

Ever Feel Like This When Dealing With Contracts & Insurance?



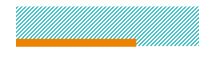


It Doesn't Have to Be Like That!



We're Here to Help



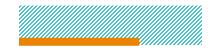


Our Goal



Provide you with tips to get the most risk transfer with the least amount of effort.







Caveat

Always Consult with Legal/Risk Management Before Changing any Contract Requirements



Presentation Outline



Introduction & Reference

Section I

Are you asking the right questions?

Risk Transfer & Identification

Section II

Are you using the right language?

Contract & Insurance Specs

Section III

Are you getting what you want?

Compliance & Claim Response





How to Locate the IRIC Manual

Alliant's Website https://alliant.com/Industry-Solutions/Public-Entity



Programs

All Programs

Automobile

Construction

Employee Benefits

Equipment Maintenance

Liability

Property

Workers' Compensation

Business Services

Public Entity Insurance Solutions

Public entities face property risks, liability exposures, and employee benefits needs that are significantly different than those faced by commercial businesses and corporations. Your organization needs an insurance broker that not only specializes in meeting the unique insurance, risk management, and benefits needs of public agencies similar to yours but also one that has earned a reputation for innovation and success in the public sector.

Public Sector Insurance Leader

With more than 30 years of experience in the public sector, Alliant Insurance Services is an industry leader in providing highly successful strategies, services, and products for a complete range of public sector clients. We understand how public agencies are perceived in the insurance marketplace and how the operating environment of these organizations shapes their risk transfer approach and requirements.

What truly sets us apart is our extensive specialized expertise of the public entity insurance business, combined with our focus on developing innovative programs that meet the special needs of public agencies. Our public entity clients benefit from the most effective insurance solutions and comprehensive service in the industry.

Our diverse public sector clients include:

- Airports
- Charter schools
- Cities and townships

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Lilian A. Vanvieldt, educational entities practice leader, speaks to Insurance Journal on how COVID-19 is impacting insurance for schools

Insurance Requirement in Contracts (IRIC)
Download IRIC:

Insurance
Requirements in
Contracts (IRIC)
Download IRIC:
PDF | Word



NAVIGATING THE IRIC MANUAL



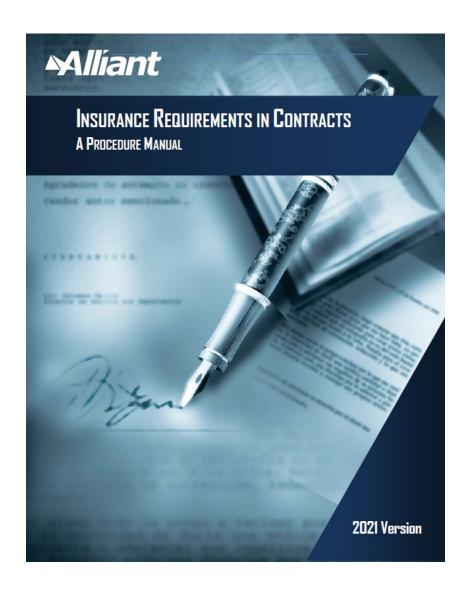




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INTEGRATED INSURANCE & FINANCIAL SERVICES

Easiest Way to Navigate!

IRIC VERSION 2021 TABLE OF CONTENTS

Ctrl + Click to follow link

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Specify that the Insurance is to be Placed with Insurers that Meet a Certain Minimum Rating, Unless	
Otherwise Acceptable to Your Entity	
Fit the Insurance Limits to the Situation	

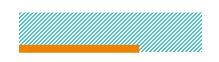


Nine Chapters & Fourteen Exhibits – Insurance Specs For:



- 1. Most Contracts Exhibit 1 Focus for Today
- 2. Professional Services
- 3. Lessees
- 4. Suppliers and/or Vendors
- 5. Construction Contracts
- 6. Environmental Contractors & Consultants
- 7. Information Technology Cyber
- 8. Airports
- 9. Unmanned Aerial Vehicles (aka Drones)
- 10. Chartering Aircraft
- 11. Marine Related Risks
- 12. Short-term Rentals of Facilities
- 13. Instructors
- 14. Schools including Bus & Transportation Costs





Glossary of Terms & Appendices



Foreword

Emerging Trends

Frequently Asked Questions (FAQs)

Introduction – Why Bother?

