Diversified Services

GRC’s innovative approach to risk management entails consistent development of new services to better serve our clients. By continuously striving to meet our clients’ needs, GRC’s service portfolio is comprised of a range of complementary offerings.

Our Diversified Services include:

- Business Continuity Planning
- Code and Project Services
- Loss Investigations
- Process Safety Management
- Training Programs
- Acquisitions & Due Diligence
- Arc Flash
**Business Continuity Planning:**

All companies are exposed to a range of natural and man-made disasters. Experience has proven that companies which are unprepared for a disaster are least likely to survive one, regardless of the company’s fiscal condition or insurance coverage. Identifying business interruption risk, quantifying the potential impact to your company, developing mitigation strategies, and preplanning for a disaster are the keys to survival. These tasks are generally referred to as Business Impact Analysis (BIA) and Business Continuity Planning (BCP).

In an age of lean manufacturing, outsourcing, and financial uncertainty, risk managers are faced with the daunting task of keeping abreast of their company’s Interdependent/Contingent Business Interruption Risk (IBI/CBI). But the need is greater than ever when you consider the following factors:

- Regulations and standards such as ISO 22301, ISO 31000, NFPA 1600, and Sarbanes – Oxley hold officers accountable
- Greater sensitivity to interruption of revenue stream from natural and man-made disasters
- Increase in disasters (man-made and natural) with an extensive history of failures
- Increased insurer focus on BCP/supply chain loss potential

**The Six Phases of BCP:**

1. Define the scope and commit resources.
3. Gather existing plans and combine with insights for the basic strategy outline.
4. Detailed strategy and BCP development.
5. Conduct BCP testing and revise as necessary.
6. Plan implementation and maintenance.

Why choose GRC as your BCP development partner? GRC experts will use our knowledge of your company, industry, equipment, production bottlenecks, and exposures as the key components of the BCP process. We offer our clients:

- Manufacturing Expertise - Many BCP consultants only focus on finance and information technology while leaving production and supply chain vulnerable. We know industry and processes, and we leverage that knowledge for your benefit
- Customer Insight - Client site visits provide unique operational understanding
- Risk Management Experience - Business Interruption, Interdependency, Contingent BI. We live these enterprise risk management issues every day
- Independence - You own the information, not a third party or insurer
- You know and trust GRC for property loss control services; now let us help you with your Business Continuity needs.
Code and Project Services:

The installation of fire protection systems is a critical part of any successful risk management strategy. There is nothing worse than investing significant capital expenditure to upgrade a fire protection system to then find yourself running over budget, experiencing project delays, or worse yet - discovering that after all the work has been completed that the system still fails to meet insurance or code requirements. Unfortunately, these scenarios happen all too often.

The activities of code authorities, including governmental agencies and insurers, are typically limited to code identification, development of design criteria, plan review, and possible periodic inspections. GRC’s experienced Code and Project staff will be your trusted advocate through every step of the protection upgrade project, from concept to completion. Typical projects include 17 or more major steps and GRC will partner with you on every step – not just four.

Our experienced Code and Project staff will act on your behalf to:

- Develop bid packages including CAD bid drawings and design documents in the local language
- Manage owner supplied equipment selection and bid process
- Advocate with jurisdictional authorities on design criteria
- Evaluate qualified installation bidders
- Provide bid comparisons to easily differentiate costs based on varying bid packages
- Develop project timelines and track milestones
- Reduce change orders and avoid costly recommendations from insurance carriers after installation

GRC is your ideal global partner to assist you in delivering the right solution on time and within budget.
Loss Investigations:

The key ingredients necessary to be able to assist in the determination of “cause and origin” and be able to understand what happened and how to prevent future occurrences are: professional expertise, broad experience, and availability of specialty resources. GRC has all three.

Expertise:

GRC’s professional staff has grown significantly over the last ten years due to our intensive recruiting process, which incorporates in its protocol a methodology to source only the best and brightest personnel from a variety of areas, including insurers and the industry itself. A significant component of our recruiting system includes the methodology of sourcing Fire Engineers, Boiler & Machinery Engineers, Authorized Inspectors, and specialized Natural Hazard structural assessment engineers that have significant experience in investigating losses throughout their careers.

