



**VENUE CONNECT**

86<sup>TH</sup> ANNUAL CONFERENCE & TRADE SHOW

Monday - Friday  
**PHOENIX**  
25 - 29 July 2011

# **“Risk Management Strategy, Practice and Rewards”**

## **Information for Today’s Total Venue Risks**

# Introductions

- **Introductions**

**Chris Rogers, Director of Risk Control – Entertainment Practice Group,  
Aon Risk Services, Inc.**

- **Moderators:**

- **Chad Ladov, VP Business Development, ISS 24/7**
- **Jill Pepper, Executive Director, TEAM Coalition**

- **Panelists:**

- **Steve Adelman, Attorney, Adelman Law Group, PLLC**
- **Lita Mello, Vice President, Recreation Division, K&K Insurance**
- **Joshua Eckrich - Business Development, Aon Risk Services**

# Insurance and Risk Management

- Why are we here today?
- Why are these topics so important?
- If you attend one session have you attended them all?

# Topics

- Risk management strategies
- Best practices
- Insurance carrier perspective
- New techniques being deployed
- How can we begin to quantify the effects of good risk management?
- Q & A

# Best Practices

Steve Adelman – Adelman Law Group

- Significance for premiums and renewals of following laws, codes, and industry treatises
- The importance of documenting a venue's actual practices

## Broker Perspective

- Total Cost of Risk (TCOR)
- Industry information
  - Benchmarking
  - Reports
  - White papers
  - Regulatory changes





# Insurance Carrier Perspective

Lita Mello – K&K Insurance

## Broker Perspective

- Broker selection process
- Capabilities to intervene with carrier
- Experience
- Expertise
- Client list
- Size of team

- Premium calculation
- Key metrics
- Contracts
- Risk management as a financial tool
- What do underwriters like to see?
- What else can brokers and carriers provide?

# Effective Techniques to Reduce Risk

- Physical installation
- Signage
- Technology
- Incident tracking and trend analysis
- Sharing data
- Training
- Alcohol management



# DRINK RESPONSIBLY

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- OUR POLICY IS TO CARD EVERYONE APPEARING UNDER THE AGE OF 35 YEARS OLD
- ONLY VALID ID'S ACCEPTED
  - US DRIVER'S LICENSE
  - STATE ID CARD
  - MILITARY ID CARD
  - US PASSPORT
- NO VERTICAL ID'S ACCEPTED
- ARIZONA STATE LAW: 2 DRINKS PER PERSON, BUT NOT TO TOTAL MORE THAN 32oz

**BORN ON OR BEFORE  
TODAY'S DATE 1990**

**ALCOHOL SERVICE WILL END AT  
THE END OF THE 7<sup>TH</sup> INNING**

## **WARNING:**

DRINKING BEER, WINE,  
AND OTHER ALCOHOLIC  
BEVERAGES DURING  
PREGNANCY MAY  
CAUSE BIRTH DEFECTS.

**MGMT. RESERVES THE RIGHT TO SUSPEND ALCOHOL SALES AT ANY TIME**

# Incident Tracking

ISS Demo Event 04/28/11

April 28, 2011

1042100 1042101 1042102

Start typing to create an incident...

ISSA Events | Add Another Service/Location

Location:  Address:

Unit:   Add Service Location

Event Name:  Date:  Status:

Select Location

0 min | 1 min | 2 min

Address:  No.

Address:

Additional Details

Save

Phone/Text

Incident Type

Status

No Records

Address Event Marked - Previous Search

DISPATCH QUEUE (2)

Filter

#	Priority	Incident Type	Assigned To	Status	Location	Reported Via	Created	Updated	In Service	Elapsed	Link To Details	Details
1042100	0	Medical	Fire/Police	Open/Dispatch	1042100	Radio	10:42:00	10:42:00	0	0	1042100	Details
1042101	0	Medical	Police	Open/Dispatch	1042101	Radio	10:42:00	10:42:00	0	0	1042101	Details
1042102	0	Fire/Police	Police	Open/Dispatch	1042102	Radio	10:42:00	10:42:00	0	0	1042102	Details
1042103	0	Emergency Dispatch	Police	Open	1042103	Radio	10:42:00	10:42:00	0	0	1042103	Details
1042104	0	Emergency Dispatch	Police	Open/Dispatch	1042104	Radio	10:42:00	10:42:00	0	0	1042104	Details
1042105	0	Medical	Police	Open/Dispatch	1042105	Radio	10:42:00	10:42:00	0	0	1042105	Details
1042106	0	Medical	Police	Open/Dispatch	1042106	Radio	10:42:00	10:42:00	0	0	1042106	Details
1042107	0	Medical	Police	Open/Dispatch	1042107	Radio	10:42:00	10:42:00	0	0	1042107	Details

# TEAM Excess Liability Program

- Partnership with TEAM Coalition
- A-rated carrier national casualty
- Carrier to help cover cost of risk mitigation
- Percentage of premium to pay for TEAM Training
- Exclusive endorsement package – NOT available outside of program
- Follow-form coverage
- Carrier making a financial statement about their desire for good risk management programs in venues

# How can we begin to quantify the effects of good risk management?



Q & A

# Contact Information

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