



School of Risk Control Excellence[®]

Course Catalog



Welcome to the School of Risk Control Excellence® Course Catalog

CNA's School of Risk Control Excellence® (SORCE®) provides you with systematic, sustainable risk control resources that help mitigate operational risk and adapt to challenges and opportunities. We continuously identify emerging risks in the core industries we support and design courses that provide valuable information for alleviating those risks.

CNA is proud to be your trusted risk control resource. That includes SORCE®, which has helped thousands of participants better understand and manage risk for more than a decade. CNA policyholders, agents and brokers have access to world-class, on-demand training courses and an extensive library of guides, reports, checklists, tools and more at cna.com/riskcontrol.

We are committed to evolving with your ever-changing needs and dedicated to building and maintaining relationships that help ensure your continued success. CNA's SORCE® Course Catalog was created with this commitment in mind, and we look forward to working with you to anticipate, adapt and respond to emerging risks that impact your business.



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To inquire about **SORCE®** online, webinar and instructor-led offerings, contact your local Risk Control Consultant or visit cna.com.

Please note that **SORCE®** courses are offered at the discretion of CNA and based on scheduling and resource availability. Most courses are complimentary.



Experience That Sets CNA Apart

Deep-rooted Knowledge In Continuing Education

CNA Risk Control Consultants are specialists with an average of more than 20 years of experience in their respective fields, enabling us to better serve our policyholders by helping them to identify and manage risk exposures. Our consultants hold professional designations from, or are commissioned by, highly respected industry organizations. This international network of credentialed professionals remains on the leading edge of innovation so we can offer creative risk control advice and insight that help you increase productivity and profitability.

Our professional designations and commissioned licenses for Risk Control Consultants include:

Accredited Office Ergonomics Evaluator (AOEE)
 Associate Business Continuity Professional (ABCP)
 Associate Ergonomics Professional (AEP)
 Associate in Loss Control Management (ALCM)
 Associate in Risk Management (ARM)
 Certificate of Cloud Security Knowledge (CCSK)
 Certified Business Continuity Professional (CBCP)
 Certified Ethical Hacker (CEH)
 Certified Extreme Event Modeler (CEEM)
 Certified Fire Protection Specialist (CFPS)
 Certified Fraud Examiner (CFE)
 Certified Industrial Hygienist (CIH)
 Certified Information Privacy Technologist (CIPT)
 Certified Information Protection Professional (CIPP)
 Certified Information Security Manager (CISM)
 Certified Information Systems Auditor (CISA)
 Certified Information Systems Security Professional (CISSP)
 Certified Infrared Thermographer (CIT)
 Certified Professional Ergonomist (CPE)
 Certified Professional in Healthcare Risk Management (CPHRM)
 Certified Professional in Healthcare Quality (CPHQ)
 Certified Protection Professional (CPP)
 Certified Public Accountant (CPA)
 Certified Safety Professional (CSP)
 Chartered Property Casualty Underwriter (CPCU)
 Commercial Lines Coverage Specialist (CLCS)
 Construction Risk and Insurance Specialist (CRIS)
 Fellow of the Academy of General Dentistry (FAGD)
 Fellow of the Casualty Actuarial Society (FCAS)
 Fellow of Information Privacy (FIP)
 Fellow of the National Association for Healthcare Quality (FNAHQ)
 Fellow of the Society of Fire Protection Engineers (FSFPE)
 Graduate Safety Practitioner (GSP)

Master Business Continuity Professional (MBCP)
 National Board of Boiler and Pressure Vessel Inspectors
 Commission (NBIC)
 Professional Engineer (PE)
 UL Certified Risk Professional – Property (CRP)
 UL Recognized Risk Engineer (UL RRE)

What We Offer (Blended Learning)

CNA Risk Control Consultants have deep industry experience and keen understanding of risk management principles, combined with an ongoing awareness of emerging issues.

SORCE® provides knowledge to managers and their teams responsible for making primary decisions within a company. SORCE® is designed to help companies understand risk management challenges facing businesses.

CNA will continue to offer instructor-led courses through SORCE®. However, CNA Risk Control will also introduce eLearning courses to meet different learning styles. Based on proven adult learning principles, these online courses were designed to ensure that every learning experience is interactive and relevant.

SORCE® On Demand will continue to offer our library of risk control health and safety regulatory courses. This series of online courses help our policyholders in their efforts to train new employees, enhance productivity of operations and reduce the major types of claims that occur within an organization.

