



*At Travelers,
our risk control
mission is to help
our customers
reduce risk
exposures,
protect property
and save lives.*

WE PUT CUSTOMERS FIRST

Travelers risk control success is based on strong customer relationships. We go to great lengths to meet customers face-to-face and understand their issues. We bring years of experience and a wealth of knowledge about the latest risk control solutions. Customers trust us to know their industry and offer effective solutions.

OUR PEOPLE MAKE THE DIFFERENCE

Travelers knowledgeable risk control professionals make a difference in helping prevent losses. We take pride in maintaining a highly professional, technically proficient staff to meet our client's risk control needs. We have experience in many industries, including manufacturing, printing, education, wholesale and retail businesses and service organizations. Our professional consultants are backed by highly qualified specialists, dedicated in areas such as fire protection, product liability, transportation, industrial hygiene, ergonomics, equipment breakdown and injury management.

SERVICES

Customized Consulting

We regularly assess our insureds' operations to identify potential problem areas and evaluate the effectiveness, implementation and compliance of existing risk control programs. Our risk control specialists provide customized safety consulting in the following areas:

- Fire protection engineering
- Equipment breakdown consulting
- Jurisdictionally required boiler and pressure vessel inspections

Fire Protection Training Lab

Travelers has two state-of-the-art fire laboratories that offer hands-on training to assist our customers. These labs are designed to demonstrate the operation of various types of fire protection equipment, including sprinkler systems. The labs allow our insureds, agents and brokers to safely see and work with the fire protection and detection equipment, as well as learn about the latest technological advancements in fire protection.

Included in our unique training labs are overviews and/or demonstrations of the following equipment:

- o Complete and operational sprinkler system risers
- o Wet and dry-pipe sprinkler systems
- o Pre-action sprinkler systems
- o Deluge sprinkler systems
- o Complete and operational automatic fire pumps
- o Wet-room with operational Early Suppression Fast Response systems
- o Cut-away models of fire pumps and various control valves
- o Hydraulics display for demonstrating the effects of differing pipe configurations
- o Various types of smoke and heat detection systems
- o Fully operational fixed pipe carbon dioxide extinguishing systems
- o Fully operational spark suppression systems
- o Water leakage detection systems
- o Mock-ups of wet chemical extinguishing systems
- o Mock-ups of computer and flammable liquid storage rooms – both equipped with various fire/water detection and fire extinguishing systems

PRODUCTS AND RESOURCES

Customer Web Site

travelers.com/riskcontrol

Our industry-leading Web site offers customers instantaneous access to a wealth of risk control and safety information. You can view newsletter archives and upcoming training schedules and register online. In addition, you can access our extensive products database or submit risk control questions.

Exposure Management Guides

We offer a wide variety of guides dealing with key risk issues throughout all business segments. Some noteworthy titles include *Business Continuity Management*, *Natural Disasters* and *Property Preservation Management*. The guides are developed to help customers implement specific control programs to reduce their loss exposures.

RC Insights Bulletins

Available on our Web site, we offer customers access to risk control and safety bulletins. We offer hundreds of bulletins on a wide range of topics, such as:

- o Business Continuity
- o Construction
- o Equipment Breakdown
- o Property Protection

More Information

Our objective is to build long-term relationships with our insureds' and to work together to reduce accidents and protect profits. We strive to stay in-synch with our customer's changing insurance needs.

For more detailed information about any of these products or services, please visit travelers.com, or call a local Travelers Risk Control office.

**KNOWLEDGE, EXPERIENCE,
STATE-OF-THE-ART TECHNOLOGY**

TRAVELERS RISK CONTROL



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