Our Boiler & Machinery and Fire staff includes system engineers with certified large loss investigation credentials and who are former members from loss investigation groups at various industrial companies. We also have staff in our Boiler & Machinery department who are well-versed in cause/origin determination and have the ability to conduct site-specific electrical training to help minimize electrical interruptions.

We have unparalleled experience in post-incident investigations for natural hazard events. Our engineers are continuously out in the field analyzing first-hand natural hazard loss events and assisting clients/others who suffered damage from the incident.

Experience:

Incidents investigated include numerous tube failures, equipment failures (turbines, generators, dryers, shoe press rolls, roll covers, explosions, etc.), and fires of a wide variety and origin. We respond rapidly and provide an unbiased, third-party view of incidents to help clarify various issues.

Our engineers have significant experience evaluating damage and remediation from earthquakes and hurricanes worldwide. Remediation and reconstruction projects valued at over $250 million were managed for major industrial facilities, retail stores, offices, and warehouses.

Alliances/Partners:

Using the partnership in place with our subsidiary ARISE, we can quickly supplement our expertise with materials and audit experts domestically and overseas. Most prominent is our relationship with our parent company TÜV SÜD AG, a world leader in Consulting, Testing, Certification, and Training, with over 14,000 staff and 140 years of experience. In addition, our consultants work with firms such as Thielsh Engineering in the areas of loss investigation.

We would be pleased to expand on any of these issues, as necessary.
Process Safety Management:

GRC believes that Process Safety Management (PSM) provides more than a response to regulatory needs; it can also be an essential contributor to an organization’s overall effectiveness. GRC offers professionals with the necessary skills and experience to effectively address the following areas:

- Evaluation and refinement of present PSM efforts
- Integration of process safety information requirements into related programs
- Selection and facilitation of the proper Process Hazards Analysis studies for your specific operations
- Assessment, creation, and implementation of integrated Management of Change and Mechanical Integrity programs
- Development and execution of pre-start-up safety reviews for new or modified processes
- Assessments of existing fire, safety, or emergency response procedures and development of new programs where needed
- PSM compliance auditing
- Assistance with coordination of your overall PSM program with the risk management and insurance objectives of your company
Training Programs:

GRC continues to respond to our clients’ requests for improvements to their loss prevention programs by providing them with a qualified and experienced service team. In addition to the traditional services provided, we now offer training services designed to effectively implement and maintain the client’s risk management practices.

The primary cause of fire protection system failures has been shown to be human interaction. Proper training ensures your employees understand and follow the procedures designed to reduce potential failures. There are numerous instructional packages available to help you improve your human element programs.

Live Training

Traditional, in-person training with an experienced instructor continues to be one of the most effective methods for delivering training. The ability to have interactivity between the student and instructor combined with immediate feedback is the standard by which the effectiveness of all other training is measured. Combining live training with hands-on demonstrations, discussion, and problem solving ensures that the students leave the session with a greater understanding of the subject.

GRC has experienced staff capable of providing training for location-specific programs, presentations at operational or corporate level meetings, or the use of a specialized consultant and program to meet a specialized site-specific need.

An example of this type of client service has been the development of training for the Inspection, Testing, and Maintenance of Fire Protection Systems. Depending on the number and types of fire protection systems at a client facility, as well as the employee responsibilities, we have delivered two- and three-day training courses for owned and operated properties. By delivering the training locally, expenses for the participants are reduced and our trainers can concentrate on the specific systems and equipment installed at the location.

The development of live training would be done in cooperation with the client and the topics and agendas will be reviewed and approved prior to the course and/or presentation development. Additionally, GRC has access to nationally recognized fire engineering labs that will allow us to provide demonstrations not often available in the field.

Webinar Based Training

Just as information technology has revolutionized how people communicate, it has also revolutionized training. With the use of live webinars, GRC can provide remote training services to your employees and contractors. We are able to provide many of our training programs through an online, live webinar. Typically, these webinars are limited to a 60- to 90-minute session in order to maintain students’ interest. It is possible to break longer training programs into numerous sessions and allow students to attend consecutive sessions over multiple days.
Webinars allow for greater participation numbers by providing employees the convenience to log on from their work site and participate in the training.

