



3rd Quarter 2009

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Please come by and visit us at the NPMA conference in the exhibit hall.

2009 PestSure Autumn Safety and Loss Prevention Meeting

Linda Midyett

If you did not send someone to the PestSure Autumn Safety and Loss Prevention Meeting in September, you missed a fantastic opportunity. The good news is you have access to much of the meeting content on the PestSure Website.

This year's agenda included five different company case study presentations. The actual work product from these companies was shared during the meeting and attendees spent time finding out the best way to address complicated situations by hearing about the trial and error process and finally the best practices that resulted in these case studies.

Mike Voss from Cook's Pest Control shared his detailed process for developing a respirator program for Cook's. Richard Spencer of Arrow Exterminators shared many of the challenges they encounter with ladder use and some fantastic solutions for safe climbing and working. Eric Paysen of Lloyd Pest Control lead us through the involved process of protecting workers from falls when they are doing work such as tenting or tarping an entire structure for fumigation.

PestSure in conjunction with Karen Behgly at Plunkett's Pest Control developed a Functional Job Screen for new hires. The development and testing took place at Plunkett's and resulted in a Job Screening tool that can be utilized at the Physical Therapy Center of your choice. The intent is to hire employees who are physically capable of performing the tasks of our job without risking injury. Plunkett's has already seen a change in the suitability of job and job candidate.

Be sure to visit www.pestsure.com to gain access to the presentations and tools that were shared at the PestSure Autumn Loss Prevention meeting. Go to the Member's Area of the site and to the Safety and Loss Prevention Section. You will find the following new content:

- Under Eos Driver Refresher Training - the Fast and Frequent Driver Training Series
- Under Occupational Health - the Functional Job Screening forms and process
- Under Program/Policy Templates - the Respirator Program Guidelines
- Under Safety Training Presentations - the Applied Fall Protection and Ladder Safety training

Contact Us

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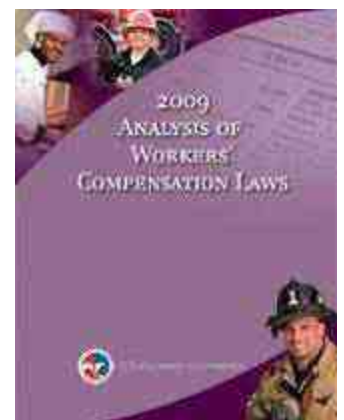
Linda Midyett

Everything you wanted to know about Workers' Compensation But Were Afraid to Ask

Cindy Perkins

This year at the Loss Prevention Meeting we gave our WC insureds a copy of the **2009 Analysis of Workers' Compensation Laws**. This manual provides state specific information regarding Coverage of Laws, Benefits and Administration of Laws. For our WC insureds that were unable to attend the meeting and would like to receive a copy, please call or e-mail me or Lisa Trefny and we will send one to you as long as supplies last.

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A Happier Ending

Richard Berman

The attached picture illustrates (once again) that seat belts save lives. Our driver was hit in the passenger side, rear quarter panel by a vehicle coming out of a side street. Our vehicle rolled over completely, 360 degrees, landing upright on its wheels. Our driver was wearing his seatbelt. He had cuts to his arm and fingers that required stitches and he lost a fair amount of blood as a result of his injuries. He was taken by ambulance to the hospital emergency room and was released after being treated (no overnight stay in the hospital) in the ER. He suffered no broken bones or other injuries. I saw him yesterday in the office and he said he had no soreness or bruises anywhere. He, his family, and our company are all grateful that he is a seat belt user. He is one lucky dude.

2009 Safety and Loss Prevention Meeting



Scrapbook Snapshots



Our Amazing Insureds

For the seventh year in a row, Batzner was named one of the "Top 100" pest control companies in the U.S. by Pest Control Technology magazine. Batzner achieved that distinction by generating revenues of almost \$7 million in 2008. The Batzner organization placed in the "Top Ten" small businesses of Waukesha County for the first time. The criteria for this award included customer focus, financial growth, employee growth and relations, and community involvement. Batzner was also recently honored with the International IPM (Integrated Pest Management) Award by the IPM Institute of North America. The award recognizes Batzner's efforts to reduce potential risks to human health and our environment. Way to go Batzner!