Client Materials

CNA offers materials, checklists and tools to help businesses take simple steps to manage everyday risks. Materials are developed for industries and line of business topics.

CNA's SORCE® On Demand Includes:

- Mobile-friendly access to courses and resources anytime, anywhere
- Complimentary mini CNA risk management eLearning courses, including Driving in Today's World and New Employee Orientation for both Construction and General Industry
- OSHA 10 and 30 authorized safety training can be taken by CNA policyholders at a discounted rate for a nominal fee

CNA has [SORCE® On Demand](#) courses available 24/7 via ClickSafety.

Course curriculum will be modified throughout the year as risks evolve.

We provide continuing education (CE) credits for select courses from institutions that have recognized CNA's CE programs.

Earn Continuing Education Credits

Accountants



Continental Casualty Company, one of the CNA insurance companies, is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of Continuing Professional Education (CPE) Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Feedback regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website, learningmarket.org.

Insurance Adjusters and Lawyers



The CEU Institute is a nationally accredited provider of CE programs to insurance agents and lawyers. The CEU Institute has partnered with CNA to offer CE credits to adjusters for our SORCE® agent courses. CNA also offers CE credits to our Lawyers Professional Liability insurance policyholders, if applicable. Visit ceuinstitute.net to learn more.

Healthcare Professionals

CNA offers CE credits through the Certified Professional in Healthcare Risk Management (CPHRM) Program, which has been approved for 1.0 contact hour of continuing education credit by the American Society for Healthcare Risk Management (ASHRM) toward fulfillment of the requirements of the ASHRM designations of Fellow (FASHRM) and Distinguished Fellow (DFASHRM) and toward CPHRM renewal. Visit ASHRM.org to learn more.

Want a SORCE® Event?

Contact your CNA Risk Control Consultant who can provide additional information on SORCE® courses and determine course(s) best suited to fit your needs.

Agent and Broker Courses

CNA is dedicated to helping independent agents and brokers gain a deeper understanding of the industries they serve. We offer both face-to-face and webinar courses that provide independent agents and brokers the opportunity to learn on their schedule, and in many cases, also earn continuing education credit.

Additional SORCE® courses may be tailored to meet the needs of our agents and brokers. Please contact your local CNA branch to discuss how CNA's Risk Control Consultants can provide additional education for your agency.

Biometric Information Privacy

DURATION: 1 HOUR

COURSE OVERVIEW

Biometric information privacy lawsuits are a major class action trend and a significant corporate liability exposure. Biometric data is a part of everyday life, from enabling us to open our cell phones, to scanning a fingerprint on a biometric timeclock, to using a retina scan to gain access to a baseball stadium. This course will examine laws that regulate the collection, storage and use of biometric information, with an emphasis on the Illinois Biometric Information Privacy Act (BIPA), its requirements and interpretive case law. In addition, this course will survey other federal, state and local biometric information privacy laws, both enacted and proposed. Steps to mitigate risk in connection with biometric information privacy laws will also be addressed.

ID: HLCE – BIP1

Blockchain – Impact on Commerce Stream

DURATION: 1 HOUR

COURSE OVERVIEW

Blockchain is a growing list of records managed by a cluster of computers that can create technology risks for companies. This course introduces blockchain technology, its functionality and security limitations, and risks involved with using the technology. Guidance is provided to the participants for completing a risk assessment and security considerations. **ID: TECH – BCI1**

Cyber Threats & Risk Management

DURATION: 1 HOUR

COURSE OVERVIEW

You can't eliminate the possibility of business disruptions – but you can prepare for them. Whether the cause is a storm, cyberattack or another unexpected event, a sudden disruption could affect your organization at any time. To grow and thrive in an uncertain risk environment, your business needs preparation to absorb, adapt and be resilient to disruptive events. This course provides an overview of the terminology, concepts and principles for improving your organization's resiliency capability.

ID: AGTB – CTR1

Employment Practices Liability: Understanding the Exposure and Managing the Risk*

DURATION: 2 HOURS

COURSE OVERVIEW

This course examines federal employment law, employment practices liability (EPL) exposures, EPL insurance and the techniques employers may consider to help minimize claims. Topics include an overview of federal employment law, current trends and statistics, insurance coverages and risk control practices.

ID: MUSE – EPL2

* This course is not intended for individual policyholders.