**Train-the-Trainer**

GRC understands every client has different areas of concern and may require highly customized training in a specific area or for a specific topic. Our highly trained Consultants, with years of expertise, can work with a client directly to create a specific training package to address any need. In order to make sure we meet the client’s unique requirements, the goals and objectives of the program are developed jointly with the client. As the training is being developed, it is reviewed with the client and modified as needed. At completion of development, GRC would then provide the program and, if needed, train the people who will deliver the live training on-site. Once developed, these valuable training tools can be used repeatedly throughout the company to train employees.

For example, a client may be interested in training their employees on the importance of properly handling fire protection impairments. The client may have written internal procedures and standards that employees are not aware of or are not following, or there may be a change to an existing program. In order to address these needs, the client may want their procedures and standards to be part of the training program. In addition, they may want their training program to include locally generated photos to show local conditions. To complete this training development, the client will be assigned a trained expert to work with to develop the required parts of the program.
Acquisitions & Due Diligence:

With GRC’s worldwide staff of consultants, acquisitions and due diligence can be completed in an efficient and timely manner. Our consultants will provide property and/or boiler & machinery loss prevention inspections and reports as outlined in the previous sections for new acquisition in the due diligence process.
Property Valuation:

Property insurance values are a critical part of all successful risk management programs. Consider the benefits of a well-managed insurance valuation program:

- Assure proper risk transfer terms and costs for exposure
- More accurate loss estimates and risk modeling
- Up-to-date Nat Cat accumulation including Wind, EQ, and Flood
- Informed retention/reinsurance analysis
- Better estimates of risk improvement recommendations

Our services range from basic account valuation consultations to desktop valuations to full, on-site field appraisals. We offer our clients:

**Valuation Profile:** Using available property information, in house value benchmarks and customer consultations, we can provide input on credibility of reported property values.

“Desktop” **Valuation Survey:** Valuation reports are developed by working with customer Fixed Asset Records, property loss control reports, and in house valuation databases.

**On-Site Field Appraisal Reports include:**

- Value Confirmation Study: A basic field survey focused on verifying reported real and personal property values. While not a certified appraisal, this cost effective valuation approach can provide a credible estimate of insurable value.
- Grouped Asset Valuation Summary: A valuation survey where extensive asset details are not necessary. This streamlined report format provides abbreviated descriptions for individual buildings and yard improvements as well as personal property assets grouped by production area, department or other logical grouping.
- Detailed Asset Report: Our most comprehensive appraisal report when asset itemization and detailed property descriptions are needed. This report includes detailed construction descriptions for all structures and yard improvements. Personal property assets over a predetermined value are itemized. Small items are included as groupings.

**Consulting Services:** To assist in developing effective value guidelines, action plans and training resources.

You know and trust GRC for unbundled property loss control services. Now our property valuation services can help you develop and maintain accurate insurable values for your property program.
Arc Flash Risk Assessment

You know and trust TÜV SÜD GRC for Infrared Thermographic services. Now, let us help you with your Arc Flash Protection needs.

An arc flash occurs either when an electric current passes through air between conductors or from a conductor to ground instead of its intended path; temperatures can reach as high as 35,000° Fahrenheit! Arc flash conditions can occur when work is being conducted on energized equipment, or during an electrical equipment failure.

The recent 2017 National Electric Code (NEC) update specifies that service equipment above 1200A need an arc flash assessment. Almost half of all states have already adopted the 2017 NEC and this code can be expected to become implemented nationwide. As this code becomes the standard, arc flash assessments will become mandatory.

Goals of an Arc Flash Assessment

- Calculate the incident energy that may impact a worker
- Calculate the appropriate arc flash protection boundary
- Determine the proper personal protective equipment (PPE)
- Facilitate safe working conditions

How can TÜV SÜD GRC’s Arc Flash services help?

The arc flash service team is led by our electrical P.E. and is licensed throughout the United States to deliver a consistent, high quality service regardless of geographic location. In addition to providing short circuit analysis, protective device coordination study and one-line electrical diagram we will also work with your team to develop a training program to prepare your employees to operate safely in this environment.