

Zurich Risk Engineering

Open for Business

Whilst Zurich Risk Engineering has followed the Australian and New Zealand Government's safety advice of remote working, our message stays the same. We are **Open for Business**.

This fact sheet provides a summary of services and capabilities we can provide to continue supporting our underwriters, brokers and customers during this difficult time.



Underwriting Support Services

Risk Engineering can continue to provide remote support to our Underwriting teams through several different methods. We have the most advanced range of technological solutions that are relevant now more than ever before. Below are the services that are still very much available, with the majority being accessible across all Lines of Business. Understanding that customers/risks do have individual characteristics, please don't hesitate to reach out and we will endeavor to find a suitable solution to your request.

- Desktop Reviews & Gradings
- Phone Assessments (with broker or Customer)
- Remote Collaboration (interactive video) with Customers
- Assisting Customers and Brokers to complete self-assessment modules in Zurich Risk Advisor app
- Exposure & Account Reviews
- Flood & Security Reviews
- Design, Drawing and Project Reviews
- BI Reviews
- EML reports

Customer Consulting & Advisory Services

This will undoubtedly be a challenging time for our customers, and we understand they will have a lot on their plate as we collectively head into unknown territory. Where wanted and where appropriate, we can continue to perform our roles as trusted advisors and consultants for our customers during this period.

Risk Management

We can continue to provide the following to support customers with their day-to-day risk management:

- Benchmarking
- RIA Completion support (using video if required)
- Fire Protection Impairment advice, including validation of sprinkler test results.

We can deliver desktop Health Checks, Documentation Reviews and Remote Support on:

- Business Continuity Management,
- Enterprise Risk Management
- ▽ Information Governance & Cyber Risk

Beyond this, we have a wealth of expertise and can provide a range of bespoke consulting support to help our customers through this tough time; whether it's **Crisis Management, Business Continuity Management**, or general risk management advice, please encourage them to get in touch.

Risk Insights

We will continue to publish a range of Risk Insights for both our underwriters and customers to access, providing advice on best practice risk management during a period where businesses are having to adapt rapidly to the changing environment. These can be accessed from our Risk Engineers, as well as through the Zurich Risk Advisor app. For instance, we have prepared several Guides to help brokers and customers prepare their Buildings and Construction Sites while temporarily closed due to Government restrictions. Additional risk insights and guides will continue to be prepared and circulated as appropriate.

Digital Solutions

While remote working becomes truly embedded in both our business and the businesses of our customers, this is an excellent time to make the most of our suite of digital tools.

Zurich Risk Advisor

Our award-winning app is unique in our market. Customers and brokers can complete self-assessments, 'snapshot' risk assessments, advice, Safety Tips. Download the app onto your smart device(s) if you haven't done so already. We encourage our business partners and customers to use it.

MyZurich

Allows customers, underwriters and risk engineers to manage the ins and outs of an existing customer program, with functionality to support RIA completion, show risk quality gradings and carry out benchmarking. The end-to-end RIA process can be managed through the MyZurich portal.

Training

Through strategic partnerships in Risk Engineering Casualty and Motor lines, there is e-training material available. For some of our customers, current movement restrictions may result in a quieter than normal period, and an ideal time to increase learning and awareness on workplace and on the road safety.

Drones

Through our strategic partnerships, we can offer aerial assessments using Drones of your critical plant and building assets. This is non-intrusive and complies with current restrictions related to COVID-19.

Zurich Driver Solutions

For our Fleet customers, we can provide solutions, including a **RoadRISK** profile that assesses the driver, the journeys they make and the vehicles they drive, and subject-specific best practice online training courses (**RiskCOACH**). We can also offer customers an award-winning smart phone app, **Mentor**, which monitors drivers' behaviors and offers in-app tutorials to improve driving habits and risk perception.

Open for Business

So, while traditional site surveys and customer visits are put on hold, Zurich Risk Engineering remains absolutely focused and well equipped to continue supporting our underwriting and customer communities during this challenging time.

Do not hesitate to reach out to one of the RE team to discuss any of the above, or any separate queries and request for support you might have.

Key Contacts

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