

# Self-Assessment Reviews delivered via QRisk

Risk Solutions – Financial Lines

## Helping you to achieve your goals through effective risk management

QBE Risk Solutions has developed a range self-assessment tools that help organisations to assess, benchmark, and improve how they manage risk. All our risk assessments are available on [QRisk](#) and enable organisations to track and improve their risk profile over time by using the Risk Improvements facility. After submitting an assessment, a tailored report can be downloaded with signposting to a suite of resources helping organisations to implement any improvements recommended.

### Risk Culture Profiling

As a leading insurer, we see claims come in all shapes and sizes, despite organisations having extensive assurance systems in place, and layer upon layer of inspection, audit, and review. Looking at the underlying causes, often it is the choices made outside and between the gaps in the assurance system and influenced by individual and group attitudes towards risk, that lead to errors.

QBE has developed an innovative assessment to examine the core elements of risk culture, looking beyond the tangible building blocks of risk controls, delving into areas that are harder to define and measure. The Risk Culture Profiling Tool (RCPT) focuses on risk culture and how attitudes and behaviours can lead your people to make the right choices when faced with risk-related decisions.

The return? A higher value input to your risk strategy development goals.

[Learn more about Risk Culture Profiling here](#)

### AI Governance

The AI Governance review is intended for organisations across all sectors that use or provide AI powered systems, products and services. When you engage in the review process, you'll be posed a series of questions designed to help you consider your approach to the following key areas of strategic and operational AI governance:

- Leadership and Steering
- Communication and Capability
- Operational Governance
- Design and Development
- Assurance and Monitoring

[Learn more about the AI Governance Review here](#)

### ESG

The framework covers the full spectrum of the sustainability and ESG landscape, providing practical templates that can easily be adapted to suit the scale and nature of a company's activities.

It includes explanatory notes and helpful links that address materiality, reporting, and integrating ESG into a broader risk management agenda, enabling customers to establish what's relevant and what goals they want to set. We will proactively build on the Framework so that it continues to reflect the latest developments in this rapidly evolving field.

[Learn more about the ESG framework](#)

### Fraud Prevention

Authorised push payment (APP) fraud continues to be on the rise and remains a major threat for organisations, their customers, and suppliers. Attackers have defrauded businesses for many millions in recent years and have become specialists in some target sectors, but no business is immune.

QBE has developed this self-assessment specifically to assist organisations with identifying and managing payment-related fraud risk. It contains four sections and aims to encourage QBE policyholders to identify risks, consider implementing policies and procedures, and adopt tools and templates, all designed to minimise the risk of being impacted by a payment related fraud. Other financial crime/fraud related resources are available on QBE's [Financial Crime Resilience Hub](#).

[Learn more about the Fraud Prevention assessment here](#)

### Governance Effectiveness Review

Prominent governance failures have increased stakeholder and societal requirements of boards, including elevated expectations for business operating with integrity.

Organisations are being held to account for failing to meet commitments and responsibilities, often caused by poor governance and oversight by senior management. From board diversity to third-party due diligence, from risk transparency to reward and recognition, the Governance Effectiveness Review delves into strategic and organisational practices that are critical to effective governance including:

- Board Structure and Operations
- Board Capabilities
- Risk Leadership and Culture
- Strategy and Business Planning
- Conduct, Competence and Ethics
- Operational Governance

[Learn more about the Governance Effectiveness Review](#)

### Crime Prevention Risk Assessment

Economic crime continues to expand in its reach and complexity, creating increasing challenges for organisations globally. The variety of threats and the scale of the known losses is immense.

Businesses are under pressure with commercial, legal and regulatory imperatives to implement effective crime prevention controls. QBE's self-assessment provides policyholders with a step-by-step checklist, comprehensive guidance notes and signposts to supporting template documents available from the QRisk portal.

The self assessment is designed to help QBE clients minimise crime-related risk. It contains eight sections focusing on building a crime prevention culture, identifying and managing risks and threats exposed by people, suppliers, and customers along with ensuring effective controls are in place to protect systems, data and assets.

[Learn more on our Financial Crime Resilience resource hub](#)



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### Solicitors / International Solicitors

As legislative and regulatory demands grow and the scope of risk management expands into resilience and governance, so do the demands on your organisation. For those in the legal sector, this is no exception and possibly more so as compliance pervades into areas of personal integrity where both individual and organisational reputations are at stake. A proactive approach is therefore necessary to mitigate and stay on top risks. Our range of risk assessments for law firms are designed to identify areas for improvement and provide solutions to plug the gaps quickly.

In creating our self-assessment questionnaires, we set out to be as holistic as possible - drawing on a wide variety of sources including: the Lexcel quality standard, ISO 9001, the Investors in People Standard, the SRA Codes of Conduct, and of course our own extensive knowledge of issues and claims obtained across two-and-a-half decades of insuring legal practices of all sizes from micro to magic circle firms.

### [Learn more about Solicitors PI Risk Solutions Resources](#)

#### Access to Resources

QBE self assessments can be freely accessed by QBE policyholders via the QRisk Client Risk Management portal. Risk management resources are provided for profession and sector specific risks, as well as cross sector risks including those related to Casualty & Construction, Property and Motor. A wealth of guidance, templates, toolkits, and other resources are also available via the QRisk Knowledge Centre. [Learn more about QRisk here.](#)

Simply head over to: <https://qrisk.qbe.com/> to self-register or login with your:

- QBE policy number
- Business email address
- Mobile phone for MFA authentication

### Healthcare

Healthcare providers face a range of risks, some are common to most businesses, for example cyber threats, supply chain disruptions and workforce challenges, however some are specific to organisations that are directly responsible for providing care and treatment for patients.

Intended for organisations in the healthcare sector, the assessment focuses on common claims hazards such as informed consent, vicarious liability, record keeping, and sub-contracting.

Developed in collaboration with Keoghs, the assessment enables clients to benchmark their processes and risk controls against best practice principles so you can be sure you're properly protected.

### [Learn more about the Healthcare Risk Assessment](#)

### [Learn more about QBE Risk Solutions](#)

### Technology, Telecoms, Media and Specialist Professionals

Our Technology, Media, and Telecommunications (TMT) Self-Assessment has been developed from a range of authoritative guidance and standards, together with learnings from claims trends and inquiries, to help you manage the risks within this changing landscape. Areas included in this assessment are:

- Business Planning
- People Management
- Information Technology
- Service Delivery
- Third-Party Management

### [Learn more about the Technology / Telecoms / Media Risk Assessment](#)

### Construction and Property Design Professionals

Our self assessment for this group is based on our 'Critical 50' framework which provides an enterprise-wide view of the business. It addresses a range of professional and financial risks with a focus on operational risk in those areas common to negligence claims. The assessment provides structure to benchmark your risk controls across five essential areas:

- Leadership and governance
- Managing people
- Stakeholder relationship management
- Project management
- Evaluation and continuous improvement

### [Learn more about the Risk Assessment for Construction & Property Design Professionals](#)

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