participate in SORCE® healthcare programming. Visit www.ceuinstitute.net to learn more.

HEALTHCARE PROFESSIONALS
CNA offers CE credits through the Certified Professional in Healthcare Risk Management (CPHRM) program, which has been approved for 1.0 contact hour of continuing education credit by the American Society for Healthcare Risk Management (ASHRM) toward fulfillment of the requirements of the ASHRM designations of Fellow (FASHRM) and Distinguished Fellow (DFASHRM) and towards CPHRM renewal. Visit www.ASHRM.org to learn more.

TECHNOLOGY PROFESSIONALS
CNA is proud to be one of the first insurers to offer insurance products and solutions through professionals who have received the Certified Information Privacy Technologist (CIPT) credentials from the International Association of Privacy Professionals (IAPP). Developed and launched by IAPP with leading subject matter experts, the CIPT is the world’s first broad-based global privacy and data protection credentialing program. The CIPT credential is achieved by demonstrating an understanding of privacy and data protection practices in the development, engineering, deployment and auditing of IT products and services. Visit www.iapp.org to learn more.

REGISTER TODAY
To request a SORCE® course or webinar, please visit CNA Risk Control at www.cna.com/riskcontrol. Your CNA Risk Control consultant can provide you with additional information on SORCE® courses and help determine which course(s) is best suited to your individual or client needs.
Agent and Broker Courses

CNA is dedicated to helping independent agents and brokers gain a deeper understanding of the industries they serve. We offer both face to face and webinar courses that provide independent agents and brokers the opportunity to learn on their schedule, and in many cases, earn continuing education credit for their time.

Additional SORCE® courses may be tailored to meet the needs of our agents and brokers. Please contact your local CNA branch to discuss how CNA’s Risk Control consultants can provide additional education for your agency.

**Contractors Errors & Omissions, Contractors Professional and Pollution Incident Liability**

**DURATION:** 2 HOURS

**COURSE OVERVIEW**
A sophisticated artisan/specialty contractor has established high-level expectations that are demanded, and expected, by their clients. The construction community and clients understand the complexity of a professional role and set greater service expectations. In addition, the evolution of building information modeling (BIM) and other delivery methods are forcing more contracts to require sub-contractors to carry a professional and/or pollution liability policy. The average professional and pollution claim exceeds $100,000, assuming a 3 percent profit margin. Attending this class and participating in discussions will provide a better understanding of increased professional and pollution liability exposures; current gaps in property and casualty policies; and why insureds may not be covered for their professional and/or pollution exposures. **ID: AGTB – CEPL**

**Digital Media Risks**

**DURATION:** 2 HOURS

**COURSE OVERVIEW**
Digital media, combined with personal and mobile computing, communications and the Internet, is one of the most disruptive influences on society in recent history. The impact of digital media can be experienced in areas as diverse as publishing, journalism, entertainment, commerce and politics. To minimize potential losses, technology solution providers must understand the current and evolving risk environment associated with this technology trend. Defamation, invasion of privacy, intellectual property infringement, professional liability, and contingent bodily injury risks related to the creation, delivery and consumption of digital content are examined in this program. This course provides an overview of risk management principles including appropriate coverages to mitigate these risks. **ID: AGTB – SMR1**
Equipment Breakdown: Coverages, Loss Exposures & Risk Control Techniques

DURATION: 2 HOURS

COURSE OVERVIEW
Boilers, pressure vessels, and mechanical and electrical equipment can break down. When they do, operational and production schedules are adversely impacted and unexpected costs occur. This course is intended for agents and brokers who want to understand equipment breakdown loss exposures, risk control techniques, and the insurance coverages that protect their clients’ equipment and property. ID: AGTB – CET1

Negligent Entrustment and Non-Owned Auto Exposures

DURATION: 2 HOURS

COURSE OVERVIEW
Many companies may not realize they have an auto liability exposure when employees drive their own vehicles for company business. Companies may be accused of negligent entrustment if they do not follow good driver selection procedures. This course is designed for agents and brokers who wish to obtain a more in-depth understanding of negligent entrustment and non-owned auto exposures, and ways their customers can minimize claims. ID: AGTB – UNAE

Life Science Insurance Introduction

DURATION: 2 HOURS

COURSE OVERVIEW
Agents and brokers serving the life sciences industry should obtain a more in-depth understanding of life sciences industries and common loss exposures. This course includes an overview of industries such as pharmaceutical/biopharmaceutical companies, medical device manufacturers, contract research organizations and contract manufacturing organizations. It covers an overview of product and professional services liability exposures, available insurance coverages and current trends in risk control practices. ID: AGTB – LSP1

Risk Transfer: Addressing Liability Exposures

DURATION: 2 HOURS

COURSE OVERVIEW
Businesses rely on agreements and written contracts to manage critical relationships with contractors, subcontractors and vendors. With such contracts, one party agrees to assume the liability of another party. Agreeing to take on another company’s liability can be costly. This course is designed for agents and brokers who seek to gain a better understanding of contractual obligations and risk transfer techniques. ID: AGTB – LRT2

Understanding Cyber: A Practical Approach

DURATION: 2 HOURS

COURSE OVERVIEW
Cyber incidents, from massive credit card breaches at retailers to the theft of sensitive information of federal government employees, are in the news on a daily basis. As a result, the public has become desensitized and is experiencing “data breach fatigue.” Lost in the context of these sensationalized incidents are a recognition and understanding of the risks faced by businesses today. This course provides an overview of the current threat environment; analysis of leading types of incidents; and industry-specific snapshots of the effects on businesses in the healthcare, financial, professional services, technology, manufacturing and construction industries. The course focuses on practical approaches to risk management and insurance coverage solutions. ID: AGTB – NS02
Understanding and Managing Employment Practices Liability Risks