Contractual Risk Transfer – The Basics

Appendix A Risk Assessment

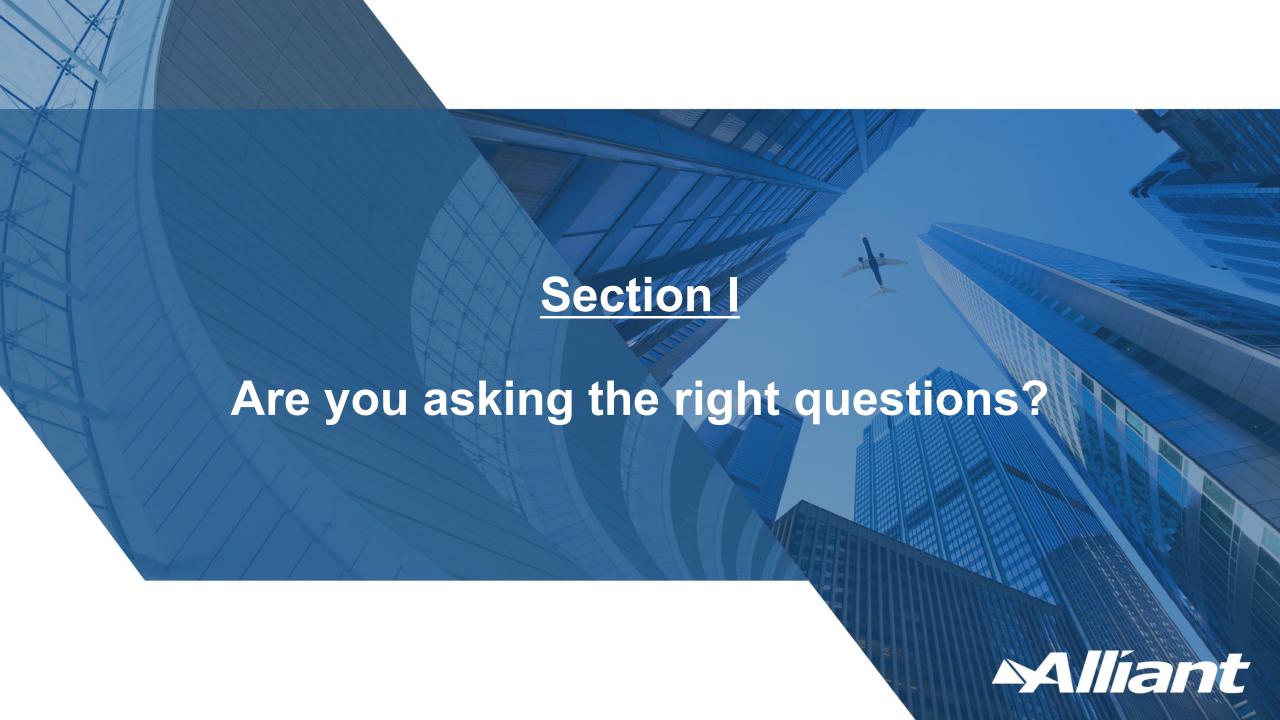
Appendix B Common Insurance Industry Forms

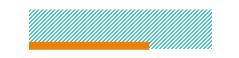
Appendix C Sample Hold Harmless Agreements

Appendix D Sample Checklists

Appendix E Resources







ignore exploit RISK accept reduce

Risk Transfer - What Is It?

Assigning responsibility for loss and related damages to the contracting *party who controls the circumstances* that might lead to the loss

Hold harmless or indemnification clause

Does NOT absolve you of liability

Promise of payment in event of a loss

Only as good as the person making the promise



Risk Transfer - Why Require Insurance?



Hold Harmless gives you a pocket to pick

Insurance increases chance there will be

money in the pocket

- Viability of contractor
- Want endorsement to the policy
 - > Additional insured status
 - Separate contract providing protection





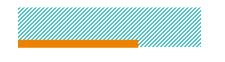
Risk Transfer – When To Do It?

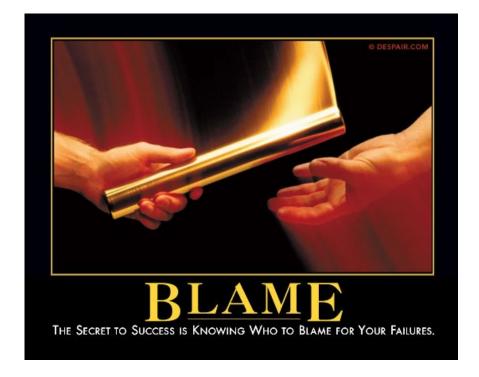


Any time you have, or should have, a written agreement with someone

- Construction projects
- Professional services
- Outsourced functions
- Property leases
- Special events
- Recreational activities
- Use of facilities
- Permits







Risk Transfer – Why Bother?

Can be liable for damages – have risk

Place risks with those able to control them

Rely on the expert

Encourage safety

Source for payment of claims

Maintain project budget

Maintain good loss history

Lower funding/premium







Type of activity(ies)?

