Emergency situations can challenge even the most prepared company. If the unexpected happens, you can look forward to receiving support from our dedicated Crisis Management team and partners, who are on-hand to provide you with innovative solutions that can help you respond to a number of situations. By analyzing such events, as well as the information about the property insured with us which may be affected, we ensure a comprehensive understanding of the risks.

Through our new notification system, we aim to inform, alert and notify the clients on issues ranging from transportation, weather and infrastructure to natural catastrophes and demonstrations, riots, terrorism attacks or politically motivated violence, in or around properties we have geocoded. This is an automated warning email which describes the event in question, time frame and impact and offers advice and resources as well as a mapping of the event location available through an email link.

Further updates are also provided on any ongoing situations, especially if there are further developments such as a riot, protest, an ongoing attack or a developing situation during a natural catastrophe.

SERVICES OFFERED

- Automated, early analysis of events across your portfolio for any political violence perils.
- Information to local and global security teams of events on the ground.
- Risk managers can be anywhere in the world and be updated on events near their assets.
- Control of alerts received.
- Clients can make necessary steps to ensure business continuity if they think that early warnings will affect business.
- Clients can follow-up with relevant underwriters and therefore improve information sharing across the placement.
- Overall, our clients have a better view of the real-time risks that they face.
EXAMPLES OF CURRENT USE

Severe weather in Sudan
- What are the hazardous conditions? Sites located downstream from large reservoirs or rivers may be subject to flash flooding after relatively short periods of intense rainfall.
- Floodwaters may render some bridges, rail networks, or roadways impassable, impacting overland travel in the affected area. Authorities could temporarily close some low-lying routes that become inundated with floodwater. Severe weather could also trigger flight delays and cancellations at regional airports.
- Advice: Monitor local media for weather updates and related advisories. Confirm all transport reservations and business appointments before travel. Make allowances for localized travel delays, as well as potential supply chain disruptions where severe weather has been forecast. Charge battery-powered devices in case of prolonged power outages.
- Assets affected: There are 2 assets affected in that area, with a combined value of 37,744 EUR.

Protest march in South Africa
- Activist group plans to stage a protest march against a public authority. The starting point and starting time of the march, and the marching route, are unclear. The group is demanding the resignation of the public authority.
- Security forces will likely deploy to monitor the gathering. Localized transport disruptions are likely along the protest route. Clashes between protesters and security personnel are unlikely.
- Advice: Avoid the protest as a standard precaution. Plan for ground travel disruptions in the impacted area.
- No assets affected.

Police activity in Canada
- Police are responding to bomb threats at several colleges and universities, and evacuations ordered. It remains unclear whether any explosive devices have actually been found, or how long the operation may continue.
- Advice: Avoid the investigation scenes until police have given the all-clear. Heed the recommendations of authorities. Allow additional time to reach destinations near affected schools.
- Assets affected: There are 155 assets affected, with a combined value of 236,917,022 EUR.

Our Team
This product has been developed in conjunction with internal specialists, our underwriters and external partners. It will continue to be serviced by all parts of the project team with the aim of fulfilling the needs of our clients.

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