DURATION: 2 HOURS

COURSE OVERVIEW
This course is designed for agents and brokers who seek to gain a more in-depth understanding of employment practices liability (EPL) exposures, EPL coverage and how their customers can minimize the impact of an EPL claim. Topics discussed include common exposures, such as discrimination, sexual harassment and wrongful termination. An overview of the Equal Employment Opportunity Commission and state administrative fair employment practices agencies, as well as current trends in employment law and risk control practices are also covered. ID: AGTB – MEP2

Understanding Product Liability Risks

DURATION: 1.5 HOURS

COURSE OVERVIEW
This course is designed to provide the foundation needed to help your clients identify potential loss exposures associated with product design, manufacturing, labeling, quality control, field service operations and other product liability program elements. The program will also discuss product liability coverage practices and the current regulations guiding the development of product safety labels and warnings.

ID: AGTB – PLRP
Courses by Industry

Building deep knowledge in our clients’ industries is one of CNA’s core business strategies. Our concentration on specific industries and insurance coverages enables us to provide more distinctive solutions to our customers in the challenges that they face every day – regardless of specialization or size.

The following SORCE® courses are aligned to specific industry segments in which we have experience and scale, including Commercial Real Estate, Construction, Financial Institutions, Healthcare, Manufacturing, Professional Services and Technology.

Small businesses face a unique set of challenges, often with fewer resources than larger companies in their field. To help these customers better manage their exposures and maintain their competitive edge, CNA can adapt any of our courses and programs for small business agents or their clients. In addition, we offer a comprehensive set of online risk control resources and a dedicated risk control telephone hotline when more personal consultation is needed.
Commercial Real Estate

CNA takes a consultative approach to helping commercial real estate businesses evaluate, manage and anticipate business risks beyond typical property exposures – addressing issues, including general liability, cyber liability and management liability. We offer a range of risk control courses and services that help our customers maintain financial stability, uphold their reputation and grow their business. Whether for commercial real estate owners, property managers or real estate investment trusts (REITs), CNA offers risk control resources tailored to your industry and your profession.

Site Security

DURATION: 1.5 HOURS

COURSE OVERVIEW
Real estate property owners should be involved in protecting personnel and business assets. When developing a building or setting up tenants, site security should be assessed (e.g., lighting, video surveillance and secure access). This course examines site security protection to avoid obvious business threats.

ID: MUSE – SS02

Related Resources for Real Estate:

- Tribometry Technical Bulletin
- Slip and Fall Claim Kit
- Contractual Liability: State-specific sample contract language is available through your CNA Risk Control consultant

Visit www.cna.com/riskcontrol or contact your CNA Risk Control consultant for more information.
Construction

Construction is an industry where hazards are found around almost any corner. Effectively managing these risks is critical. For more than 60 years, CNA has led the industry in providing comprehensive, flexible insurance solutions that address the specialized needs of contractors and construction professionals. Several CNA staff hold International Risk Management Institute (IRMI) Construction Risk and Insurance Specialist (CRIS®) designations. This extensive experience and deep understanding of all phases of the construction process has helped CNA to foster relationships with leading national and regional trade associations. Whether it is finding the right program for the consequences of faulty workmanship, pollution liability, or work-related accidents and injuries, you need a carrier who is committed to helping you reduce the incidence of risks, every step of the way.

Excavation Safety: National Utility Contractors Association Certification

DURATION: 8 HOURS

COURSE OVERVIEW

Although the responsibility for job sites resides with the contractor, the National Utility Contractors Association (NUCA) offers contractors competency-assistance training for construction workers. This course includes Subpart P – Excavation Standard definitions, requirements for protective systems, soil classification and handling an OSHA inspection. ID: CONS – ES08

FallPRO: Fall Protection Issues in Construction

AVAILABLE IN SPANISH

DURATION: 1 HOUR

COURSE OVERVIEW

Falls are a leading cause of fatalities in the construction industry. This course addresses fall protection issues directly related to construction hazards. It includes steps for implementing a comprehensive process that addresses this leading cause of loss and builds upon that process with practical fall protection teaching methodologies. A demonstration of recommended tools is provided, including a directory of available resources to assist participants with developing and executing new techniques. ID: CONS – FP02
Job Site Safety Awareness

DURATION: 1 HOUR

COURSE OVERVIEW
Site safety awareness can help improve job performance, productivity, quality and safety. This course provides information on improving job satisfaction as well as preventing material loss and damage to equipment and machinery. The result of effective job site safety awareness is increased profit and greater site security. ID: CONS – S501

Load Securement

DURATION: 1 HOUR

COURSE OVERVIEW
The Federal Motor Carrier Safety Administration’s cargo securement requirements dictate proper placement and anchoring of equipment and materials in pickups, flatbeds, trailers and other vehicles. Improperly secured equipment can result in Department of Transportation (DOT) fines as well as damage or loss of equipment and downtime. This course is based on DOT standards and provides an overview of proper load securement practices. It also offers examples of improper load placements for the construction industry. ID: CONS – LS01

Lean for Construction: Motion is Money®

DURATION: 1 HOUR

COURSE OVERVIEW
The cost of doing business, coupled with a maturing workforce, requires employers to examine injury costs and productivity. The Motion is Money® series integrates principles of ergonomics with concepts of lean construction. The focus of this course is reducing workplace exposures while increasing productivity, enhancing worker efficiency and improving bottom-line profitability. Motion is Money® is CNA’s proven business tool for the construction industry. ID: CONS – MM01

