



## **A/E/E Risk Service Plan**

The Arkansas Professional Network goes beyond insurance to provide Architects, Engineers & Environmental Consultants with strategies and tools to improve the quality of service *YOU* provide to their clients, help *YOU* attract and retain top talent and reduce you risk.

### **Risk Evaluation**

Our approach is based on professional-led research that will help *YOU* improve your risk profile and increase client satisfaction. By using our step-by-step approach, *YOU* can reduce risk, prevent claims and improve insurability.

### **Step 1 – Identify Your Risk**

ArProNet's risk consultants will conduct an assessment of the office environment and identify areas that may increase the risk of adverse outcome and exposure to potential liability. Using this approach, we identify and evaluate contractual and practice-management issues to provide a comprehensive inventory of potential risk. Among the tools we use include:

- Risk Management Office Self-assessment
- Risk Management Audit
- Client Communications
- Claims Experience
- Client Contracts
- Policies/Procedures
- Employment Practices
- Tour of Facilities

### **Step 2 – Recommended Risk Service Plan**

We recommend a Risk Service Plan to strengthen vulnerabilities and address risk exposures. By addressing specific issues on a case-by-case basis, we work with *YOU* to prevent future claims and create risk-reduction strategies. We provide a variety of approaches that include:

- Onsite Education and Risk Services
- Litigation Stress Management
- Client Communication Skills
- Dealing with Angry/Non-compliant Clients
- Utilization , Productivity and Project Management Training
- Employment Practice advice, on a higher level

### **Step 3 - Implementation**


ArProNet's risk consultants work closely with *YOU* to help *YOU* implement a plan tailored specifically for your needs. *YOU* choose from a menu of "hands-on" approaches that include:

- *Real* Contract Review and by Legal Professionals
- Incident Reporting
- "How to Apologize"
- Claims Analysis
- Developing an Effective Defense
- Leadership Training

### **Step 4 –Monitoring and Adjustment**

To make sure your risk service plan is effective, we help *YOU* monitor and measure its impact on your claims experience. To maximize the benefits of your plan, our risk consultants will continue to work with *YOU* as your firm evolves and grows. We offer several tools and services during this ongoing phase, such as:

- Risk Consultant Access
- Monitor Client and Employee Satisfaction
- Risk Management Seminars ( approved CE credit)
- Orientation for New Professionals and staff

For More information please contact us [Here](#) .