What do cyber attackers want? That varies. Sometimes the attackers want money via a ransomware attack or hacking an email account. Erroneous payments can be issued by unknowing staff just trying to do what they thought their manager asked. In other cases, attackers want what makes you successful – your patents and trade secrets. No need to reverse engineer your product when they can steal your plans and manufacturing processes. You need a multi-faceted approach to protecting your diverse business assets. This should be a combination of cyber security measures, contingency planning and risk transfer with a cyber insurance policy. If you’d like to talk about your policies, please feel free to reach out to me using my contact information below.

OneCompany.com

Hacking Cyber Security, One Data Point at a Time

Why a Cyber Breach is a Real Threat to Your Business

By Dennis Ast

We get bombarded daily with emails, articles and doomsday information about cyber security. It can be hard to know if it’s all real or simply designed to make businesses feel like they need to buy cyber insurance. While scare tactics are out there, the threat of a cyber attack is very real.

According to Verizon’s 2018 Data Breach Investigations Report, 53,308 cyber security incidents occurred with 2,216 confirmed data breaches in 65 different countries this year. Of the confirmed breaches, 76% were financially motivated. Almost three-quarters of the cyber attacks were done by outsiders and over a quarter of the attacks involved an insider. These insider attacks are hard to guard against and identify.

The Verizon Report noted that 4% of people still click on phishing campaigns. Of the cyber claims made to CHUBB in 2018, 28% were the direct result of a phishing campaign. Even with all of the training available, this remains an issue. Many phishing campaigns lead to malware being downloaded, and ransomware is found in 39% of malware cases.

These attacks may not be immediately detected. Sixty eight percent of breaches took months or longer to discover, even though they only took only minutes to occur. Ransomware attacks can be used to cover the fact that someone else has been in your system for a very long time without you knowing about it.

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Assessing Your HR Function

Have you ever considered the benefits of a human resources assessment? OneGroup’s HR assessments focus on areas of compliance and best practices that can help you discover answers to any and all of your HR questions.

By Casey Cone

A human resources assessment is an insightful look at a company’s HR policies, procedures and practices. It can uncover opportunities to reduce expenses, prepare the organization for impending Department of Labor (DOL) audits and help avoid potential employee lawsuits.

It starts with a review of all areas pertinent to the organization’s level of HR compliance. We ensure that your company is compliant with always-changing local/state/federal employment laws and that nothing has slipped through the cracks. We’ll outline a practical plan for ensuring applicable federal and state legal requirements are addressed in HR policies, forms, and other documentation and by management on a day-to-day basis. We will also focus on HR best practices and look for areas to gain efficiency.

The assessment process can be customized as appropriate to fit the specific needs of your organization, focusing on one or more areas of interest based on your company’s size, industry, past experience or general concern. Once the full scope is determined, OneGroup will conduct the assessment and review all the applicable components. We’ll compile and review a summary of the findings and recommendations, as well as strategize to develop a plan for short- and long-term objectives.

After the assessment is completed, OneGroup would be available for ongoing consultations, spot checks, policy developments and any other HR needs your organization may have. Our customized assessment works to support your goals and objectives, and to maximize your human resources investment. It gives your HR area the tools necessary for conducting more effective HR operations.

Fast Facts

On Product Recalls

30.7 million.

That’s how many vehicles were recalled in 2017. (74% of new cars and trucks than were sold that year!)

2X.

The number of annual food recalls doubled from just 2002 to 2016.

Recalls Can Affect Any Business

What a recall might look like for your business and how you can prevent it

By Abe Danaher and Adam Brown

Dear business owners: If you found out today that the plastic your company uses to manufacture all of its products was contaminated, what would you do?

Product recalls can be devastating.

On November 18, 2014, the National Highway & Traffic Safety Administration called for a nation-wide recall of all Takata airbags after dangerous defects in the product were discovered.

The recall ended up affecting 19 automakers, 42 million vehicles and 65 million airbags.

The scope of this recall was massive, and so was its effect on Takata. In lieu of the recall and the $10 billion in liability that the company owed, Takata was forced to file for Chapter 11 Bankruptcy.

While the Takata recall is an extreme example, remember that not all recalls involve international companies and billion dollar liabilities. Any company can be devastated by product recalls.

In 2017, Quality Foam, a company based in Brooklyn, NY, recalled over 12,000 mattresses. The products posed a fire hazard to customers and failed to meet the required flammability standards for mattresses. No one was hurt by the product and Quality Foam did not go bankrupt, but the company needed to provide all customers of the recalled mattress a free mattress cover to bring the product into compliance. It was costly fix – both in the monetary sense and to the company’s reputation.
Connect with OneSelect™
OneGroup's Unique Offerings for Small and Emerging Businesses

**Business Spotlight:** Oneida Commons Vendor Mall,
ESA Properties, LLC

- **Owner:** Elise Allen
- **Years in Business:** 10
- **Located in:** Oneida, NY

I grew up in Oneida and moved back with my husband after being away for 20 years. I knew I wanted to help revitalize downtown so I set my sights on a large, vacant property with lots of promise and potential. Back then I had no set plan. I just knew I wanted to find a way to bring new people into our community. I decided on Oneida Commons – an indoor vendor market in the heart of downtown Oneida. Vendors from as far as Syracuse to Sequoit can rent booths in our market to sell their products. Since then, we've expanded our building to accommodate more than 40 vendors. Our goal is to keep finding new ways to make Oneida a destination area while facilitating greater economic growth.

