

# Risk Management

Helping to identify, assess and protect you from risk







## Risk is a part of life

Organisations face a range of risks that can prevent or hinder their success.

Risk management is the process of anticipating those threats and developing a structured and coherent plan to address or mitigate those uncertainties.

This should be a key component of an organisation's strategy and operational management as it increases the probability of success.

Risks can come from various sources including loss or damage to your facilities by events such as fire, theft, natural causes, or deliberate attack.

Many such events will also result in a period of interruption to the normal activities of a business, so it's important to have a strategy for managing these threats.

These can include:

- avoiding the threat altogether
- reducing the negative effect or probability of the threat
- transferring all or part of the threat to another party (i.e. by contract or an insurance company)
- or even retaining some or all of the potential or actual consequences of a particular threat.

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## Working with you to manage risk

All of this may seem a bit daunting, so at Ecclesiastical we employ a team of risk professionals to support our customers and broker partners.

We've also developed a range of support services and resources to help our customers manage risk more effectively themselves.

Our material provides a range of information and templates to help you get started or check the adequacy of what you already have in place.

This guide sets out the depth and breadth of the services available from our Risk Management team and aims to help you reduce the total potential cost of risk and thereby manage insurance spend.

Front cover, top left image: © Chatsworth

Contains promotional material

## Experience you can trust

Ecclesiastical have been providing specialist insurance and risk management support to our customers since the 1880s and this depth of experience, gathered over 130 years, is second to none.

We are not a general insurance company; we focus on a selection of niche customer markets. This means we really understand the risks those customers face and can truly claim to be a specialist in those segments.

We have a nationwide team of over fifty directly-employed risk professionals, making our team one of the strongest in the market today. Annually, we value buildings that are worth more than £25 billion.

In addition to a broad range of risk services, we can also provide a full buildings valuation service on buildings ranging from the ultra-modern to heritage sites and in some circumstances can even support contents valuations and appraisals. Where provided, these services are offered at no extra cost.



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## Quality assured

We employ risk surveyors and consultants, who have the in-depth knowledge, experience and expertise to understand and assess your specific insurance risks. They undergo extensive induction and ongoing training via our highly regarded in-house Technical Academy and are routinely audited to ensure they continue to deliver a consistently high level of expertise and customer service.

Ecclesiastical are also one of a select few insurers whose entire UK operations have Corporate Chartered Insurer status (CCS) with the Chartered Insurance Institute (CII) and as a consequence, our risk surveyors and consultants are expected to meet strict professional qualification requirements.

All of this ensures our teams have the necessary competency and expertise to provide you with market-leading risk management and valuation advice.

We are also proud to say that our risk management service has achieved a Net Promoter Score (NPS) in excess of +50 (an "excellent" rating) for the last three years.<sup>1</sup>

NPS is an index ranging from -100 to +100 that measures a customer's overall satisfaction with a company's service and demonstrates their willingness to recommend those services to others.

<sup>1</sup> Ecclesiastical Risk Management Direct Customer Satisfaction Results 2013-2016.





# How we can support you

## Assessment

The effective management of risk involves understanding, assessing and addressing risk, with a view to preventing or mitigating the consequences of disruptive incidents. In many cases, it is also a way to help you manage the cost of your insurance programme.

From the catastrophic consequences of deliberately started fires, to organised criminal attacks, to injuries or ill-health sustained by volunteers, staff or visitors, through to the damaging effects of a flood, we've been collecting loss experience about specific risks across the market sectors we insure for over a century. As a result, Ecclesiastical has a unique insight into the risks to which your organisation may be exposed.

In many instances as part of your insurance, our team will carry out a risk assessment to help identify opportunities for you to avoid or mitigate risk. This may require the completion by you of a self-assessment questionnaire, a remote desktop assessment conducted by a member of our team or a physical on-site assessment.

After the assessment, you will be provided with a risk management report to help you establish a good risk management strategy to ensure you are less likely to suffer the consequences of dealing with the unexpected.



## Building valuation

Our remote desktop risk assessments and on-site assessments are typically conducted in conjunction with a detailed building valuation to establish an accurate reinstatement cost.

Whether the building is classically built or has a contemporary design, at no additional cost our surveyors or consultants will provide a buildings valuation service alongside the risk assessment. So you can be sure that you have adequate insurance cover too.

It's a service that's increasingly rare from insurers, but we believe it's an essential part of making sure you get the protection you need.

Our team are equipped with specialist valuation systems that have been developed and refined over many decades, during which we have gathered unique insight and data from supporting our customers with rebuilding or restoration following loss events. We also work in partnership with some of the leading building cost and property consultancies to ensure our systems and cost data are maintained up to date.



# What do assessments and valuations involve?

Traditionally, our risk assessments and valuations have been face-to-face and required an on-site inspection. Now, advances in technology mean that we can help our customers by assessing and quantifying risks in new ways.

## Self assessment survey

Small, low risk or less complex organisations are able to go online to complete a 30 minute self-assessment questionnaire. On completion we will provide you with a downloadable risk management report highlighting areas and priorities for risk improvement.