OSHA 10-Hour for Construction

AVAILABLE IN SPANISH

DURATION: 10 HOURS

COURSE OVERVIEW
This course provides training on construction safety and health with an emphasis on hazard identification, avoidance, control and prevention. Topics follow OSHA Part 1926 Safety/Health Regulations for Construction, which covers electrical safety, fall protection, trenching and excavation, scaffolding and personal protective equipment. ID: CONS – CO10

OSHA’s Construction Confined Space Standard

AVAILABLE IN SPANISH

DURATION: 1 HOUR

COURSE OVERVIEW
Construction workers often perform tasks in confined spaces, which present physical and atmospheric hazards that can be prevented if properly addressed. Given the OSHA Construction Confined Space Standard’s complexity, organizations should not wait to review the changes as it will affect every workplace that performs confined space entries. This course provides specific information on the regulation, compliance assistance documents, and other resources OSHA has to help employers and workers understand the rule. ID: CONS – CS01
Snow and Ice Maintenance — Contractor Risks

DURATION: 1 HOUR

COURSE OVERVIEW
Commercial snow and ice maintenance contractors must do more than simply push snow. A contractor should have controls in place to limit slip and fall liability and property damage suits. This course addresses pre-planning of customer service needs, customer property pre-season inspections, site planning considerations, quality of work and refreeze control techniques. It also includes documentation for handling changes to a customer’s scope of services, as well as on-site services and conditions through the use of diagrams, photos and GPS. This course provides contractors with service information and suggestions regarding subcontractor agreements that may assist in reducing exposures to slip and fall claims. **ID: CONS – SIM1**

Related Resources for Construction:

- **Motion is Money® brochure**
- **Workplace Perception survey** — contact your local CNA Risk Control consultant
- **Safety Resources from Construction**

Visit [www.cna.com/riskcontrol](http://www.cna.com/riskcontrol) or contact your CNA Risk Control consultant for more information.
Financial Institutions

In an increasingly complex and evolving regulatory environment, financial institutions confront unprecedented levels of business risk, from lenders’ liability, asset management to growing online cybersecurity threats. To better address, anticipate and minimize the effects of those risks, CNA utilizes our industry leading experience and our ability to evaluate the complex and emerging risks to create risk control courses and services that help our customers maintain their competitive edge.

Exposures and Controls for Office Ergonomics in Financial Institutions

DURATION: 1 HOUR

COURSE OVERVIEW
The rising cost of office ergonomic injuries can negatively affect a company financially. Back injuries, repetitive motion injuries and eye strain represent a few of the common hazards of working in an office setting. This course provides business solutions to office environment issues, and offers techniques to help minimize the risk factors associated with these hazards. ID: FIIN – ECF1

Hired and Non-Owned Auto Exposures and Controls for Financial Institutions

DURATION: 1 HOUR

COURSE OVERVIEW
Hired and Non-Owned Auto (H/NOA) is commonly referred to as commercial automobile liability insurance for vehicles that are not owned by the insured's company. Companies may not realize they have an automobile liability exposure when employees drive their own vehicles for company business or personal affairs. This course will provide an overview of H/NOA exposures and controls unique to Financial Institutions. ID: FIIN – HNO1

Related Resources for Financial Institutions:

- Data Breaches – Avoiding Hard and Safe Costs for Community Banks
- Risk Control Services for Financial Institution Customers
- Managing Threats of Workplace Violence

Visit www.cna.com/riskcontrol or contact your CNA Risk Control consultant for more information.
Healthcare

As one of the leading underwriters of insurance coverages in the healthcare professional liability marketplace, CNA understands the challenges encountered by healthcare organizations. We are dedicated to providing insurance products and solutions to a wide spectrum of healthcare organizations and providers, including aging services facilities, hospitals, nurses, physical therapists, life sciences companies, as well as allied healthcare facilities such as medical laboratories.

We help manage the financial impact of risk through strategies designed to help prevent losses from occurring. Our nationwide staff of highly experienced consultants have earned the Certified Professional in Healthcare Risk Management credential, as well as other industry-related designations. These professionals provide our customers with value-added consultative services to help them identify and manage liability and data privacy exposures, minimize risk, enhance patient and resident safety and reduce the vulnerability to a claim.


DURATION: 1 HOUR

COURSE OVERVIEW
Selected findings from the Pharmacy Claim Report Update, 2nd Edition will be used to illustrate predominant allegations and other key characteristics of claims against pharmacists and pharmacy business owners. The course also will also offer practical risk control recommendations to aid pharmacists and pharmacy business owners in mitigating patient injuries.

ID: HLCE - PCR1

Life Sciences Insurance Introduction

DURATION: 2 HOURS

COURSE OVERVIEW
Agents and brokers serving the life sciences industry need to obtain a more in-depth understanding of life sciences industries and common loss exposures. This course includes an overview of industries such as pharmaceutical/biopharmaceutical companies, medical device manufacturers, contract research organizations and contract manufacturing organizations. It covers an overview of product and professional services liability exposures, available insurance coverages and current trends in risk control practices.

