FLYNN
RESTAURANT GROUP

Director of Risk Management

Company Background

Greg Flynn, Chairman and Chief Executive Officer, founded Flynn Restaurant Group (FRG) in 1999 as the owner and operator of eight Applebee's in Washington State. Over the next 16 years, Greg strategically charted the course of the business to develop and acquire more than 750 restaurants that together represent $1.7 billion in sales.

While the initial focus was on growing within the Applebee's system, the company gradually branched out into other brands first adding Taco Bell in 2013 followed by Panera in 2015 where it was first new franchise admitted into the system in over 10 years.

Today, through its three wholly-owned subsidiaries, Apple American Group, Bell American, and Pan American, the company owns and operates over 480 Applebee's, 200 Taco Bells, and 50 Paneras directly employing 40,000 people in 28 states. Combined this makes FRG the largest restaurant franchise brand, and one of the 50 largest foodservice companies in the United States.

The company proudly stands by Greg's operating philosophy to provide friendly service, cultivate customer loyalty and make sure each guest has a quality experience. This mindset permeates all aspects of the business and has helped to establish a highly inclusive and collaborative culture – the team has a sense of pride and a deep connection with the company's mission and success.

Going forward the company plans to continue its aggressive growth by building and acquiring additional restaurants as well as opportunistically expanding into other brands and businesses.

Flynn Restaurant Group Support Center

The corporate office of Flynn Restaurant Group, also known as the Support Center, employs over 100 people in nine departments. Located just minutes south of Cleveland, OH in Independence, the Support Center directly supports nearly 40,000 employees within all three brands of Flynn Restaurant Group. Working as a cohesive unit, the Support Center helps to implement and support the initiatives established by the operations team and other key decision-makers. The Support Center is managed by FRG's Chief Improvement Officer, Ron Bellamy, as well as the strategic leaders of HR, IT, Real Estate, Accounting and Finance, and Purchasing.

Position Description

The Director of Risk Management is responsible for managing Company risk, insurance and relevant compliance matters. This position formulates recommendations to drive the implementation of best practices and process improvement in loss reduction for all areas of the Company. Included in this is developing an enterprise risk management (ERM) program that identifies the Company's key exposures and assets, and devising and implementing appropriate loss prevention and mitigation programs. Primary responsibilities include reduction of preventable employee and customer accidents through defined loss prevention programs, regulatory compliance, insurance coverage oversight and identifying opportunities to lower the Company's risk related costs.

Essential responsibilities will include:

- Work in a high growth, fast paced environment.
- Promote, enhance, manage, and audit a comprehensive safety and loss control program across the Company and brands.
- Train and educate Operations on all components of the program, including partnering with Training Department to conduct and facilitate workshops and best practice training.
- Establish goals and measurements for continuous improvement and success of the program.
- Assist with annual renewal for all Risk and Liability insurance coverages in conjunction with brokers.
- Make recommendations for program and policy changes and monitor budget.
- Work with finance department in establishing and monitoring actuarial reserves.
- Provide safety and loss control support to all restaurants, including providing support to unit management in the administration of the ERM program.
- Accountable for monitoring and maintaining compliance of all federal, state and local regulations relative to worker safety, Health Department, ADA, OSHA and other jurisdictional industry requirements.
- Work with Operations to minimize claims. Visit high WC and GL frequency areas/restaurants as identified by trend reports, and upon request from Regional Directors/Unit Management. Meet with management teams and assist in creating/reviewing corrective action plans and follow-up.
- Assist with Security (asset protection), Food Safety (allergy, communicable diseases and health department), Alcohol Awareness (certification and compliance), and Disability Management and Reasonable Accommodation.
- Provide safety enhancement recommendations as a response to accident cause analysis review.
- Partner with Claims Manager to:
  - Review data and analyze behaviors and trends in WC and GL frequencies.
  - Develop strategies for improvement of safety programs.
  - Provide feedback and coaching as necessary when safety procedures or behaviors are not followed.
  - Coordinate/assist with return to work program as requested.
- Participate in periodic area/regional meetings to share up-to-date information, trend reporting, results, and delineate corrective actions needed as a team for improvements, and reinforce safety, philosophy and culture.
- Maintain and update safety program(s) training material, and tools throughout enterprise.
- Assist in identification and mitigation of cyber-liability exposures.
- Develop asset protection/shrink training in restaurants in conjunction with loss prevention and store ops teams.
- Conduct or assist in orientation of employees at new store openings to discuss Loss Prevention, Food Safety, and Safety compliance issues.
- For acquisitions, conduct due diligence to verify all insurance coverages implicated, cost analysis, etc.
- Assist with Cash Management processes and procedures (including exception reporting) and lead fraud prevention efforts.

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Desired Skills and Experience

- Bachelor's or other relevant Degree required.
- Requires a minimum of 7-10 years of experience in risk management.
- Background in restaurant, retail, or hospitality industry strongly preferred.
- Previous Experience in large self-insured programs, including self-administered litigated claims experience strongly preferred.
- Supervisory experience at the Manager or Director level.
- Strong understanding of Worker's Compensation, General Liability, Property and other risk programs.
- Strong understanding of financial aspects of risk management including actuarial analysis, allocation of risk programs, claim trend analysis and management reporting.
- Goal-driven leader who maintains a productive climate and confidently motivates, mobilizes, and coaches employees to meet high performance standards.
- Results-driven achiever with exemplary planning and organizational skills, along with a high degree of detail orientation.
- Must be able to analyze and present spreadsheet data.
- Ability to travel overnight two or three times per month.

Reporting Relationships

- Direction Received: Reports to the Vice President, Legal & Risk.
- Direction Given: Direct supervision of assigned staff.

Why Work for Flynn?

Flynn Restaurant Group offers a variety of benefits and perks to encourage and empower our employees. We are committed to helping each employee work and live to his or her fullest potential. We offer a variety of benefits and perks while working for us:

Medical / Dental Vision	Retirement and Savings Plan	Short and Long Term Disability
Basic Life Insurance	Voluntary Life Insurance	Tuition Reimbursement
Paid Time Off	Flexible Work Schedules	Company Outings
Dining Discounts	PC/Laptop Assistances	On-Site Fitness Center
On-Site Daycare		

The Flynn Restaurant Group is an Equal Opportunity Employer

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