## Desktop assessment survey

You will be contacted by one of our team to explain the remote survey service and they will arrange a convenient date/time for a telephone assessment. Ahead of the telephone assessment (which will take roughly 30 minutes to complete) you will be asked to complete an online self-assessment questionnaire as detailed above.

We use this in conjunction with images of the property to determine its construction, layout and condition. Using the latest satellite imagery software we calculate the external footprint of your property and provide a rebuilding sum insured.

We will then produce a report containing our valuation advice and highlighting any adverse risk features identified and the appropriate remedial measures.

## Site assessment survey

For larger locations a traditional site assessment will be required. You will be asked to complete an online self-assessment questionnaire and then be contacted by one of our team to explain the service and arrange a convenient time for the site visit.

The assessment usually takes no more than two to three hours, depending on the size and complexity of your buildings and the nature of your occupancy. In most cases we start by interviewing key personnel to establish procedures and site management practices, followed by an inspection of the facilities.

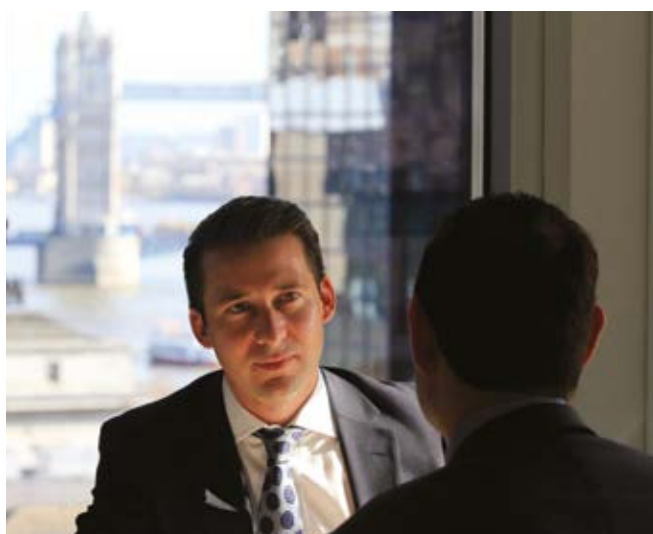
We then create a bespoke report to highlight the identified risks as well as priorities and cost effective measures to address those threats. The report will also contain our valuation advice.

## The scope of our assessments

Our claims specialists support many organisations every year throughout the traumatic aftermath of a major incident.

It is those customers who have good risk management strategy and suitable records, including an organised and planned response to such events, who respond most speedily and effectively to those operational threats.

Therefore, in addition to focusing upon property risk management features such as; fire, theft, malicious attacks and other specific property hazards, we will (where appropriate) also evaluate the safeguarding and occupational health and safety risks associated with staff, volunteers and visitors as well as a consideration of your organisational resilience.



# Helping you improve risk

## Preferred suppliers

To help you avoid or mitigate the risks to your organisation, we have collaborated with market-leading specialists to develop a carefully chosen list of preferred suppliers, with preferential rates arranged for our customers.

As outlined above, your risk management report will highlight hazards and shortcomings that require remedial action. Our preferred suppliers list will help you to source the right solution from a company you can trust.

Our list of preferred suppliers is always growing but so far you can find the following listed on our website:

- Water leak detection and prevention systems
- Vacant property protection
- Automatic kitchen fire suppression systems
- Fixed electrical wiring and portable electrical appliance testing
- Forensic security marking
- Cash and valuables storage in safes
- Business continuity services
- Roof alarm systems
- Professional keyholding services
- Asbestos management services
- Jewellery and silverware valuation

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## Additional loss prevention guidance

On our website, you will also find that we have created a risk management hub with specialist risk management guides written by our experts, along with videos, animations, templates, checklists and forms to support our clients in managing their own risks.

We keep our hub up-to-date with the latest technical papers and insights so you have access to the current advice in response to market developments and loss trends.



## E-learning

You're not 9-5 and neither are the risks to your organisation.

So, we try to deliver more opportunity for our customers to gain knowledge through a broader range of channels. Our team are always looking to innovate and so we provide a range of online tools including e-learning modules and technical webinars to equip our customers with the necessary skills to manage risk.

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## Risk advice line

As your organisation grows or takes on new ventures, new risks may need to be assessed.

For continued support, you will receive free access to our risk advice line which provides quality support over the phone, whenever you need it.

Our in-house specialists are able to give advice on a variety of topics and if we don't have the knowledge in house, we source answers from our expert partners to ensure the advice you receive is of the highest standard. You can ask us about:

- Health and safety
- Construction safety
- Food safety
- Occupational health
- Environmental management
- Water safety
- Asbestos
- Property protection
- Security
- Fire safety
- Business continuity planning.



Our customers can call us on **0345 600 7531**  
or email **[risk.advice@ecclesiastical.com](mailto:risk.advice@ecclesiastical.com)**

The Advice Line is open 9:00 - 17:00 Monday - Friday



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When it feels **irreplaceable**, trust  **Ecclesiastical**