Who or what could be harmed? How bad?

Crowds likely to be involved? Alcohol?

Vehicles used, if any. Passengers?

Professional liability exposure?

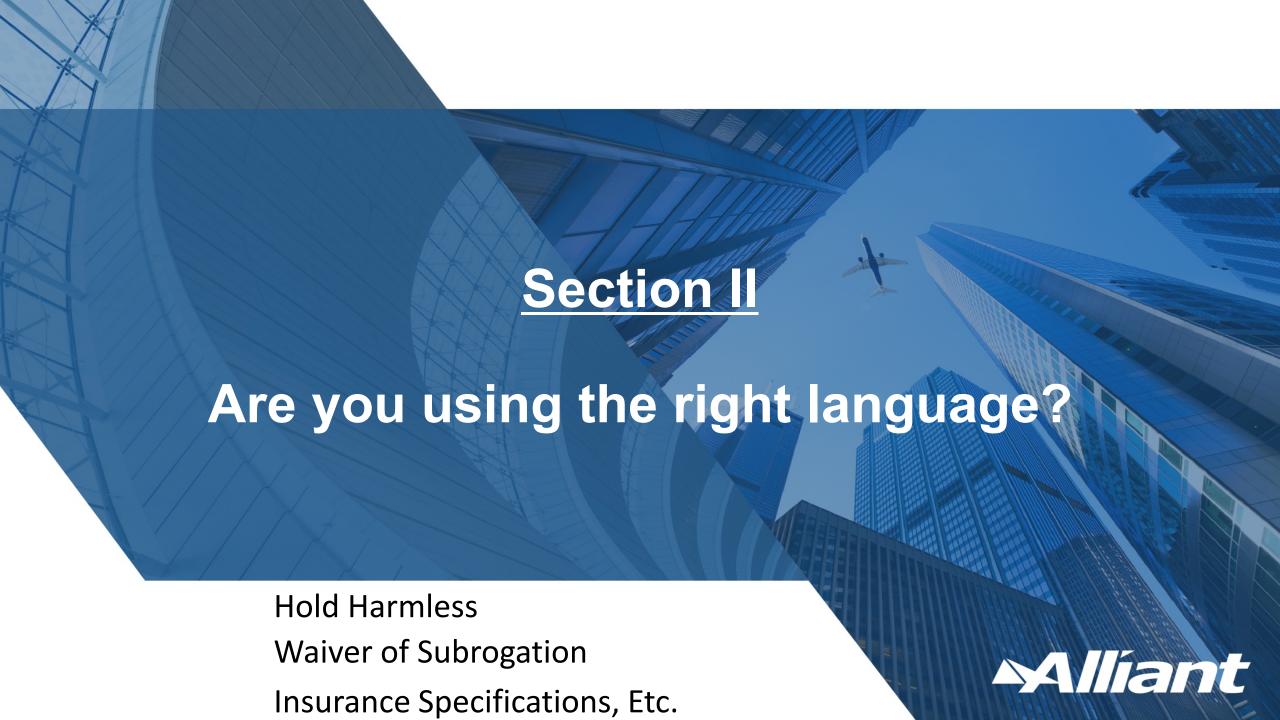
Risk of Sexual Abuse and Molestation (SAM)?

Hazardous activities?

Risk sufficient to reject bids not meeting specs?

Check the IRIC Manual Checklists!







What Type of Contract? <u>Using your contract templates, or no?</u>

General Services: for most contracts

Construction: for building projects or major remodeling

Professional Services: for architects, engineers, attorneys, accountants, medical, insurance, education, and *software developers*

Leases and Rentals: for long and short-term use of your real and/or personal property



Who's Holding Who & How Much?

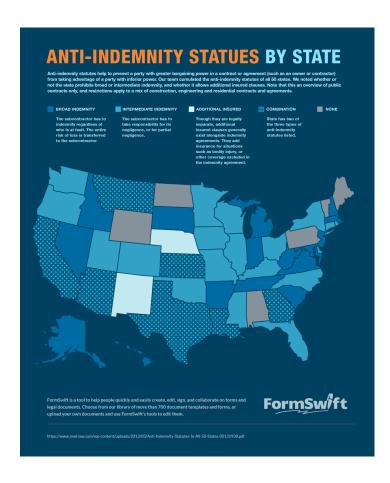


Use Appropriate Hold Harmless Language

- Defend and indemnify
- Any and all claims, suits, proceedings
- Costs paid as incurred
- Full extent as permitted by law
- May vary based on type of contract
- Do not mix with insurance requirements



Hold Harmless Language - Depends on Contract



General Contracts

All claims except those arising from agency's sole negligence or willful acts

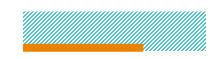
Construction Contracts

All claims except those arising from agency's sole or *active negligence* or willful acts

Design Professional Contracts

All claims that arise out of, pertain to, or relate to, directly or indirectly, in whole or in part, the negligence, recklessness, or willful misconduct of Consultant, any Sub consultant, anyone directly or indirectly employed by them, or anyone that they control, except ...