Employment Practices Liability TIPS – Trends, Issues and Practices*

DURATION: 1 HOUR

COURSE OVERVIEW

This course addresses the most current trends and issues in employment practices liability (EPL) – especially as they pertain to administrative agency enforcement activity, particularly with respect to the Equal Employment Opportunity Commission (EEOC). Recent topics have included sexual harassment, equal pay, social media, biometric information privacy and compliance with the Americans with Disabilities Act (ADA). Participants learn practical information and tips they can implement in their organization to assist in minimizing EPL risks.

ID: MUSE – EPL1

* This course is not intended for individual policyholders.

Equipment Breakdown: Boiler Maintenance and Upkeep

DURATION: 1 HOUR

COURSE OVERVIEW

Boiler maintenance is essential to managing a company's exposure to equipment damage and possible disruption to business activities. This course provides an overview of daily, weekly, monthly and annual maintenance necessary to operate a boiler in an efficient and safe manner. Participants also learn how to perform daily checks on installed safety devices and review tracking of boiler operational logs. ID: MUSE – BU04

Equipment Breakdown Coverages, Loss Exposures & Risk Control Techniques

DURATION: 1 HOUR

COURSE OVERVIEW

Boilers, pressure vessels and mechanical/electrical equipment can break down. When this happens, operational and production schedules are adversely impacted and unexpected costs occur. This course examines equipment breakdown loss exposures, risk control techniques and insurance coverages that protect insureds' equipment and property. ID: AGTB – EBC1

Life Sciences Insurance Introduction

DURATION: 2 HOURS

COURSE OVERVIEW

Agents and brokers serving the life sciences industry should obtain an understanding of the industry and common loss exposures. This course includes an overview of pharmaceutical/biopharmaceutical companies, medical device manufacturers, contract research organizations and contract manufacturing organizations. It also includes current trends, product liability and professional liability exposures, common insurance coverages and risk management.

ID: AGTB – LSP1

Software as Medical Device

DURATION: 1 HOUR

COURSE OVERVIEW

As technology continues to advance all facets of health care, software has become an important part of all products, integrated widely into digital platforms that serve both medical and non-medical purposes. Software, which on its own is a medical device – Software as a Medical Device (SaMD) – is one of three types of software related to medical devices. This course is designed to give participants the ability to understand and recognize Software as a Medical Device and understand how these devices are regulated, the challenges with their use and strategies to mitigate loss. ID: AGTB – SMD1

Understanding Product Liability Risks

DURATION: 1 HOUR

COURSE OVERVIEW

Businesses that make or sell products are responsible for ensuring their products can be used in a safe manner and do not pose a hazard to the public. This course provides an understanding of product liability risks, mitigation strategies and related insurance coverages. Special focus is placed on the development of effective safety labels and warnings, along with the hierarchy of controls. ID: AGTB – PLR1



Courses by Industry

Building deep knowledge of our policyholders' industries is one of CNA's core business strategies. Our concentration on specific industries and insurance coverages enables us to provide more distinctive expertise to the challenges our insureds face every day – regardless of size.

The following SORCE® courses are aligned to specific industries in which we have experience and scale, including Commercial Real Estate, Construction, Financial Institutions, Healthcare, Life Sciences, Manufacturing, Professional Services and Technology.

Small businesses face a unique set of challenges, often with fewer resources than larger companies in their field. To help these policyholders better manage their exposures and maintain their competitive edge, CNA can adapt any of our courses and programs for small business agents or their clients. In addition, we offer a comprehensive set of online risk control resources.



Commercial Real Estate

CNA takes a consultative approach to helping commercial real estate businesses evaluate, manage and anticipate business risks beyond typical property exposures – addressing issues, including general liability, cyber liability and management liability. We offer risk control courses and services that help our policyholders maintain financial stability, uphold their reputation and grow their business.

Site Security

DURATION: 1 HOUR

COURSE OVERVIEW

Real estate property owners should be involved in protecting personnel and business assets. When developing a building or onboarding tenants, site security should be assessed (e.g., lighting, video surveillance and secure access). This course examines site security protection to mitigate primary business threats. **ID: MUSE – SS02**

Commercial Real Estate On Demand Courses: (<15 minutes)

- Floor Cleaning and Maintenance
- Floor Mat Programs

Access these [SORCE® On Demand](#) courses via ClickSafety.