**Why OneGroup?**

Bailey, Haskell & Lalonde (before becoming OneGroup) was a staple in our community while I was growing up. When my husband and I moved back to Oneida, it only made sense to insure our new home and vehicles through them. It’s been 13 years and we’ve never questioned that decision. Craig and Danielle Bailey have always looked out for our best interests, saving us time and money. When I purchased the property for Oneida Commons and began renovations, OneGroup was there to help every step of the way. They made sure I had the proper coverage. Rachelle and Kirsten have always been available to answer any of my questions regarding new business directions and the coverage needed to go along with those plans.

**Featured OneSelect Expert:**

**Rachelle Keator, CISR**

Rachelle Keator is a client advisor and business insurance specialist at OneGroup. She can be reached at 315-413-4420 or RKeator@OneGroup.com.

Rachelle started at OneGroup in 2016 as a business insurance technician. She has earned four promotions and now serves as a client advisor and business insurance specialist on the OneSelect team. Her commitment to knowledge and learning allows her to better service her clients’ needs.
Financial Wellness Matters to Your Business

Financial Wellness is one of the hottest employee benefits program topics today. There isn’t a day that goes by that I don’t have another email in my inbox about what financial wellness is and why it’s critical in today’s workplace.

In the past, if a company drove increased participation, savings and an overall appropriate asset allocation in their employer-sponsored retirement plan, they were considered to have a “healthy plan.” With an increased utilization of automatic enrollment, auto-escalation and the use of target date investment funds, pursuing this “healthy plan” status has become relatively easy. Does this mean no further action needs to be taken? I would argue no.

In a recent T. Rowe Price survey, 55% of 401(k) participants say they avoid dealing with their financial situation because it is out of control, 26% of 401(k) participants expect to run out of money in retirement based on their current financial habits, and 48% of 401(k) participants contributing below the maximum said they can’t afford to contribute more because of competing financial priorities.

While this study is concerning, you may wonder why this matters to the business owner, CFO or HR professional. Why should they feel obligated to help solve this problem? Consider this: in a study done by the American Psychological Association in 2015, 64% of American adults say finances are the number one source of stress in their lives. If your employees are avoiding addressing their financial situation, expecting to run out of money during retirement and are more stressed about money than anything else - they are NOT going to RETIRE!

The first reason employers offer financial wellness programs is because “it’s the right thing to do,” but let’s focus more on the financial side of the equation. What do you think your health care costs would be if you were to call your healthcare provider and have them run a projection showing the premiums as if everyone in your plan were 20 years older? Furthermore, are the salaries or wages of employees in their 60s typically more or less than their younger colleagues? Depending on your industry, what about workers’ compensation costs?

As a leader within your company, the next time you talk about the need to Recruit, Retain and Reward, consider the fourth R…Retire!

What’s next? Review your plan data.

- Are employees retiring on time with adequate savings?
- Are participants opting out of auto-enrollment and auto-increase?
- Is there a high volume of plan-specific web traffic or calls regarding loans, hardships, or access to money?

Determine if you’re a good candidate.

- Evaluate how your company can benefit from a financial wellness program.
- Identify challenges and resource needs to support a program.
- Follow a framework to structure the discussion.
Knowledge is Power, So Never Stop Learning!
Technology solutions for schools and school districts

By Doug Cook

One of the greatest benefits of having technology always at our fingertips is our ability to learn new things so quickly. And no one appreciates learning as much as our teachers and the highly-skilled administration teams they work with every day.

These professionals studied for many years to master subjects like math, science, English, history, and music, so they could help us (and our children) learn new things. Nowadays, they must take on a new subject: safety. Maintaining a safe school seems to get harder and harder every day, and our schools’ teachers play a key role in maintaining safety for themselves and our children.

Every year, teachers take specific courses to learn what to do if they see aggressive behavior in a student, notice a child is missing, or are alerted to an emergency. They are taught what to do if they see a stranger in school, a child is missing, or are alerted to an emergency. They are taught what to do if they see a stranger in school, notice a slippery floor, see water leaking and so on.

Safety requires coordinated action by teachers and staff in every school. This coordination is often the result of training done by the school districts – oftentimes a huge project for the organizers.

Since technology can be so useful for learning, safety training found on OneGroup.com, our OneGroup Risk Management Center, allows our clients to organize a schedule of training for each employee, track who has completed which trainings and more.

These trainings are also archived in the platform. That way, when the unexpected happens, teachers and administrators can look up exactly what to do. Knowledge truly is power.

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Highest.
Lawsuits related to product liability saw the highest jury awards of any liability type - higher than general liability and medical malpractice.

Every day.
That’s how often the Consumer Product Safety Commission (CPSC) announces recalls.

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There are two ways you can protect your business:

Product Liability Coverage: This insurance covers a product that fails and causes direct bodily injury or property damage to the customer or any other party.

Product Recall Insurance: This covers expenses a company would incur if they were forced to pull a product off the shelves. This includes transporting faulty products to another store, editing or disposing of them, hiring additional staff to help manage the situation, repairing and replacing the product, and the costs associated with public relations and media controlling. Most policies also include coverage for legal defense and disbursements, forensic inspections or internal investigations.

Adam Brown is senior vice president, manufacturing and distribution risk specialist at OneGroup. He can be reached at 315-413-4454 or ADBrown@OneGroup.com.

Abe Danaher participated in OneGroup’s summer 2018 internship program. He will soon be finishing school at the University of South Carolina.

Doug Cook is a business risk specialist at OneGroup. He can be reached at 610-867-4169 or DCook@OneGroup.com.

Casey Cone is a senior human resources consultant at OneGroup. She can be reached at 315-413-4415 or CCasey@OneGroup.com.

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In This Issue:
Hacking Cyber Security
Financial Wellness and Your Business
New Technology Solutions for Schools
What You Need to Know About HR Assessments
Product Liability and Recall Insurance
…and more!

This is not intended to be exhaustive nor should any discussion or opinions be construed as legal advice. Readers should contact legal counsel for legal advice.

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