Hold Harmless Sample Language*

Hold harmless: to the fullest extent allowable by law, contractor shall hold harmless, defend at its own expense, and indemnify Agency against any and all liability, claims, losses, damages or expenses, including reasonable attorney's fees, arising from all acts or omissions to act of contractor or its officers, agents or employees in rendering services under this contract; excluding, however, such liability, claims, losses, damages or expenses arising from Agency's sole negligence or willful acts.

* ONLY use language approved by your attorney







Hold Harmless Sample Language*

Including reasonable attorney's fees:

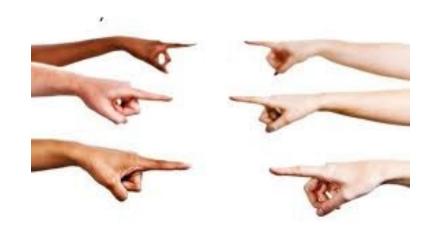
Under current standard insurance language, If the reimbursement of attorney's fees is not specifically added to the hold harmless, then the insurer is **not obligated** to pick up your defense costs.

Additionally, the new Commercial General Liability form restricts defense costs to only those lawsuits involving issues that are covered perils under the contractor's insurance

* ONLY use language approved by your attorney



Note on Mutual Hold Harmless



Most of the time you shouldn't do it!

Party who *controls the circumstances* should provide hold harmless

If you are paying for a service you should be indemnified by the other party

You WANT to be indemnified even if you are a % at fault.

Agree on % of indemnity **up front** for *Shared Services Agreements*!

If you do use Mutual HH — Scope of Services clear & comprehensive?



Use Proper Insurance Specs



Use the Specs in the IRIC Chapter most applicable to the risk and the contract template you are using

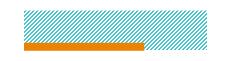
Look at the whole contract scope not just the insurance or indemnity

Be specific and avoid terms that do not have meaning in the insurance industry – Commercial General Liability v. Comprehensive or Public Liability

Don't be afraid to ask for coverage you are willing to pay for!

We will use <u>Exhibit 1</u>, <u>For Most Contracts</u>, as Example







Minimum Scope Of Coverage

1. Commercial General Liability

2. Commercial Auto Liability

3. Workers' Compensation & Employer's Liability

4. Professional Liability (if applicable)

5. Excess or Umbrella Liability (if needed)



Exhibit 1 - Most Contracts - See handouts for more of the exhibit

Exhibit 1: Insurance Requirements for Most Contracts (Not for Construction Contracts)

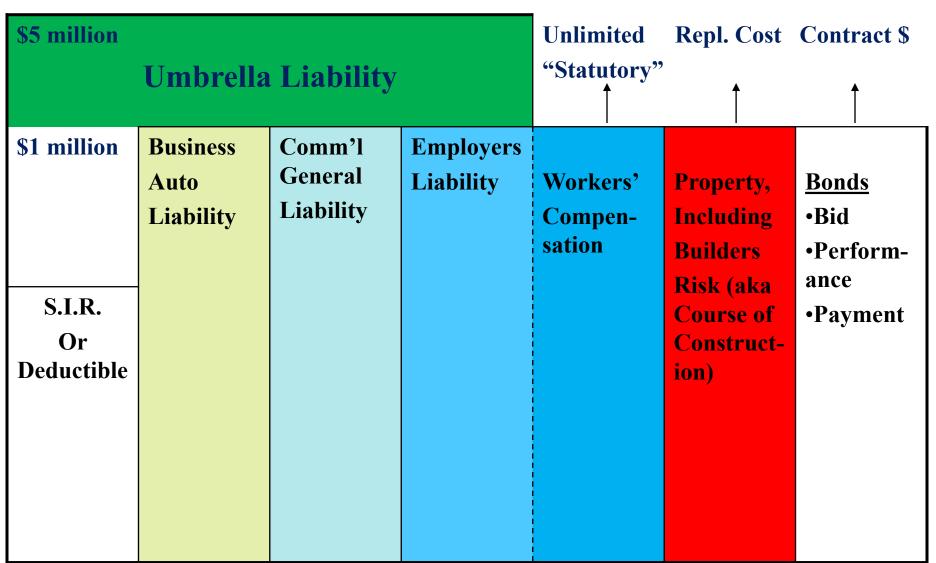
Contractor shall procure and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder and the results of that work by the Contractor, his agents, representatives, employees or subcontractors.