Sedgwick WC Web Reporting Change

On May 15th, Sedgwick CMS changed the WC Web reporting from NetClaim to ClaimCapture. If you were currently setup to use the NetClaim system, you should have received information on how to access the system and a user guide. If you do not have this information, contact Lisa Trefny with PestSure.

Did you know that you can report your WC Claims via the web. If you are interested in learning more about this, contact Lisa Trefny with PestSure.

New Website Home Page



www.PestSure.com

Not only is our new website very cool looking and flashy, it is ultimately more user friendly than the old site. Check out the new site and all the new content at www.pestsure.com. You can use your same password and user ID to enter the Member's Area of the site where all the good stuff is posted. If you don't have your login information, just e-mail Mary Carver at Mary_Carver@ajg.com. She will get you exactly what you need to start utilizing the site.

Besides loads of Safety and Loss Prevention programs, tools, and training presentations, the site features claims forms, insurance applications and coverage details, and all of the contact information for us at PestSure and Crawford Broadsire.

Any news to share?

Contact Linda Midyett at Linda_midyett@ajg.com to submit your items.



Training Fast and Frequent

Fast and Frequent Training Series – Eos: SAFE Driver Improvement System		
		Module Instructions
Group 1	1-1	Eos Overview
	1-2	Pre-trip Planning I
	1-3	Pre-trip Planning II
	1-4	Vehicle Inspections
Group 2	2-1	Self Evaluation
	2-2	Avoiding Deer Strikes
	2-3	Backing Your Vehicle
	2-4	Avoiding Fixed Objects
Group 3	3-1	Drive at a Seeing Speed
	3-2	I/R Distance
	3-3	Central Focus
	3-4	Positive Glance
Group 4	4-1	Intersections
	4-2	Speeding in a Neighborhood
	4-3	Communicating in Traffic
	4-4	Dropping a Wheel
Group 5	5-1	Focus Thieves – Poor Trip Planning
	5-2	Focus Thieves – Inattention
	5-3	Focus Thieves – In Cab
	5-4	Focus Thieves – Outside
Group 6	6-1	Creating Space
	6-2	Dealing With Tailgaters
	6-3	Escape With a Plan
	6-4	Struck From Behind

Our Eos **SAFE** Driver Improvement System now has one more component to assist you with your driver training efforts. The Fast and Frequent Training Series is ready for use and posted to the PestSure website.

Eos: **SAFE** Fast and Frequent consists of 24 training sessions that have already been designed for you. Each session contains a leader sheet and all of the materials and knowledge required to lead a 10 to 20 minute training topic.

Adults learn best when the information is concise, specific to their needs, and allows for their interactions. This series was designed specifically for adult learners.

A pre-requisite to the Eos: **SAFE** Fast and Frequent Series is the core program on interactive CD. If you have not already done so, make sure each and every one of your fleet drivers completes this valuable program. The series will make it easy for you to reinforce the core program on a weekly basis in just a 10-20 minute session. Fast and frequent!

Drivers using phones are four times as likely to cause a crash as other drivers. Have you talked to your drivers about cell phone use?



To Qualify for the PestSure Subsidy:

- Auto liability coverage must be currently placed with PestSure.
- Purchase must include a minimum two year Managed Services subscription.
- Purchase quantity must be a minimum of 50% of your total fleet or 100% of a single branch location for the DC3 cellular camera.
- Purchase must include enrollment in the Web-based DriveCam user training.
- Member will allow PestSure access to your DriveCam trending and analysis data.

PestSure DriveCam Subsidy Still Available

A reminder regarding this valuable driver safety program opportunity available exclusively to PestSure members who have their auto liability coverage within the program. PestSure is contributing significantly toward the purchase price of your DriveCam solution by offering a \$450 subsidy per installed vehicle.

The goal of the PestSure DriveCam program is to significantly reduce the number of accidents and the resulting liability claims that occur within the PestSure auto liability line of coverage. We hope to accomplish this through the deployment of the DriveCam Driver Safety System throughout our membership, in an effort to permanently change unsafe driving behavior among our fleet drivers.

Please contact Linda Midvett Linda.Midvett@ain.com for more details