Construction

Construction is an industry with a plethora of hazards. Effectively managing these risks is critical. For more than 60 years, CNA has led the industry in providing comprehensive, flexible insurance products and services that address the specialized needs of contractors and construction professionals. Several CNA staff members hold International Risk Management Institute (IRMI) Construction Risk and Insurance Specialist (CRIS®) designations. This extensive experience, along with a deep understanding of all phases of the construction process, has helped CNA to foster relationships with leading national and regional trade associations. Whether it is finding the right program for the exposures of faulty workmanship, pollution liability, or work-related accidents and injuries, you need a carrier that is committed to helping you reduce the incidence of risks, every step of the way.

Crane Signal Person

DURATION: 2 HOURS

COURSE OVERVIEW

Construction sites are generally busy and loud, with multiple contractors performing work. The crane signal person has a major responsibility and challenge to work around job site hazards in guiding ground operations and communicating with crane operators to prevent crane accidents. This course helps identify basic hazards associated with signaling crane operations, describes skills and knowledge for using hand and voice communication to safely direct crane movements and defines OSHA requirements for Crane Signal Person Qualification CFR 1926.1428. ID: CONS – CSP1

Excavation Safety: National Utility Contractors Association Certification

DURATION: 8 HOURS

COURSE OVERVIEW

Workers performing trenching and excavations are exposed to cave-ins. Although the responsibility for job sites resides with the contractor, the National Utility Contractors Association (NUCA) offers contractors competency assistance training for construction workers. This course includes Subpart P – Excavation Standard definitions, protective system requirements, soil classification and handling OSHA inspections.

ID: CONS – NUC4

Excavation Safety (Refresher Course): National Utility Contractors Association

DURATION: 4 HOURS

COURSE OVERVIEW

This 4-hour refresher course is designed for individuals who have successfully completed the NUCA Competent Person Training Program. The seminar focuses on the general requirements (hazards associated with excavations) and the duties of the competent person.

ID: CONS – NUC4

FallPRO: Falls and Fall Protection

AVAILABLE IN SPANISH

DURATION: 1 HOUR

COURSE OVERVIEW

Falls are a leading cause of fatalities in the construction industry. This course addresses fall protection issues directly related to construction hazards. It includes steps for implementing a comprehensive process that addresses this leading cause of loss and builds upon that process with practical fall protection teaching methodologies. A demonstration of recommended tools is provided, including a directory of available resources to assist participants with developing and executing new techniques. ID: CONS – FP01



Job Site Safety Awareness

DURATION: 1 HOUR

COURSE OVERVIEW

Construction job sites can create life-threatening exposures if safety is overlooked. Job site safety awareness can improve job performance, work productivity, quality and safety. This course provides information on improving communication and conducting hazard assessments to prevent injuries to workers as well as loss and damage to equipment and machinery. ID: **CONS – JSA1**

Lean for Construction: Motion is Money®

DURATION: 1 HOUR

COURSE OVERVIEW

The cost of doing business, coupled with a maturing workforce, requires employers to examine injury costs and productivity. Motion is Money® integrates principles of ergonomics with concepts of lean construction. The course focuses on reducing workplace exposures while increasing productivity, enhancing worker efficiency and improving profitability. Motion is Money® is CNA's proven business tool for the construction industry. ID: **CONS – MM01**

OSHA 10-Hour for Construction*

DURATION: 10 HOURS

COURSE OVERVIEW

This course provides training on construction safety and health with an emphasis on hazard identification, avoidance, control and prevention. Topics follow OSHA Part 1926 Safety/Health Regulations for Construction, which covers electrical safety, fall protection, trenching and excavation, scaffolding and personal protective equipment. ID: **CONS – OS10**

* OSHA 10-Hour for Construction can be taken online for a fee.

Construction On Demand Courses: (<15 minutes)

- **NEO – New Employee Orientation for Construction (Multiple Modules)**
 - Aerial Work Platforms
 - Basic Rigging
 - Carpenters: Protecting Your Business and Reputation
 - Caught In/Between
 - Confined Space
 - Cranes
 - Electrical Safety
 - Fall Protection
 - Fire Extinguisher Safety
 - Forklifts
 - Guarding Floor/Wall Openings/Holes
 - HAZCOM – Hazard Communication/Global Harmonization
 - Heat Stress: Awareness, Prevention and Control
 - Ladders
 - Painters: Protecting Your Business and Reputation
 - Power Tool Safety
 - PPE – Personal Protective Equipment
 - Scaffolding
 - Scissor Lifts
 - Slips, Trips and Falls
 - Struck Against
 - Struck By
 - Trenching and Excavations
 - Welding, Cutting, Hot Work

Access these [SORCE® On Demand](#) courses via ClickSafety.