ID: HLCE – LS01
Managing Clinical Research Risks in Academia
DURATION: 1 HOUR
COURSE OVERVIEW
Hospitals, universities and academic medical centers are playing an increasingly important role in furthering medical science research and medical product development. The impetus for translational research and medicine brings increased risk to the research institution. This course highlights product liability and errors and omissions (E&O) risk exposures experienced by healthcare organizations engaged in clinical research. Participants will learn about party-specific exposures involving clinical investigations as well as measures that can be taken to mitigate such risks. ID: HLCE – MC02

Skin Integrity Across the Continuum: Identification, Prevention, Mitigation and Sustaining a Program
DURATION: 1 HOUR
COURSE OVERVIEW
Maintaining skin integrity represents a continuing challenge in the healthcare setting for hospitals and aging services organizations, as well as entities that provide home healthcare and palliative care. While a certain number of wounds, such as pressure injuries, are unavoidable in healthcare settings, a well-planned and executed skin integrity program can significantly reduce the liability exposure created by various forms of skin disturbances. This program will provide insight into closed claims related to professional liability exposures arising across the healthcare continuum. There will also be discussion of pressure injuries, the cost associated with these injuries as well as risk control strategies for improving resident safety. ID: HLCE – SKI1

Understanding Cyber, Privacy and Security Breaches in the Healthcare Environment
DURATION: 1 HOUR
COURSE OVERVIEW
The nature of electronic healthcare information creates unique risks for network and privacy security, resulting in healthcare organizations becoming attractive targets for cybercrime. Evolving regulatory requirements and the introduction of new technologies have resulted in an increasing focus upon these new threats. This course assists healthcare organizations to understand cyber risks, assess their organizations’ potential risks and identify risk control techniques tailored to such risks. ID: HLCE – SB01
Related Resources for Healthcare:

- Hospital Professional Liability Claim Report 2015: Stepping Up to Quality Healthcare and Patient Safety
- Nurse Professional Liability Exposures: 2015 Claim Study Update: A Comparative Analysis

Visit www.cna.com/riskcontrol or contact your CNA Risk Control consultant for more information.
Manufacturing

As a world leader in advancing safety, CNA’s tailored risk management approach is estimated to save manufacturers thousands of dollars and thousands of hours every year, with a focus on operational efficiency and employee safety. From industrial machinery to metal manufacturers, we have the coverages and services needed to help these businesses remain operationally efficient, competitive and profitable.

CNA has more than 200 CNA Risk Control staff members worldwide, and is the only insurance carrier with professionals who have earned the Recognized Risk Engineers (RRE) designation by UL, a leader in advancing safety. Whether you’re facing equipment breakdown, supplier or distributor challenges, product transmission or liability or employee safety, CNA provides the tailored risk control solutions to keep your business running strong.

Basics of Labels, Warnings for Manufacturers
DURATION: 1 HOUR

COURSE OVERVIEW
The most common allegation in product liability lawsuits is the failure to warn the user about potential hazards. Manufacturers must evaluate their warning labels and instruction manuals in light of recent changes in both U.S. and international labeling standards. New regulations place increased responsibilities on firms that introduce products into the stream of commerce to cover consumers, and thereby head off product liability lawsuits. ID: MNFG – LW01

Hazard Communication Under the Globally Harmonized System
DURATION: 2 HOURS

COURSE OVERVIEW
Regulations require full disclosure regarding health and physical hazards of chemicals present in their workplace. The 2012 Hazard Communication (HazCom) Standard has incorporated the Global Harmonized System (GHS) for classification and labeling of chemical ingredients. This course addresses four major changes to the HazCom standard: hazard classification, labels, safety data sheets and training. ID: MNFG – HCH01
Lean for Manufacturing: Motion is Money®

DURATION: 1 HOUR

COURSE OVERVIEW
The cost of doing business, coupled with a maturing workforce, requires employers to look at injury costs and productivity. The Motion is Money® series integrates principles of ergonomics with concepts of lean manufacturing and human factors. This course focuses on reducing workplace exposures while increasing productivity, enhancing worker efficiency and improving bottom line profitability. ID: MNFG – MM01

OSHA 10-Hour for General Industry

DURATION: 10 HOURS

COURSE OVERVIEW
This course is designed to follow OSHA’s 1910 regulations. It provides basic health and safety training with an emphasis on hazard identification, avoidance, control and prevention. Topics discussed include an introduction to OSHA Part 1910 Walking and Working Surfaces, electrical safety, emergency action/fire prevention plans, flammable and combustible liquids, personal protective equipment, machine safeguarding, hazard communication, industrial hygiene/blood borne pathogens and ergonomics. ID: MNFG – GI10

Related Resources for Manufacturing:
- On-demand risk management training through Tooling U-SME
- InControl for Manufacturing
- Workers’ Compensation Solutions from CNA
- Safeguarding Liabilities with Machines and Robotics DVD — contact your local CNA Risk Control consultant

Visit www.cna.com/riskcontrol or contact your CNA Risk Control consultant for more information.
Professional Services

We are the nation’s leading provider of professional liability insurance because we understand the complex challenges of serving clients and growing a business for architects, engineers, accountants, lawyers, management consultants and real estate agents. With our "A" rating for financial strength by A.M. Best, industry experience and a broad portfolio of products, CNA has more than 50 years of experience in helping professionals address the challenges and risks of managing their practice. Our educational programs for professional services firms have been designed by professionals with practical experience in the designated professions and have received wide recognition in the industry.

Accountants Liability: Positioning Your Firm for Success

**DURATION: 4 HOURS**

**COURSE OVERVIEW**
How do you view professional liability risk management? An administrative burden? A potential depletion of firm resources? What if you viewed risk management from a different perspective? Strong risk management practices can help establish a solid foundation for your firm and position it for growth and business success.