MINIMUM SCOPE AND LIMIT OF INSURANCE

- 1. Commercial General Liability (CGL): Insurance Services Office Form CG 00 01 covering CGL on an "occurrence" basis, including products and completed operations, property damage, bodily injury and personal & advertising injury with limits no less than \$2,000,000 per occurrence. If a general aggregate limit applies, either the general aggregate limit shall apply separately to this project/location (ISO CG 25 03 or 25 04) or the general aggregate limit shall be twice the required occurrence limit.
- 2. Automobile Liability: ISO Form Number CA 00 01 covering any auto (Code 1), or if Contractor has no owned autos, hired, (Code 8) and non-owned autos (Code 9), with limit no less than \$1,000,000 per accident for bodily injury and property damage.
- 3. Workers' Compensation: as required by the State of California, with Statutory Limits, and Employer's Liability Insurance with limit of no less than \$1,000,000 per accident for bodily injury or disease.
- 4. **Professional Liability (Errors and Omissions)**: Insurance appropriates to the Contractor's profession, with limit no less than \$2,000,000 per occurrence or claim, \$2,000,000 aggregate. (If applicable see footnote next page)



Typical Contractor Insurance Program



Commercial General Liability



<u>Includes the following types of coverage:</u>

Bodily injury

Property damage

Personal injury (libel, slander, defamation)

Advertising injury (trademark)

Products & Completed Operations – <u>must have</u> for any product liability or construction exposures.

May not have for some service exposures, such as a teacher for a recreation class.





Important for any work or service involving the use of motor vehicles, and a legal requirement for all vehicle owners.

Additional Insured Status – generally Included in Policy Form

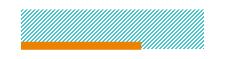
Business Auto Coverage Form:

The following are "insureds":

- a. You for any covered "auto".
- b. Anyone else while using with your permission a covered "auto" you own, hire or borrow *except*:
 - (2) Your "employee" if the covered "auto" is owned by that "employee" or a member of his or her household.
- c. Anyone liable for the conduct of an "insured" described above but only to the extent of that liability.









Excess or Umbrella Liability

This type of policy "lies above" primary liability policies to provide higher limits

It provides coverage in excess of reduced or exhausted underlying limits

Umbrella will provide some coverage not found in the CGL, AL, or EL. *Excess coverage will not*.

Typical example = \$4M xs \$1M, provides total of \$5M.



Workers' Compensation & EL



Coverage A: Workers' Compensation

Statutory benefits - no limit

Critical that all subcontractors carry

N/A to sole proprietor &/or if have no employees

Coverage B: Employer's Liability (EL)

\$1,000,000 limit common

Covers "dual capacity" and other exceptions to exclusive remedy of workers' compensation

This is <u>NOT</u> Employment Practices Liability



Coverage Requirements in **SOME** Contracts



Professional Liability (Errors and Omissions)

Cyber Liability (Chapter 4)

Crime / Fidelity Coverage

Property Insurance

Environmental Liability (Chapter 3)

Aviation Liability – Drones (*Chapter 5*)

Marine Liability

Sexual Molestation & Abuse (Chapter 8)







"Errors & Omissions" (E&O) insurance Architects, engineers, attorneys, medical, insurance, education, finance, public officials "Claims made" vs. "Occurrence" trigger

Policy in force on date **claim is made** (vs. date of occurrence causing damage) pays for loss

<u>Consider requiring insurance for 3-5 or more</u>

<u>years after completion</u> for large projects or SAM

<u>exposures</u>

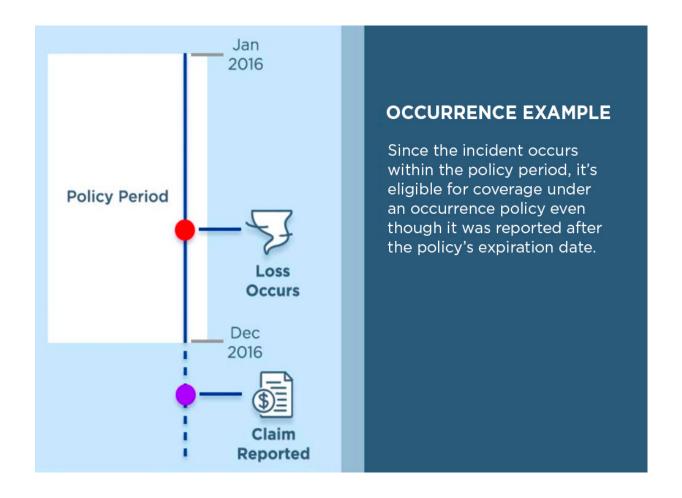


What is Claims Made Coverage?