Financial Institutions

In an increasingly complex and evolving regulatory environment, financial institutions confront unprecedented levels of business risk, from lenders' liability and asset management to growing online cybersecurity threats. To better address, anticipate and minimize the effects of those risks, CNA utilizes our industry-leading experience and our ability to evaluate the complex and emerging risks to create risk control courses and services that help our customers maintain their competitive edge.

Blockchain – Impact on Commerce Stream for Financial Institutions

DURATION: 1 HOUR

COURSE OVERVIEW

Blockchain is a growing list of records managed by a cluster of computers that can create technology risks for financial institutions. This course introduces blockchain technology, its functionality and security limitations, and risks involved with the technology. Guidance will be provided to the participants for assessing risks and security considerations. ID: FIIN – BCE1

Exposures and Controls for Office Ergonomics

DURATION: 1 HOUR

COURSE OVERVIEW

Office ergonomic injuries can be debilitating and negatively affect an employee's work productivity. Back injuries, repetitive motion injuries and eye strain represent a few of the common risks in an office environment. This course explores common office risks and provides business advice to minimize the risk factors associated with office work. ID: FIIN – ECF1

Financial Institutions On Demand Courses: (<15 minutes)

- Ergonomics for Remote Working
- Ergonomics for the Lab Environment

Access these [SORCE® On Demand](#) courses via ClickSafety.



Healthcare

As one of the leading underwriters of professional liability insurance coverages and alternative risk transfer options in the healthcare marketplace, CNA understands the challenges encountered by healthcare organizations. We are dedicated to providing insurance products and services to a wide spectrum of healthcare organizations and providers, including aging services organizations, hospitals and allied health providers.

We help manage the financial impact of risk through strategies designed to help prevent losses from occurring. Our nationwide staff of highly experienced consultants has earned the Certified Professional in Healthcare Risk Management credential, and other industry-related designations. These professionals provide our customers with value-added consultative services to help them identify and manage liability and data privacy exposures, minimize risk, enhance patient and resident safety, and reduce the vulnerability to a claim.

Clinical Documentation: Risk Management Strategies to Mitigate Liability Exposures

DURATION: 1 HOUR

COURSE OVERVIEW

This course examines the impact of documentation in defending a malpractice claim while discussing strategies to mitigate these risks. Claim scenarios are utilized to exemplify defense challenges associated with incomplete or inaccurate documentation. Specific risks associated with electronic medical records will also be explored. **ID: HLCE – MLE1**

Falls in Aging Services

DURATION: 1 HOUR

COURSE OVERVIEW

Falls in aging services organizations continue to be a frequent and costly occurrence. This course reviews the trends noted in claim data and provides risk control strategies to minimize falls and mitigate potential liability exposures. **ID: HLCE – FAS1**

Physician Burnout Epidemic – Care for the Caregiver

DURATION: 1 HOUR

COURSE OVERVIEW

This course examines the impact of physician burnout and how it influences patient care, physician quality of life, and healthcare organization success. The course discusses ways healthcare organizations can proactively support physicians and reduce burnout. **ID: HLCE – PBE1**

Healthcare On Demand Courses: (<15 minutes)

- Medical Devices
- Pharmaceutical Products

Access these [SORCE® On Demand](#) courses via ClickSafety.



Healthcare Claim Studies

CNA's years of expertise in the healthcare field provides healthcare claim studies with deep and rich insights into liability environment as well as effective risk control strategies. Studies address liability issues affecting nurses, physical therapists and dentists.

Nurse Professional Liability Exposure Claim Report: 4th Edition – Minimizing Risk, Achieving Excellence

Selected findings from the *Nurse Professional Liability Exposures: 2020 Claim Report Update* have been used to illustrate predominant allegations and other key characteristics of claims asserted against nurses. This study also offers practical risk control recommendations to aid nurses in mitigating patient injuries and loss.

Physical Therapy Professional Liability Exposure Claim Report: 4th Edition

Selected findings from the *Physical Therapy Professional Liability Exposures: 2021 Claim Report Update* have been used to illustrate predominant allegations and other key characteristics of claims asserted against physical therapists, physical therapy professionals and physical therapy business owners. This study also offers practical risk control recommendations to aid physical therapists, physical therapy professionals and physical therapy business owners in mitigating patient injuries and loss.

