



QBE Rehabilitation

Major Incident Response Service (MIRS)

Supporting you and your affected employees quickly after a major incident with our rehabilitation response service.

- **Provides rapid access** to clinical guidance, signposting, and treatment for both physical and psychological injuries.
- A dedicated **hotline set up** within hours of incident to support employees.
- Helping our customers provide an **appropriate response** should the worst happen.
- A benefit available to all QBE **employers' liability policy** holders.

Major Incident Response Service

MIRS

Set up in a matter of hours following an incident, this service offers a dedicated hotline that provides crucial support, including early access to clinical guidance, assistance, and psychological treatment. Employees are more likely to feel supported and able to remain in work following an incident, which in turn reduces absence and mitigates claims for the policyholder.

We know from experience that the meaning of a 'major incident' can be different for each customer. Our service therefore offers a bespoke element to ensure that the appropriate support is in place, working alongside existing complementary services.

This really was new territory for us, and the rapidity of the response and support provided from QBE made a massive difference. The emotional benefit has been significant and has had a positive knock on effect to the business. A good example of support and collaboration getting a better outcome following an awful situation.

QBE Policyholder

How We Can Help

Our **Major Injury Response** Service (MIRS) is our specialised product designed to minimise the impact of major incidents for our customers, affected employees, or members of the public, when crisis unfortunately strikes.

Responding in the right way is crucial for facilitating a supported return to work for injured employees, and for mitigating potential claims costs. No matter the business, we can ease the burden of responding to a major incident including organising treatments, providing funding for emergency travel, or sourcing temporary accommodation.

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Helping affected employees get back to doing what they do best

Customer Example

- For one employee, lifechanging injuries were sustained following an accident with a large scaffolding staging platform. Work colleagues lifted the staging off and performed lifesaving first aid treatment before they were taken to hospital in an emergency services helicopter.
- Work colleagues who had witnessed the traumatic incident were at risk of experiencing distressing symptoms following this incident, such as anxiety, traumatic symptoms, or Post Traumatic Stress Disorder (PTSD) requiring psychological treatment.
- By offering our MIRS service quickly following the major incident, two employees were able to access initial support, four were contacted over a follow up period for review of symptoms by case managers, and four employees entered a course of psychological treatment. From this, employees felt supported and were better equipped to effectively manage a very unexpected traumatic incident.
- All employees remained in work throughout the process, minimising the impact and aftereffects of the incident. As a result, customers have found our bespoke service invaluable when faced with a major incident, helping protect them from devastation and challenging reputational damage.

A Quick Response

The MIRS product is designed to offer quick, specialised and more focused support for those experiencing possible crisis in the hours, days, and weeks after a major incident.

This early intervention service provides proactive support to affected parties, minimising the impact of a major incident for your business as much as possible through an early coordinated response.

Accessing quick crisis support in the short time following such events is crucial for customers to support their employees effectively, as arranging and accessing conventional treatment pathways can take longer. In addition, employees may not require or feel they need a full course of conventional treatment, however, may need to talk to someone following a distressing event.

Next Steps

For more information or how to refer, contact us below at: QBEReturn@uk.qbe.com

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