Claims Made – "trigger" of coverage is when claim is reported. Loss is covered if occurred after retro date and reported within policy or extended reporting period.

Retroactive Date Loss **CLAIMS-MADE EXAMPLE** Occurs Jan Since the claim was reported 2016 during the policy period and the loss occurred after the retroactive date, it would be eligible for coverage under a claims-made policy. **Policy Period** If a claim is brought after the policy's expiration, it can get coverage if it's reported within Claim the extended reporting period. Reported Dec 2016 Extended Reporting Period

Occurrence – "trigger of coverage is when loss occurs, regardless of when reported (can be years later).







THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

ABUSE OR MOLESTATION COVERAGE

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE FORM

SCHEDULE

Coverage	Limits of Insurance	Advance Premium	
Abuse or Molestation	\$ per person, per occurrence. \$ aggregate per policy period.	* See policy schedule	

With respect to coverage provided by this endorsement, the provisions of the Commercial General Liability Coverage Form apply unless modified by this endorsement.

In consideration of the premium charged, the following is added to Section I, Coverage A:

A. COVERAGE

1. Insuring Agreement

We will pay those sums the insured becomes legally obligated to pay as damages that result in "bodily injury", "property damage", "personal and advertising injury", or any other injury because of abuse, molestation or exploitation arising from negligent employment, training, investigation, reporting to the proper authorities, or failure to so report, or retention and supervision of a person for whom any insured is or ever was legally responsible. Coverage includes the actual, alleged, or threatened abuse, molestation or exploitation by anyone of any person while in the care, custody or control of any insured.

The term "bodily injury" includes mental anguish or emotional distress.

2. Exclusions

This insurance does not apply to:

- Costs, fines or penalties incidental to or arising from any criminal investigation or prosecution regarding abuse, molestation, or exploitation;
- b. Any obligation to pay fines, penalties, punitive damages, exemplary damages or aggravated damages;
- c. Any person who takes part in inflicting abuse, molestation, or exploitation upon another person; or
- d. Any person who remains passive upon gaining knowledge of any actual, alleged, or threatened abuse, molestation, or exploitation committed by an "employee" or "volunteer worker" of the insured.

Sexual Abuse and Molestation: Applicable when Consultants/Professionals are working with minors on a one-on-one basis without supervision, or if left alone with minors for any reason.

Standard Commercial General *and* Professional Liability policies *exclude coverage* for claims involving sexual abuse.

Must have endorsement or customized policy such as Educators Legal Liability.

See coverage requirements in the IRM Chapters for Consultants, Bus Operators, Renters of Facilities, Charter Schools, and Security Personnel.

Claims-made coverage – report ASAP!



Software E&O v. Cyber Coverage



Software E&O will cover damages arising from developer's professional negligence, not necessarily damages due to a cyber breach.

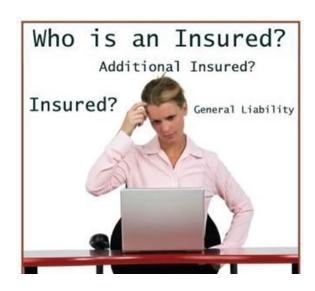
Cyber Coverage will pay for damages to the insured, including cyber extortion and business interruption, as well as damages to third parties, including required privacy notifications, credit monitoring, and regulatory agency defense.

This is also claims-made coverage – report ASAP!

Chapter 4 – Exhibit 7 Specs



Other Insurance Requirements



Additional insured status

Contractor insurance is **primary**

Waiver of subrogation – Work Comp, too

Deductible or SIR declared/approved

A.M. Best rating – A:VII or otherwise acceptable

Notice of cancellation

Claims Made Policy extension

Special Risks or Circumstances







Tort Costs increased over 75% since 2001

An average annual increase of 8.7% over the past 60 years!!!

\$1 million in 1986 is over \$4 million today with PV based on COLA

\$1 million in 1986 is over \$9 million today with PV based on tort inflation

Jury Verdicts Continue to Rise

Verdicts over \$20 million increased in 2019, up 300 percent from a decade earlier.

Median jury awards in personal injury cases more than tripled from 2009 to 2017.

The median cost of the top 50 single plaintiff bodily injury verdicts in the US rose from around \$28m in 2014 to just over \$54m in 2018.

Analyze the Exposure

Maximum Possible vs. Maximum Probable Loss



What Limits Are Reasonable Today?