In this course, participants will learn about key professional liability risk management practices that, when implemented, can help mitigate the risk of an accountants professional liability claim and may also help improve business performance. Participants who select the online self-study course may select from two individual tracks focused on tax services or audit and attest services. **ID: SPAL – PYF2**

For registration information, contact CNA Accountants Professional Liability Risk Control at 800-262-8060 and select option 2, or email specialtyriskcontrol@cna.com.

Shifting Landscapes: Adapting Your Law Firm to Emerging Threats

**DURATION: 2 HOURS**

**COURSE OVERVIEW**
The current legal market presents various opportunities for risk-conscious entrepreneurs to develop law firm strategies that meet the needs of the modern client. This program will offer effective strategies to manage client data security demands and the many current cyber risks in the practice of law. The program will also provide valuable recommendations to manage clients with diminished capacity, as well as provide an overview of the leading national legal malpractice decisions. Finally, the course will offer five practical risk control strategies to effectively manage today’s law firms, including such topics as understanding firm finances and implementing outside counsel guidelines. In addition to the live program, an online self-study course is available. **ID: SPLP – ALF2**

For registration information, contact CNA Lawyers Professional Liability Risk Control at 866-262-0034 or email lawyersrisk@cna.com.
Technology

Technology is evolving at a blinding speed. Yet, with new discoveries come emerging risks that can cause serious setbacks if not addressed. At CNA, we stay ahead of the technology curve, developing coverages and services that quickly respond to emerging risks and global exposures for virtually any sector of the technology industry. CNA Risk Control consultants combine the latest market insight with technology experience to help identify and mitigate exposures and adapt and develop relevant programs that keep businesses moving forward with confidence and peace of mind. With numerous professional designations, including the coveted Certified Information Privacy Technologist (CIPT), our consultants develop state-of-the-art training programs for privacy concerns in emerging trends, such as cloud computing, big data and digital media.

Cloud Computing

DURATION: 2 HOURS

COURSE OVERVIEW
Advances in data transmission and storage, combined with the demand for ubiquitous access to data and computing resources from all types of devices, have made cloud computing an attractive option for increasing efficiencies and reducing expenses for both businesses and consumers. This course will help cloud service providers and users be prepared to manage the risks associated with governance, compliance, data security and privacy that are unique to these environments and service models. ID: TECH – CC02

Related Resources for Technology:

- Business Continuity Planning Brochure
- Data Security Gap Analysis — contact your local CNA Risk Control consultant

Visit www.cna.com/riskcontrol or contact your CNA Risk Control consultant for more information.
Risk Management Courses

In today’s competitive business environment, owners/managers must know how their business culture will meet their overall operational goals. CNA Risk Control consultants have developed an operational excellence process that assesses your company’s culture and results in recommendations that also may help to benefit your bottom line.

CNA Risk Control Services: Differentiating Risk Solutions

DURATION: 1 HOUR

COURSE OVERVIEW
The purpose of this course is to educate and assist CNA agents and brokers in leveraging CNA’s insurance solutions. CNA insurance solutions are expressly designed to positively affect our customers’ risk management needs. This course provides an overview of key CNA Risk Control services that are unique to the insurance service model (e.g. Infrared Thermography, Motion is Money/Work Process Flow, Driver Performance and Walkway Safety). ID: CRCS – DRS1
Claim Management

For most businesses, simply having insurance is not sufficient. It is extremely important to resolve a claim quickly, easily and fairly after an unexpected event arises. We empower our customers to knowledgeably manage the entire claims process effectively to minimize disruptions and help ensure efficient resolution. Learning how to efficiently and effectively investigate the cause of a workplace accident or dangerous incident and understanding how tools, equipment or property pose a risk can help any business gain an understanding of all aspects of the accident and help minimize future risk and loss.

**Accident/Incident Investigation**

**DURATION:** 1 HOUR

**COURSE OVERVIEW**
An accident is defined as an unplanned event that interrupts a company's operation, causing injury and/or property damage. An incident is also an unplanned event, but without injury and/or property damage. Both accidents and incidents can cause business interruptions. Identifying root causes and making changes to the work process reduces the likelihood of accidents/incidents. This course examines analytical methods to evaluate incidents and accidents. **ID:** CLEM – PYB1

**Return-to-Work Process**

**DURATION:** 1 HOUR

**COURSE OVERVIEW**
The value of a successful return-to-work process can be seen in many ways, including increased productivity of the workforce, reduced cost due to fewer lost work days and higher employee morale. This course reviews how to identify/modify a job so the injured worker may rejoin the workforce in a safer, perhaps temporary role, while recovering and regaining his/her physical capacity. Participants learn how to reduce the length of the disability, thus reducing the medical costs associated with the injury, and improve the return-to-work process. **ID:** CONS – RW01

**Exposure and Controls for Office Ergonomics**

**DURATION:** 1 HOUR

**COURSE OVERVIEW**
Back injuries, repetitive motion injuries and eye strain are just a few of the hazards of working in an office. Office ergonomics provide a solution to these and other office environment issues. This course will discuss typical problems encountered in the office environment and provide available control measures. **ID:** MUSE – COE1

**Related Resources for Claim Management:**

**Claim Network Provider Tool** – The online Workers’ Compensation Network Provider Locator Tool easily identifies nearby in-network providers who are specialists in treating work-related injuries. Using one of our network providers is a great way for you to ensure that your injured workers get streamlined access to quality medical care that may also help reduce the amount of time your employee is unable to work.
Claim Studies

For more than 20 years, CNA claim studies have provided insight into the liability environment and also outlined effective risk control strategies. Recent studies have addressed liability issues affecting aging services providers, lawyers and nurse practitioners.


