

## Standards Insider Interview With Bill Boyd

# The Recognized Risk Engineer Designation

## CNA's New Classification

**PS: Please describe your professional background and your position as senior vice president, risk control, for CNA.**

**Bill:** CNA is the seventh largest commercial insurance writer and the 13th largest property and casualty company in the U.S. I lead the risk control function, which has approximately 310 safety and health professionals who provide risk assessments and risk control services for agents and accounts.

**PS: UL's new professional designation, RRE, was awarded to 200 of CNA's commercial risk control staff in the U.S., Canada and Europe. Why did UL create it, and how did CNA staff qualify for it?**

**Bill:** One year ago, CNA asked UL to evaluate CNA programs for the development of risk control professionals involving the area of skill sets and testing in five disciplines—workers' compensation, general liability, product liability, commercial auto and property.

UL spent 6 months at CNA reviewing each skill set, testing requirements used in each of the five areas and evaluating all examination questions. UL worked with an insurance industry committee outside of CNA to define skill sets for the risk engineering profession and, based on UL's analysis, it determined that CNA's program was high quality and met the skills and risk engineering testing requirements. UL awarded CNA's risk control staff the recognized risk engineer (RRE) designation based on this; thus, defining the expertise achieved by CNA staff.

The RRE designation is specific to CNA programs, expertise and staff. This is a CNA-only designation, which demonstrates the risk engineering staff's level of excellence and expertise that CNA has in providing customized solutions to its customers.

**PS: What roles or responsibilities will CNA's new RREs undertake?**

**Bill:** CNA's recognized RREs will continue to demonstrate the excellence that CNA professionals deliver to our customers. As industry leaders, we have greater responsibilities and expectations in delivering customized solutions driven by deep industry expertise as recognized by UL to our customers.

**PS: How will CNA and other industry representatives work with UL to develop the designation of certified risk engineer?**

**Bill:** UL is working with an insurance industry committee to develop an industrywide certified risk engineer (CRE) designation. To meet UL's requirements for certification as a CRE, one must pass an exam and have expertise in the risk engineering profession.

**PS: How would the insurance industry and SH&E professionals benefit from the proposed CRE designation?**

**Bill:** Currently, there is no specific designation or certification for the insurance risk engineering professional. [The CRE] is the first designation that would certify safety and health professionals in the specific risk engineering expertise needed for success in the insurance industry. The CRE designation will become the standard for certifying risk engineering excellence specific to those professionals in the insurance industry.

The insurance risk control profession has a long history of excellence in the safety and health services in the U.S. The UL certification in risk engineering will be a hallmark designation in defining the excellence of this profession and the unique role that the insurance industry provides in reducing various risks in working with our customers.

**PS: How can those in risk control pursue the CRE designation?**

**Bill:** UL plans to launch the certified risk engineer designation in 2012. I encourage all risk engineering professionals in the insurance industry to continue to sharpen their own skills specific to the risk analysis work they do. [Members of ASSE's] Risk Management/Insurance Practice Specialty who would like to get involved with UL's development committee should contact me at

**William.Boyd@cna.com.**

**PS: Why are new designations, such as the RRE or proposed certified risk engineer, so important in the RMI industry?**

**Bill:** The safety and health profession has a long history of involvement from the insurance industry and its risk engineering professionals. ASSE was founded in 1911 in New York City as the United Society of Casualty Inspectors. NPPA was founded in 1896 with heavy involvement from insurance risk engineering professionals. AIHA, which was founded in 1939, also has a rich history of leadership by professionals in the insurance risk engineering profession. In 1997, CNA was a founding sponsor of the National Patient Safety Foundation and in 2011, CNA was the first insurance industry group to receive the UL recognized risk engineer designation.

Many safety and health professionals in this country have deep representation from members in the risk engineering profession within the insurance industry. UL's designation is the only one that certifies risk engineering professionals in the insurance industry. CNA is proud to take the first step. As an industry leader, we have the obligation to deliver excellence to our customers.

**Bill Boyd, CSP, CIH, CPE, RRE**, is senior vice president of risk control for CNA insurance companies in Chicago. With more than 25 years' experience in the insurance industry, he specializes in customized risk management solutions. His experience with the USF&G Insurance Co., the St. Paul Cos. and CNA has given him insight into the property/casualty insurance industry. He has actively participated in several professional organizations, including ASSE and National Safety Council, and he has served as cochair of the Institute of Industrial Engineers' National Applied Ergonomics Conference. He also is on the board of directors for the Board of Certified Professional Ergonomists. Bill holds a B.S. in Chemistry from Austin Peay State University in Tennessee and an M.S. in Occupational Health from the University of Tennessee.