

Smart Permit FAQs

Question	Answer
Which permit types does Smart Permit offer?	Hot Works and Escape of Water. Permits for other types of work will be coming soon.
Do we need to continue using our work permits alongside the Smart Permit?	No, the Smart Permit has been designed to replace existing paper-based approaches.
What is the benefit of using Smart Permit?	Smart permit will save time by removing the need for paper-based permits, give the site manager real-time oversight of all works taking place, provide a complete audit trail available 24/7, and encourage best practice which reduces the risk of incidents.
How do I access the Smart Permit tool if I forget my log in details?	Please see the user guide for help with identifying or resetting your login details.
How do I proceed if the Smart Permit tool crashes or does not work as expected?	Please see the user guide for help with operating the Smart Permit. If the issue persists, please email smartpermit@uk.zurich.com .
What if the contractor needs to leave the site while the work is in progress?	While the work is being completed, responsibility for a permit can be delegated to a second contractor. Once accepted by the second contractor, the first contractor can leave the site.
Will replacing my current permit process with the Smart Permit tool cause any delays in carrying out the work?	No, we do not expect this will delay any works taking place on site. The Smart Permit has been designed to be as quick and simple to use as possible and should be quicker than paper-based approaches.
Will contractors need training to use the Smart Permit tool?	No, contractors should not need detailed training to use the tool. Zurich have produced a user guide for the Smart Permit, and it has been designed to be as intuitive as possible. Support is available by contacting smartpermit@uk.zurich.com if required.
Is the use of the Smart Permit tool mandatory for all contractors completing work on behalf of my company?	No. Though the Smart Permit is not formally mandated, we strongly encourage its adoption as it provides a significant reduction in risk and in the case of an incident, it provides additional assurance that the correct processes were followed.
Is there any cost to the contractor (or us) for using the Smart Permit tool?	No, there will be no costs to you or the contractor. The use of the Smart Permit tool will be free for Zurich customers.
Can I use the Smart Permit tool to complete one permit for a programme of works?	Smart Permit is not intended to be an umbrella permit – each piece of work should be discretely and separately managed through the Smart Permit.

Am I able to assign multiple site managers to each site to allow for shift changes etc?	Yes, you can assign multiple site managers for to each site. Each assigned site manager will get notifications for all permit requests or updates for that site.
How can a contractor access the tool to complete a permit?	Each site will have a unique QR code and URL associated with it. The contractor can either input this URL into their preferred browser or scan the QR code to create a new permit.
Do I have to use a thermographic camera?	No, the Smart Permit can be used with photos from both traditional and thermographic cameras. There is no requirement to purchase additional equipment.
Am I able to configure the standard permits provided by Zurich through the Smart Permit tool?	No, the Smart Permit uses a set of pre-determined questions which are fixed but will be comprehensive.
If I should need to raise an incident/claim resulting from construction and maintenance works, how should I do this?	You should notify your insurers/brokers as you normally would. Use of the tool will not change this process.
How long will data be retained for?	Data will be retained for 7 years. Functionality is available for customers to export and retain their own copies of the full permit data if needed for their own purposes.
How do I export a copy of my permit data?	When viewing a permit, there is the option to download the permit as a PDF and save it locally. If you need to export a large quantity of data and the individual PDF download isn't suitable, please contact smartpermit@uk.zurich.com and we will endeavour to support your request and provide you with an extract.
Will the use of this tool affect my premiums?	Smart Permit will not be used to determine your insurance premium directly. The Smart Permit is, however, designed to significantly reduce the risk of building and maintenance work and therefore avoid all the costs associated with such losses.
Is there a mobile application?	No, there is no mobile application, but the web app has been optimised for use on mobile.
Can the Smart Permit tool integrate with my current systems?	Currently there is no support for integration of Smart Permit with other systems.
Can I use the Smart Permit tool to manage works for my international sites?	No, the Smart Permit questions have been designed specifically for use on UK sites.
Is the Smart Permit only available to Zurich Insurance customers?	Yes, the tool is exclusively available to Zurich Insurance customers.
Can site managers customise SMS and email notification that they receive?	No, you currently cannot customise notifications. All site managers for each site will receive all notifications for the site.

I am currently required to inform Zurich when I have scheduled hot works to be completed and/or inform Zurich of any sprinkler system or fire alarm isolation while hot works is being completed. Will this tool change the current process for notifying Zurich of these?

No. If you are required to inform Zurich of either of these, you must continue to inform them in the same way as you currently do. There will be no functionality to directly do this through the Smart Permit tool. To aid the current process, the planned works questionnaire is stored within the help and support section of the Smart Permit portal.

For more information, you can visit our website at <https://www.zurich.co.uk/business/our-expertise/risk-engineering/smart-permit>.

If you have any questions or require any assistance, please get in touch via smartpermit@uk.zurich.com.

CONTACT

Risk Engineering
Business Development Team
6th Floor, The Colmore Building
20 Colmore Circus, Queensway
Birmingham
B4 6AT

zrs.enquiries@uk.zurich.com

For more information please visit: www.zurich.com/riskengineering

Zurich Management Services Limited, Registered in England and Wales no. 2741053,
Registered Office: The Zurich Centre, 3000 Parkway, Whiteley, Fareham, Hampshire PO15 7JZ

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