Dental Professional Liability Claim Report: 2nd Edition, Enhancing Patient Safety, Mitigating Risk

The *Dental Professional Liability Claim Report: 2nd Edition* provides analysis and information on both professional liability claims and license protection matters (dental licensing board investigations) involving CNA-insured dentists. Allegations, injuries and dental procedures involved in these claims and other key characteristics are included, along with numerous claim scenarios. The report provides important and practical risk control recommendations and hyperlinks to other resources to aid dentists in the efforts to improve patient safety and reduce professional liability risks.



Life Sciences

Life sciences organizations are at the forefront of an emerging healthcare landscape. CNA understands how the product development process creates a unique set of liability exposures for life sciences companies. As one of the largest U.S. insurers in the life sciences market, we bring extensive industry knowledge, as well as underwriting and claim capabilities, to ensure life sciences companies have the appropriate coverage levels to address their unique exposures. CNA Risk Control professionals provide customer-focused services including organizational risk evaluations, claims analysis and customized educational programs.

Medical Device, Pharmaceutical Manufacturing and the FDA Approval Process

DURATION: 1 HOUR

COURSE OVERVIEW

Medical device and pharmaceutical manufacturing is heavily regulated by the FDA. Many companies, including subcontractors, are either directly, or are contemplating, manufacturing-regulated products. This course includes an overview of medical device and pharmaceutical manufacturing, their differences and how the FDA website not only tracks but can also be used to evaluate a company and the quality of its products.

ID: LISC – MED1

Life Sciences On Demand Course: (<15 minutes)

- RNA Therapeutic Products
- Software as a Medical Device

Access these [SORCE® On Demand](#) courses via ClickSafety.



Manufacturing

As a world leader in advancing safety, CNA delivers a tailored risk management approach that is estimated to save manufacturers thousands of dollars and thousands of hours every year, with a focus on operational efficiency and employee safety.

CNA has more than 200 Risk Control staff members worldwide, and is the only insurance carrier with professionals who have earned the Recognized Risk Engineers (RRE) designation by UL, a leader in advancing safety. Whether you're facing equipment breakdown, supplier or distributor challenges, product transmission or liability or employee safety, CNA provides tailored risk control solutions to keep your business running strong.

Basics of Labels and Warnings for Manufacturing

DURATION: 1 HOUR

COURSE OVERVIEW

Although manufacturers have an obligation to warn consumers about potential product hazards, failure to warn remains a common claim allegation. Product regulations place increased responsibilities on companies to cover product risks. This course describes regulatory principles about product labels and warnings and manufacturers' obligation to the consumer.

ID: MNFG – LWM2

Equipment Breakdown: Exposures and Emergency Planning

DURATION: 1 HOUR

COURSE OVERVIEW

This course helps identify loss exposures specific to equipment breakdowns. It also provides an overview of how to develop business continuity plans in response to these exposures at manufacturing facilities to help reduce operational losses. **ID:** MNFG – EBP1

Lean for Manufacturing: Motion is Money®

DURATION: 1 HOUR

COURSE OVERVIEW

The cost of doing business, coupled with a maturing workforce, requires employers to look at injury costs and productivity. Motion is Money® integrates principles of ergonomics with concepts of lean manufacturing. This course focuses on reducing workplace exposures while increasing productivity, enhancing worker efficiency, and improving profitability. Motion is Money® is CNA's proven business tool to reduce injury exposures for the manufacturing industry. **ID:** MNFG – MM01



OSHA 10-Hour for General Industry*

DURATION: 10 HOURS

COURSE OVERVIEW

This course follows OSHA's 1910 regulations. It provides basic health and safety training with an emphasis on hazard identification, avoidance, control and prevention. Topics include an introduction to OSHA Part 1910 Walking and Working Surfaces, electrical safety, emergency action/fire prevention plans, flammable and combustible liquids, personal protective equipment, machine safeguarding, hazard communication, industrial hygiene/blood borne pathogens and ergonomics.

ID: MNFG – GI10

* OSHA 10-Hour for General Industry can be taken online for a fee.