DURATION: 1 HOUR

COURSE OVERVIEW
Selected findings from the Pharmacy Claim Report Update, 2nd Edition will be used to illustrate predominant allegations and other key characteristics of claims against pharmacists and pharmacy business owners. The course will also offer practical risk control recommendations to aid pharmacists and pharmacy business owners in mitigating patient injuries.

ID: HLCE – HPLE


DURATION: 1 HOUR

COURSE OVERVIEW
Selected findings from the Nurse Practitioner Claim Report Update, 4th Edition will be used to illustrate predominant allegations and other key characteristics of claims against nurse practitioners. The course also will also offer practical risk control recommendations to aid nurse practitioners in mitigating patient injuries and loss.

ID: HLCE – NPC4

New Aging Services 2018 Claim Report: Valuing Employees and Minimizing Risk

DURATION: 1 HOUR

COURSE OVERVIEW
The program is a presentation of the Aging Services 2018 Claim Report, which is designed to encourage change in this critical segment. The report provides insights of four industry leaders, highlights the importance of staff retention and addresses characteristics shared by successful aging services communities. The data analysis focuses on fall and pressure injury-related closed claims and offers examples of the most expensive claims in these and all other allegations. Through this presentation, a greater appreciation of the importance of staff retention in achieving success is emphasized.

ID: HLCE – AS01


DURATION: 1 HOUR

COURSE OVERVIEW
Selected findings from the Nurse Professional Liability Exposures: 2015 Claim Report Update will be used to illustrate predominant allegations and other key characteristics of claims asserted against nurses. This course also offers practical risk control recommendations to aid nurses in mitigating patient injuries and loss.

ID: HLCE – NP02
Commercial Auto

Companies are responsible for ensuring commercial automobile safe operations any time an employee drives on company business, including employees driving their own vehicles on behalf of the company. Whether a business operates with one driver or multiple vehicles, a commercial auto fleet has inherent risks and must be effectively managed. Managing any size fleet, including but not limited to, driver selection and controlling driver distractions, are essential elements to understanding regulatory requirements and the concept of negligent entrustment.

Distracted Driving

AVAILABLE ON DEMAND ONLINE

DURATION: 1 HOUR

COURSE OVERVIEW

Distracted driving poses significant risk to every business that has employees who drive both company-owned and personal vehicles on company business. According to the National Safety Council, 26 percent of all vehicle crashes involve mobile phone use — including hands-free. This course will discuss the common activities that divert attention from the road including texting, mobile phone use, eating/drinking, reaching for an object, talking with a passenger and reading navigation systems. ID: MUSE – DD02

Managing the Commercial Auto Fleet Liability Exposures: The Importance of Motor Vehicle Record Reviews

DURATION: 1 HOUR

COURSE OVERVIEW

Drivers of company-owned vehicles or drivers who operate their own vehicle on company business expose your business to liability from accidents that cause injuries and property damage. Learn the benefits that come from Motor Vehicle Record review to enhance your driver selection process. ID: MUSE – MVRL
Negligent Entrustment and Non-Owned Auto Exposures

DURATION: 1 – 2 HOURS

COURSE OVERVIEW
Companies that allow their employees to drive their own vehicles may not realize they have similar liability to a company with a fleet of vehicles. Should an accident occur, a company that fails to control driver selection could face a charge of negligent entrustment, regardless of whether the employee was driving a personal or company vehicle. This course will discuss ways to reduce risk associated with negligent entrustment and non-owned auto exposures. ID: MUSE – NEA1

Understanding the Regulatory Requirements of Commercial Fleet Ownership

DURATION: 1 HOUR

COURSE OVERVIEW
Even incidental fleets may include vehicles that are “commercial motor vehicles,” depending upon the weight of materials transported or the size of van that may be transporting passengers. This course provides a deeper understanding of the regulations that apply to owning a commercial vehicle. Regulations and requirements are clearly outlined to assist companies in managing their commercial vehicles legally.

ID: MUSE – CM01

Related Resources for Commercial Auto:

In addition to the courses offered in the Auto Exposure program, CNA maintains a wide variety of courses offered for the individual driver to assist the employee or fleet driver with safe driving. Among the more popular are:

- Driver Performance Solutions
- Driver Selection
- Sample Fleet Safety Program
- Distracted Driving Control: Mobile Phone/Electronic Device Sample Policy

Visit www.cna.com/riskcontrol or contact your CNA Risk Control consultant for more information.
General Liability

All businesses come with unique risks; however, some of the biggest challenges any business can face are often those that are the most common — like liability for injury or property damage that may occur as a result of your normal daily business operations. With more than a century of experience, we’ve developed a reputation for offering more than just a policy. Our Risk Control courses and information can provide you with the tools and resources you need to better understand your exposures and minimize potential losses before they happen.

Assessing Walkway Safety and Premises Liability

DURATION: 2 HOURS

COURSE OVERVIEW
When a business owner opens their doors to the public, potential liability for a slip and fall accident also opens up. This course examines an overview of slip and fall controls, including a look at personal injury cases arising from a slip and fall incident. This course explores principles of friction, traction demand and tribometry. Discussion will include floor/shoe/contamination interface, hazard remediation, define premises liability and sidewalk laws.

ID: MUSE – AW02

Risk Transfer

DURATION: 2 HOURS

COURSE OVERVIEW
Risk transfer is a risk management and control strategy that involves the contractual shifting of a risk from one party to another. This course examines techniques and the goals of contractual risk transfer (i.e., service contracts, property leases and purchase agreements). Important elements of contractual risk transfer will also be covered, such as indemnification/hold harmless, waiver of subrogation and limits of liability.