<u>Limits – General Liability</u>

\$1 million per occurrence and \$2 million aggregate is minimum

This has been the requirement since 1991 (CPI \$1,750,000)

We now recommend \$2 million/\$4 million

\$3 million for construction trades, food service, swimming, SAM, etc.

\$5-10 million for general contractors, welding, crowds, childcare, toxics, etc.

\$10 million or more for tunneling, blasting, large construction projects

IRIC Manual can help guide through appropriate limit decisions









Notification of requirements <u>early</u>

Obtain <u>before</u> contract signed!

Need at least two pieces of paper:

- 1. Certificate of Insurance
- 2. Additional Insured Endorsement

Or proof of "automatic" (blanket) status in policy language







Examples following (and in Appendix D of IRIC)

For information ONLY – does not amend, extend or alter the policy coverage

Adding the Agency as additional insured in Section 9 does not endorse the policy!



2

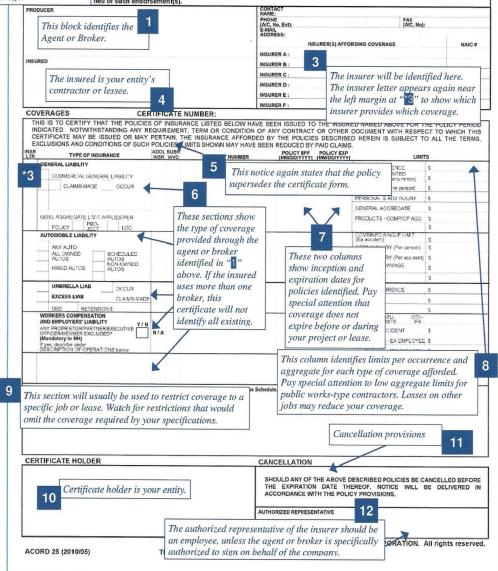
This notice confirms the provisions of the California Insurance Code, §384. Other states have similar provisions. It states that the policy, not the certificate governs coverage.

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS S NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES RTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED OR PRODUCER, AND THE CERTIFICATE HOLDER.

certificate holder is an ADDITIONAL INSURED, the policy(les) must be endorsed. If SUBROGATION IS WAIVED, subject to litions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the liteu of such endorsement(s).



Annotated Sample Certificate in the IRIC Manual

Appendix B

Please refer to the handout sample Certificate and Endorsements



Certificate of Insurance



The certificate holder should always be the Agency or entity contracting for services.

Do not limit to a department or subsidiary

Do specify who should receive it

Attention: Contract Manager

The certificate should be signed



Check Certificate For Compliance*



Confirm name of insured

Date(s) of coverage

Limits, including aggregate

Auto liability covers "any auto"

Description of operations, locations correct

Check out insurers – <u>www.ambest.com</u>



^{*} See Checklist for Evidence of Insurance in Appendix D



Additional Insured Endorsement

ADDITIONAL INSURED – OWNERS, LESSEES OR CONTRACTORS – (FORM B)

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART

SCHEDULE

Name of Person or Organization:

(If no entry appears above, information required to complete this endorsement will be shown in the Declarations as applicable to this endorsement.)

WHO IS AN INSURED (Section II) is amended to include as an injured the person or organization shown in the Schedule, but only with respect to liability arising out of gour work for that insured by or for you.

MUST have to amend the policy (or equivalent "automatic" language in the policy)

Insurer endorsement may or may not be on ISO form – equivalent wording OK.

ISO changes to CGL policy and endorsements in April 2013 and December 2019

Will usually need two endorsements – one for ongoing operations and one for completed operations or "your work".



Why Care About Additional Insured Status?



Hold Harmless = "Insured Contract"

Insurer must protect contractor only

Insurer should honor terms of HH agreement

Potential for disputes over liability, legal defense, up-front payment and coverage more likely