Manufacturing On Demand Courses: (<15 minutes)

- **Robots & Cobots (Safeguarding)**
- **NEO – New Employee Orientation for General Industry (Multiple Modules)**
 - Basic Rigging
 - Caught In/Between
 - Confined Space
 - Cranes
 - Electrical Safety
 - Fall Protection
 - Falls in Manufacturing
 - Fire Extinguisher Safety
 - Flammable/Combustible Liquids
 - Forklifts
 - HAZCOM – Hazard Communication/ Global Harmonization
 - Ladders
 - Machine Safeguarding
 - MMH – Manual Material Handling
 - Occupational Hazards
 - Occupational Noise Exposures
 - Office Ergonomics
 - Power Tool Safety
 - PPE – Personal Protective Equipment
 - Robots and Cobots
 - Scissor Lifts
 - Slip/Trip
 - Struck Against
 - Struck By
 - Welding, Cutting, Hot Work

Access these [SORCE® On Demand](#) courses via ClickSafety.



Professional Services

We are the nation's leading provider of professional liability insurance because we understand the complex challenges of serving clients and growing a business for architects, engineers, accountants, lawyers, management consultants and real estate agents.

Backed by our "A" rating for financial strength by A.M. Best, industry experience and a broad portfolio of products, CNA has proactively helped professionals address the challenges and risks of managing their practice for more than 50 years.

Our educational programs for professional services firms have been designed by professionals with practical experience in their fields and have received wide recognition in the industry.

Accountants Liability: Balancing Risk and Reward

DURATION: 4 HOURS

COURSE OVERVIEW

A CPA's decisions and actions have risk implications. The benefits of a client or engagement must be balanced with its professional liability risk. Participants will understand how the decisions they make while operating their firm and delivering client service impact the firm's risk, and learn strategies to respond to those risks.

ID: SPAL – BRR4

For registration information, contact CNA Accountants Professional Liability Risk Control at 800-262-8060, or email specialtyriskcontrol@cna.com.

NEW From Start to Finish: Managing Risk for the Road Ahead

DURATION: 2 HOURS

COURSE OVERVIEW

From solos to large firms, from swearing in ceremonies to retirement, practitioners must identify risks in their practice to mitigate and avoid legal malpractice claims. This course explores best practices for handling questionable conduct by clients, making attorney well-being a new priority, the constant threat of cyber challenges and the importance of succession planning for law firms. ID: SPLP – SFRA

For registration information, contact CNA Lawyers Professional Liability Risk Control at 866-262-0034 or email lawyersrisk@cna.com.



Technology

Technology is evolving at a blinding speed. Yet, with new discoveries come emerging risks that can cause serious setbacks if not addressed. At CNA, we stay ahead of the technology curve, developing coverages and services that quickly respond to emerging risks and global exposures for virtually any sector of the technology industry. CNA Risk Control Consultants combine the latest market insight with technology experience to help identify and mitigate exposures and adapt and develop relevant programs that keep businesses moving forward with confidence and peace of mind.

Cyber Threats and Risk Management – Construction Industry

DURATION: 1 HOUR

COURSE OVERVIEW

All businesses face increasing threats from cyber-related incidents. With an emphasis on the construction industry, this course provides an overview of the current threat environment, analysis of leading types of incidents, and impacts on construction businesses. This course offers practical approaches to risk management and insurance coverage solutions. **ID: AGTB – CCO1**

Internet of Things/Network of Things

DURATION: 1 HOUR

COURSE OVERVIEW

Many devices can be connected to a network and become part of the Internet of Things. That's only part of the story. This course provides a foundational understanding of the Internet of Things/Network of Things. Participants are introduced to key questions that will lead to understanding the exposures and mitigating controls for connected devices. **ID: TECH – INT1**

Technology On Demand Course: (<15 minutes)

- Blockchain
- Social Engineering Ransomware

Access these [SORCE® On Demand](#) courses via ClickSafety.



General Courses

Business Resiliency

DURATION: 1 HOUR

COURSE OVERVIEW

You can't eliminate the possibility of business disruptions – but you can prepare for them. Whether the cause is a storm, cyberattack or another unexpected event, a sudden disruption could affect your organization at any time. To grow and thrive in an uncertain risk environment, your business needs preparation to absorb, adapt and be resilient to disruptive events. This course provides an overview of the terminology, concepts and principles for improving your organization's resiliency capability.