ID: MUSE – RTG2

Related Resources for General Liability:

- Managing the Threats of Workplace Violence 2016
- Risk Transfer Suggested Practices
- Slip/Fall Claims Kit
- Snow and Ice Maintenance Guidelines

Visit www.cna.com/riskcontrol or contact your CNA Risk Control consultant for more information.
Management Liability

The numerous, complex and rapidly changing employment laws and regulations, combined with agency enforcement action and the plaintiffs’ bar, contribute to continued risk of loss. CNA utilizes our deep experience in understanding management liability to educate and train customers to avoid and mitigate management liability risks.

Employment Law Challenges of Social Media
DURATION: 1 HOUR

COURSE OVERVIEW
Social channels, such as Facebook®, LinkedIn® and Twitter®, have exploded in popularity. Now, companies face a range of issues pertaining to social media — both their employees’ personal use of social media and their own use in the recruitment and hiring process. New and increased risks presented by social media are examined in the context of employment claims, including claims of discrimination and harassment. This course will also discuss policies and practices that can assist employers in managing this exposure to prevent or reduce employment-related problems. ID: MUSE – SML1

DURATION: 1 HOUR

COURSE OVERVIEW
This course addresses the most current trends and issues in employment practices liability (EPL) — especially as they pertain to administrative agency enforcement activity and the Equal Employment Opportunity Commission. Recent topics have included hiring practices, social media and compliance with the Americans with Disabilities Act (ADA) compliance. Participants learn practical information and tips that they can implement in their organization to assist in minimizing EPL risks. ID: MUSE – EPL1

Employment Practices Liability: Understanding the Exposure and Managing the Risk
DURATION: 1-2 HOURS

COURSE OVERVIEW
This course examines federal employment law, employment practices liability (EPL) exposures, EPL insurance and the techniques employers may consider to help minimize the risk of a claim. Topics include an overview of federal employment law, current trends and statistics, insurance coverages and risk control practices. ID: MUSE – EPL3
Hiring Practices: Mitigating the Risk of Hires and Legal Challenges

DURATION: 1 HOUR

COURSE OVERVIEW
Effective hiring practices help employers select the best candidate for the job. They can also assist in defending against the potential outcome of a bad hiring decision — employee fraud or a claim of negligent hiring or wrongful termination. This course offers techniques that participants can implement to assist in optimizing the hiring process and mitigating related exposures. Topics covered include the Equal Employment Opportunity Commission’s guidance with respect to discrimination in the hiring process. ID: MUSE – HPL1

Risks of Serving on a Not-For-Profit Board

DURATION: 2 HOURS

COURSE OVERVIEW
Volunteer immunity laws and indemnification often do not provide board members with sufficient coverage in the event of a claim. Certain policies, procedures and training can be implemented to mitigate the risk faced by directors and officers of not-for-profit (NFP) organizations. This course is designed for participants to obtain an understanding of NFP directors and officers (D&O) liability exposures. ID: AGTB – NFP2

Related Resources for Management Liability:
For additional resources on Employment Practices Liability, visit www.cnbeyondhr.com.
Visit www.cna.com/riskcontrol or contact your CNA Risk Control consultant for more information.
Product Liability

At a time when product liability elimination is hard to pin down, building a strong barrier against product liability claims is realistic and necessary. CNA Risk Control can help you develop methods and build preventive measures that may lower your product liability risk exposures. We provide your company with the essential elements that can lessen the impact of a product liability claim. If your company experiences a product recall, we are prepared to help.

Foundations of an Effective Product Liability Prevention Program

DURATION: 2 HOURS

COURSE OVERVIEW
Prevention is critical to an effective product liability program. Manufacturers must make their products as safe as possible before placing them on the market. This effort includes design review, creation of effective warnings, labels and instructions, quality control procedures, sales and advertising review techniques, recordkeeping requirements and field performance monitoring. This course examines illustrative product liability cases and sample techniques for developing your product liability program. ID: MUSE – FEPL

Related Resources for Product Liability:

- Product Liability: Risk Control Guide
- InControl Metals Manufacturing — Product Liability
- Additional Product Liability Courses available in the Manufacturing Category

Visit www.cna.com/riskcontrol or contact your Risk Control consultant for more information.
CNA offers a wealth of risk control solutions that can help businesses manage property-related risk exposures and minimize business interruptions. Our associate business continuity planners can help you build the continuity plans you need to effectively manage through an event and get back to normal operations. From minimizing your hazards to maximizing your resources, we work with you to help your business succeed. We can help you with ideas for promoting data security, managing employee communications and choosing the proper coverages help offset any loss of income.

**A Business Continuity Plan (BCP) Can Help Minimize the Effects of a Disaster**

**DURATION:** 2 HOURS

**COURSE OVERVIEW**
Learn about an all-hazards approach to business continuity planning (BCP). This course will discuss the major components of a BCP and introduce you to the resources and allied vendors available through CNA, who can assist you in developing a working BCP specific to your business’ needs. **ID: MUSE – BCP2**

**Builders Risk: Protecting the Job Site from Fire, Wind, Water and Theft**

**DURATION:** 2 HOURS

**COURSE OVERVIEW**
Buildings under construction are vulnerable to many hazards that are typically not an issue once completed. Among these are fires that can rage out of control before protection systems are in service. Wind can blow down construction efforts, unsupported walls, materials or partially secured roof coverings. Water can do significant damage when released from unfinished plumbing or fire protection systems. Theft of construction materials, tools and equipment can cost thousands of dollars to replace and delay the construction progress. This course teaches the recognition and management of hazards normally associated with these types of events. **ID: CONS – BUR2**

