

Risk Control Service capabilities

Technical Capabilities from Liberty Mutual Insurance

Choose the right level of service resources for your unique business needs.



Realize higher returns from your insurance program by utilizing Risk Control Services' products and programs to help reduce your total cost of risk.

- Industry-specific expertise that aligns to your safety and risk-management objectives.
- Access to risk control professionals to research questions and help provide solutions.

With 350+ Risk Control safety professionals, Liberty Mutual is able to provide expertise and resources across the country. We can tailor the right level of service when and where you need it most.

On-Demand resources: Scaled to meet your needs

Our On-Demand program allows you to select only the services, products, and programs that meet your needs. On-Demand includes access to online resources through Liberty Mutual SafetyNet™, virtual consultations via the Risk Control Consulting Center, and small-scale service offerings.

Key resources include:

Liberty Mutual SafetyNet™

Just-in-time online resources to help improve workplace safety, including:

- Industry toolkits, reference notes, and model safety plans
- Self-assessment tools and Return-to-Work programs
- Access to complimentary live webinars and recorded sessions

Consulting Center

One phone call or email puts you in touch with specialists who can offer solutions to support your business goals and objectives.

We'll develop safety strategies in collaboration with you, using our vast array of technical resources and expertise.

Decision Driving®

This web-based training program is a cost-effective solution to help manage fleet risks. Policyholders receive 100 online seats included annually.

Industrial Hygiene Lab Services

Liberty Mutual's AIHA-accredited lab offers broad capabilities, including analyzing Grade D and medical gas, pharmaceuticals, and fire debris. Customers' samples can be sent in for analysis, with the majority of requests completed within five business days.

Risk assessment and recommendations

Leveraging innovative web-based technology enables us to remotely perform risk assessments through mobile devices, allowing users to transmit data regarding various sources of risk. Our risk control consultants review user-provided data and offer insight and recommendations to help mitigate loss.

Customized Risk Control Service program

In addition to access to the resources above, policyholders can collaborate with Risk Control specialists to design a unique service strategy tailored to their business.

Through fact finding and systems analysis, we will work with you to create integrated solutions and measure respective business impacts. This option is designed for customers who desire to take their program to the next level, achieve high-impact business results, and reduce total cost of risk.

Custom plans are individually priced depending on the scope and scale of risk reduction projects, complexity of plan objectives, and desired level of technical expertise. A Risk Control Service Director is aligned to your account to coordinate resources and service delivery. Key benefits include:

- Risk assessment and analysis of your program and systems
- Solutions tailored to impact key exposures that drive losses unique to your operation
- Data analytics and program optimization
- Progress measurement, including annual stewardship report

At a glance

Service Capabilities	Customized Risk Control Service	On-Demand
Program management	Designated lead service provider: Business partner and single point of contact who provides program oversight and coordination of resources, as well as multi-location management	Service provider assigned based on specific service needs.
Service approach	Tailored service plan: a defined strategy aligned with key business objectives with measurable impact	Project-based only
Project-based service / On-site risk control visits	Focused involvement, on-site services, and dedicated project support. Access to technical directors to help support complex projects or address unique risks.	Limited
Industrial hygiene services	Nationwide team of IH consultants and a certified lab dedicated to delivering best-in-class IH service.	IH lab self-service available for customer sample analysis.
Risk assessment	Assessment projects to assist in understanding current state and identify gaps for future focus.	Upon request
Access to analytic safety tools	Products and tools that quantify risk levels, compare intervention strategies, and track reduction in risk.	Web-based, self-service products; ready-to-use tools and solutions
Designated risk control consultants	Risk Control specialists to partner for deeper integration into customer's business model, culture, and values.	Risk Control Consulting Center
Contact us:	Reach out to your designated Liberty Mutual service provider.	Contact the Consulting Center at RCCConsultingCenter@libertymutual.com or call 866-757-7324