ID: MUSE – BR01

Distracted Driving and Situational Awareness

DURATION: 1 HOUR

COURSE OVERVIEW

Distracted driving is a significant issue for businesses and drivers. This course goes through the significance and impact of diverted attention and identifies best practices to help businesses address distracted driving, including policies, driver selection and monitoring, training, drowsy driving and telematics. ID: MUSE – DSA2

Electrical Safety

DURATION: 1 HOUR

COURSE OVERVIEW

Electrical exposures are present in all aspects of our lives. Hazards include electrical shock, burns when exposed to energized parts, and fires resulting from an electrical fault. Electricity can be a source of ignition, especially when a potentially flammable or explosive atmosphere is present, such as a spray booth. This course provides electrical safety identification for processes and procedures of switchgear, breakers and portable hand tools. ID: MUSE – ELS1

NEW Exposures and Controls for Manual Materials Handling Work Tasks

DURATION: 1 HOUR

COURSE OVERVIEW

Manual handling of materials may expose workers to risk factors such as force, awkward postures and repetitive motions that can lead to injuries and reduced efficiency and productivity. To reduce exposure to these risk factors, the focus should be on improving the fit between the demands of the work tasks and the capabilities of the workforce. This course provides an overview of common exposures and controls that can be implemented to reduce or eliminate these manual material handling-related exposures. ID: MUSE – ERMH

Ergonomics for Remote Working

DURATION: 1 HOUR

COURSE OVERVIEW

As telecommuting becomes increasingly common, workers are susceptible to musculoskeletal disorders and repetitive motion injuries caused by sustained and awkward postures, force and contact stress, and repetition. This course explores ergonomics concerns in remote working environments, shows how to assess remote workstations for ergonomics risk factors, and identifies solutions to reduce the exposures.

ID: MUSE – ERR1



Additional On Demand Courses Available

- **Electrical Safety**
- **Driving in Today's World (4 modules)**
 - Distracted Driving
 - Driver Selection
 - Load Securement
 - Negligent Entrustment
- **Resilience Capability (available as 3 breakout modules or 1 overview)**
 - Incident Management
 - Business Continuity Management
 - Crisis Management
 - Business Resiliency (overview)

Access these [SORCE® On Demand](#) courses via ClickSafety.

Foundation of an Effective Product Liability Program

DURATION: 1 HOUR

COURSE OVERVIEW

Manufacturers are required to ensure their products are reasonably safe before placing them in the marketplace. Product safety includes a variety of processes: design review; creation of effective warnings, labels and instructions; quality control procedures; sales and advertising review techniques; recordkeeping requirements and field performance monitoring. This course examines product liability cases and sample techniques for developing an effective product liability program. **ID: MUSE – FEP1**

Industrial Ergonomics: Introduction to Exposures and Controls

DURATION: 1 HOUR

COURSE OVERVIEW

Working in an industrial environment can be physically demanding and may expose employees to musculoskeletal risk. This course helps you identify ergonomic risk factors and assists with the development of ergonomic solutions. **ID: MUSE – IEC1**

Load Securement

DURATION: 1 HOUR

COURSE OVERVIEW

Cargo securement requirements dictate proper placement and anchoring of equipment and materials in pickups, flatbeds, trailers and other vehicles. This course is based on load securement standards and provides an overview of proper load securement practices.

ID: CONS – LSE1

Process and Human Factors Exposures in the Life Sciences Segment

DURATION: 1 HOUR

COURSE OVERVIEW

The scientific discipline concerned with the understanding of interactions among humans and other elements of a system and the profession that applies theory, principles, data, and methods to design in order to optimize human well-being and overall system performance. This course focuses on the vital aspects of process safety and human factors, including physical and cognitive ergonomics. Learn to identify, mitigate and prevent hazards while optimizing performance in the life sciences industry and cultivating a culture of safety and excellence in the workplace. **ID: ERGO-PHF1**

Winter Weather Driving

DURATION: 1 HOUR

COURSE OVERVIEW

The majority of the U.S. population lives in areas impacted by snowy roads during the winter. This course addresses how weather can influence driving abilities, how to prepare vehicles for winter conditions, and how to decrease the risk of motor vehicle accidents during winter weather. **ID: MUSE – NWW3**



Association Relationships

CNA is actively involved in the industry segments we serve. We maintain relationships with many of the national trades and professional associations that assist our customers.

That means we can develop specialized insurance and risk control programs based on in-depth insights gained through our relationships. In addition to the many state and local organizations CNA works with to provide insurance solutions, the following organizations have endorsed CNA as an insurance carrier of choice for their members:

American Institute of Certified Public Accountants

Associated Builders and Contractors, Inc.

Fabricators & Manufacturers Association, Intl.

Healthcare Providers Service Organization

Marine Retailers Association of America

Mechanical Contractors Association of America

National Association of REALTORS®

National Roofing Contractors Association

National Society of Professional Engineers

National Utility Contractors Association

Nurses Service Organization



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