Additional Insured = <u>Insurance</u> Contract

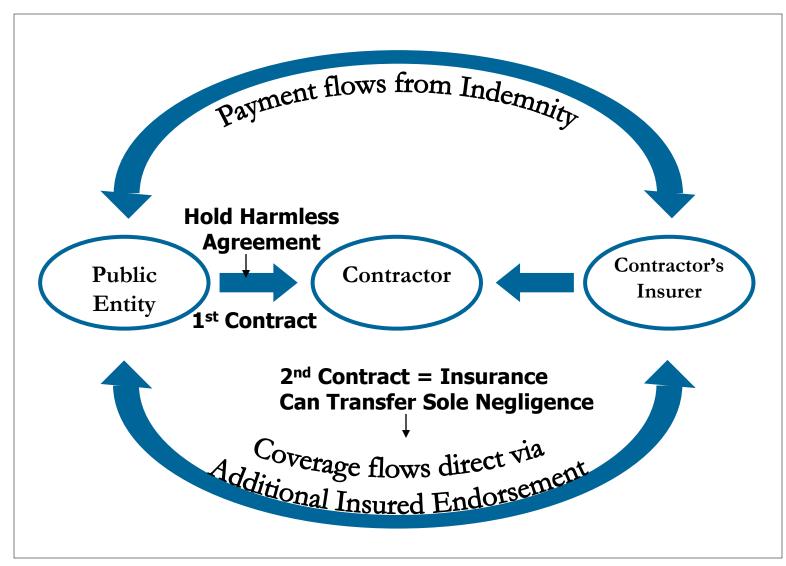
Insurer must also protect Agency

Less potential for disputes

Duty to defend/pay as costs incurred



Hold Harmless v. Additional Insured





Additional Insured Endorsement

The most preferred insurer endorsement is ISO Form Number **CG 20 10 11 85**, covering damages arising from "your work."

Covers both "products and completed operations" as well as "ongoing operations"

Newer endorsements forms that are acceptable

CG 2010 = "ongoing operations"

CG 2037 = "your work" - "products - completed operations hazard"

Must have both to get same coverage as the 11 85 form

Later versions may have to be accepted



ADDITONAL INSURED (AI) ENDORSEMENTS Based on Insured Relationship to AI

Al Relationship to Insured	No Contract with AI Required (Privity) <u>&</u> Doing Work <i>For</i> AI		Privity <u>&</u> Work <i>For</i> Al	No Privity <u>&</u> <i>No Work</i> For Al
Type of Endorsement	Scheduled	Automatic*	Automatic*	Automatic*
Ongoing Ops Form #	20 10	20 38	20 33	20 42 ⁺ or 20 43
Completed Ops Form #	20 37	20 40	20 39	NONE

^{*} ONLY if required in written contract or agreement

For Automatic Status, Form Numbers 20 38 and 20 40 should be required rather than the 20 33 and 20 39 Use form 20 33 and 20 39 ONLY when you are SURE there are no subs being used that have NO contract "With You"



^{*} For Designated Operations

GUIDE TO ADDITONAL INSURED (AI) ENDORSEMENTS FOR CONTRACTORS

Edition Dates in order of Preference:

1. Best: 11 85 edition of the CG 20 10 – need only this endorsement for both types of operations.

Need two endorsements for all later edition dates to get the same coverage.

- 2. Very Good: 10 01 editions
- 3. Good: 07 04 editions
- 4. OK, but not preferred: 04 13 or 12 19 edition dates;

Note: earlier editions may be difficult to obtain except for large projects and first AI endorsement for "upstream" parties came out in 04 13 edition

Getting What You Want



4. If unconscious, cease stress reduction activity.

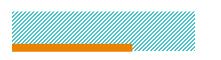
If at first you are told the coverage is not available ask again!

If you do not receive required coverage or endorsement, consider risk and options

Special events or contractors' insurance available

If project lasts beyond policy expiration set reminder for follow up 30 days prior





Where to Draw the Line?





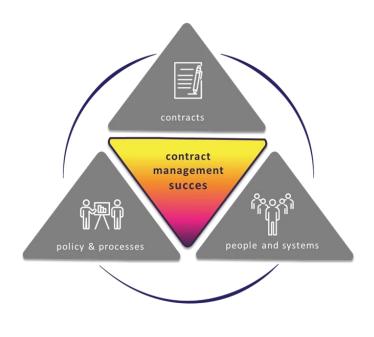
At what point will the entity be so exposed that the proposed indemnity or insurance is *too risky*?

Focus on the RISK, before the indemnification, before the insurance.

Involve staff, experts and/or legal counsel in review of risk and language.

Start from your best case and work your way backward.





Keep Good Records - Indefinitely

Original bid specs, contract, addenda, support documentation

Certificate(s) of insurance

Additional insured endorsement

Any other endorsements

All correspondence concerning insurance or claims pertaining to the contract

Copy of contractor's policy, if provided







Report Claims Promptly

Never assume contractor will report

Advise contractor to report to insurer and follow up for confirmation

<u>Can report to broker or insurer directly</u>, especially <u>if</u> severe damage and/or District is an <u>additional insured</u>

Report to own TPA or insurer, particularly if contractor or insurer is unresponsive

They will process tender of claim and protect Agency



In Summary



Use the IRIC as a Guide

Ask the right questions

Risk ID & Transfer

Use the right language

Contract & Insurance Specs

Get what you asked for

Compliance & Claim Response





Thank You!

If in doubt – contact me! Marcus Beverly - <u>Marcus.Beverly@alliant.com</u>