**Boiler Maintenance and Upkeep**

**DURATION:** 4 HOURS

**COURSE OVERVIEW**
Boiler maintenance is essential to managing a company’s exposure to equipment damage and possible disruption to business activities. This course provides an overview of daily, weekly, monthly and annual boiler maintenance necessary to operate a boiler in an efficient and safe manner. Participants also learn how to perform daily checks on installed safety devices and review tracking of boiler operational logs. **ID: MUSE – BU04**
Controlling Equipment Theft
DURATION: 1 HOUR

COURSE OVERVIEW
Every day in the U.S. and overseas, construction equipment is stolen from job sites or contractors’ yards and resold to others. Loss of equipment can damage a business in several ways, beyond the pure financial loss. This course helps identify ways to prevent equipment theft and mitigate the associated risks. ID: PROP – CWT1

Controlling Warehousing Exposures
DURATION: 2 HOURS

COURSE OVERVIEW
In the dynamic environment of warehousing, the choices made regarding storage systems, equipment and other property affect a businesses’ ability to control its exposure to fire. This course helps warehouse managers analyze their sprinkler systems and make informed business decisions to minimize loss in case of a fire. ID: PROP – UWR1

Emergency Planning
DURATION: 2 HOURS

COURSE OVERVIEW
This course provides guidelines for developing and implementing emergency plans at various facilities. Discussions include the value of a written policy statement and management support for an emergency plan. The “Before, During and After” concept of emergency planning is also addressed. ID: MUSE – EP02

Fire Protection, Inspection, Testing and Maintenance
DURATION: 4 HOURS

COURSE OVERVIEW
Water-based fire protection systems require periodic inspection, testing and maintenance in order to work efficiently. Discussions in this course are based on National Fire Protection Association (NFPA) 25 requirements for inspection, testing and maintenance of fire protection systems. ID: MUSE – ITM4
Flammable Liquids
DURATION: 2 HOURS
COURSE OVERVIEW
This is an introduction to the National Fire Production Association’s (NFPA) guidelines for safe handling, storage and use of flammable and combustible liquids. Discussions include classification of liquids, storage requirements (including maximum allowable quantity in various occupancies) and fire prevention techniques. The concept of risk control, including fire protection system requirements for liquid storage, is also discussed.
ID: MNFG – FL02

Low-Pressure Boilers
DURATION: 4 HOURS
COURSE OVERVIEW
This course focuses on low-pressure boilers and jurisdictional code requirements placed on fabrication, installation and use of boilers. Discussions center on the importance of an effective boiler water treatment program and installation and testing of boiler controls and safety devices. ID: MUSE – LPB4

Photovoltaic Panels: Know the Potential Hazards
DURATION: 1 HOUR
COURSE OVERVIEW
Are you considering installing solar panels on your roof? Do you already have panels installed? This course will cover the basics relating to potential exposures from natural hazards and fires, including steps you can take to mitigate the exposures. ID: MUSE – PP01

Preparing for Severe Weather Hazards
DURATION: 1 HOUR
COURSE OVERVIEW
As climate patterns evolve, managing the seasonal risks is becoming challenging. This course examines the necessary preparedness/response management issues associated with tornadoes, straight line winds, hail, thunderstorms and flash flooding found in many areas of the country, and provides tips to better prepare and meet the risks associated with them. ID: PROP – SWC1
Preventing Roof Leakage

DURATION: 1 HOUR

COURSE OVERVIEW
More times than not, a roof is overlooked until a leak is already occurring. This course provides an understanding of the various components of a facilities’ roof and the need to inspect it on a periodic basis before a leak occurs. Participants receive a checklist that can be used for inspection purposes and insights into high-risk areas so they can identify issues before they become problems. ID: PROP – RRC1

NEW Water Damage Prevention

DURATION: 1 HOUR

COURSE OVERVIEW
For many businesses, the frequency and severity of water damage losses are higher than fire, wind, hail and lightning losses combined. This course provides important information for accounts with finished interior spaces such as Healthcare, Aging Services, education, habitation, offices and real estate. Common sources of water damage, as well as prevention and emergency response procedures, will be explored. ID: PROP – WD01

Related Resources for Property:
- Business Continuity Planning Brochure
- PrepWise: Year-round Preparedness Resources — cna.com/prepwise
- Property Capabilities Brochure “Protect Your Property & Your Bottom Line”

Visit www.cna.com/riskcontrol or contact your CNA Risk Control consultant for more information.
Association Relationships

CNA is actively involved in the industry segments that we serve. We maintain relationships with many of the national trade and professional associations that assist our clients. That means we can develop specialized insurance and risk control programs based on in-depth insights gained through our relationships. In addition to the many state and local organizations CNA works with to provide insurance solutions, the following organizations have endorsed CNA as an insurance carrier of choice for their members:

- American Institute of Certified Public Accountants
- American Society of Concrete Contractors
- American Subcontractors Association
- Associated Builders and Contractors, Inc.
- Fabricators & Manufacturers Association, Intl.
- Healthcare Providers Service Organization
- Independent Electrical Contractors Association
- Land Improvement Contractors of America
- Marine Retailers Association of America
- Mechanical Contractors Association of America
- National Association of REALTORS®
- National Roofing Contractors Association
- National Society of Professional Engineers
- National Utility Contractors Association
- Northeast Spa & Pool Association
- Nurses Service Organization
To request a SORCE® course or webinar, contact your local Risk Control Director or visit www.cna.com/riskcontrol.

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