



AN INTRODUCTION TO PROPERTY RISK SOLUTIONS

Made possible



Successful organisations recognise that risk is present at all times...

Risk Solutions – Supporting Business Resilience

Why

- to allow people to understand and make informed decisions about exposures and risk to their assets and business

How

- by making available a range of high quality risk solutions services, and tailoring the delivery of these to the needs of the relevant stakeholders

What

- provide a Risk Solutions service that delivers acknowledged value to our clients, underwriters, brokers and other stakeholders
- build strong, long term partnerships with customers
- provide accurate and relevant information for informed business decision making

Understanding the level of risk and encouraging a culture where risk management is part of ongoing day to day operations allows them to maximise opportunities without inadvertently jeopardising their business.

Through tailored risk solutions we support our clients in understanding and quantifying exposures and risks to their assets and business and making informed decisions around reducing, mitigating or accepting these.

Key Elements of QBE's Property Risk Solutions Service

Client Focused

We recognise that risk management is part of ongoing day to day business and operations. By aligning our risk management efforts to our clients operational risk management strategy and objectives we can deliver a service that provides practical support and advice. We achieve this by taking time to understand the business and operations, the key exposures and the potential impact they have on the business.

We focus on the issues that matter and that affect the overall risk quality.

Practical and Realistic approach

Effective loss prevention and control is underpinned by good management and management procedures and processes.

Helping our clients to ensure they have in place all the appropriate preventive measures and that the systems they have in place are robust and effective is the key to reducing loss event and claims frequency and supporting good claims defensibility.

When it comes to the physical aspects of risk engineering, QBE takes a pragmatic, flexible and real world approach, looking for solutions that work, using codes and standards as a reference rather than a constraint. We have the technical expertise and experience to consider alternative or non conventional approaches to addressing exposures and reducing loss potential.

Seamless Transition

We understand that risk management is an ongoing process and that organisations are generally implementing a longer term risk management strategy over a period of years. We are not wedded to a 'QBE approach'. If the current strategy is working for the business and providing a good level of loss prevention, risk mitigation and where identified, risk improvement then we would continue to support the implementation of that strategy.

Servicing Model

Our approach to delivering client service is based around the use of QBE's in house risk engineering team, supported, if necessary, by external specialist technical expertise. A nominated QBE account engineer is responsible for organising, monitoring and delivering all aspects of

QBE's risk solutions service. As previously mentioned, where there is an ongoing risk management programme, QBE would continue to support this, otherwise we would agree a bespoke risk solutions service plan potentially incorporating a combination of:

- Corporate standards review
- Site visit / survey programme
- Bespoke Self Assessment Evaluation
- Risk Improvement programme
- Risk Management technical support to the business
- Stewardship Reporting

Sharing of Information

We use our in house QRisk system to capture and manage relevant risk and risk improvement data. The output from this can be shared with our clients to assist them in their risk management efforts.

Risk Management Support

Our experienced risk engineering team are available to provide practical advice and support on loss prevention and loss control aspects for the existing business and also for new projects. Our clients have access to a wide range of QBE technical guides, issues forums and other relevant risk management information. Where appropriate we can also provide client training for specific risk issues in the form of e-learning, seminars or participation in client events.

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Key specialisms

QBE's Clients can access a range of expert services provided by the Property Risk Solutions Team including risk management advice, technical guidance and tailored 'risk based' improvement programmes.

Key specialisms within the Property Risk Solutions team include:

Management Loss Prevention Systems Evaluation

How robust, embedded and effective are loss prevention and loss control procedures?

Fixed Fire Detection and Fire Protection Systems

How effective will fire detection and protection systems be in limiting loss. Are they suitable for the occupancy, installed correctly and being tested and maintained appropriately to deliver what is expected of them?

Special Hazard Assessment and Protection

Are there parts of the site / business where specific or enhanced hazards are present? Are these adequately evaluated and appropriate controls or additional levels of protection in place?

Physical Security Measures

Does the standard of physical and electronic security reflect the business' vulnerability given what it does or is present on site, and where it is located?

Natural Hazards Exposure

Are there natural hazard exposures to the business (flood, windstorm, landslip, earthquake etc)? Are these properly understood in terms of event frequency and extent and are measures in place to minimise their impact to the operations?

Business Impact Analysis and Business Resilience Assessment and Assistance

Is there an understanding of the potential consequences of realistic adverse events on the business (fire, flood, denial of access etc) and is it sufficiently resilient to deal with these either through its preventive and protective measures or through business contingency or continuity management plans.

Get in touch

Visit www.QBEurope.com/risk-solutions
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