

The QBE approach to risk management



QBE

At QBE we believe that best practice organisations are those whose leaders facilitate and pro-actively engage in the processes of risk management. Effective risk management is an essential feature of all successful organisations and is one of our key underwriting considerations.



We encourage our clients to set in place the necessary organisational structure, systems and strategies to manage their insured and uninsured exposures, whilst also meeting their moral, legal and financial obligations.

We believe in working closely with brokers and their clients, providing a range of services from expert advice and technical guidance to bespoke tailored “risk based” improvement programmes. Our objective is to work hand in hand with all stakeholders to ensure we capitalise on every opportunity to contain and control risk thereby minimising the frequency and severity of our clients’ insured loss experience.



Typically each client broker relationship will be allocated a risk manager who will provide access to a wide range of support services, including:

- Bespoke / tailored risk management approach and advice
- Assistance in making the business case for change
- Risk management events and specialist workshops
- Access to a network of QBE support services
- Partnerships with innovative service providers
- Best practice guidance within a wealth of claims and risk management literature.

This brochure gives you an overview of how we provide risk management services to our varied client base across our product divisions, and in particular for Motor, Casualty and Property.

The next steps

To find out more about our approach to risk management please visit www.QBEurope.com/risk where you can find examples of the support we provide and who to contact to discuss your risk management requirements.

The benefits of risk management

Strong risk management can provide significant benefits including:

- Reducing the frequency and cost of claims
- Improved management processes
- Better informed decisions about management priorities.

Of course, it's in everyone's interest to avoid claims arising in the first place, that's why each of our product divisions has a team dedicated to risk management. One size does not fit all; each of our divisions develop and manage their own risk management strategies to suit their particular insurance product, whilst being able to share their knowledge and experience with their risk management colleagues across the group.



Motor Fleet

Our Motor Fleet Risk Management team works with our fleet clients to implement innovative and cost-effective solutions and to keep them up to speed with the latest industry best practice, codes and standards. This will help reduce both the cost and frequency of accidents and cut the overall cost of running a fleet.

Our unique initiatives provide fleet clients with the opportunity to create a culture of change within their businesses aimed at enhancing current risk management practise and procedures to ensure a continual focus on road safety and full compliance with UK legislation and regulation.

Risk Management Essentials Questionnaire (RMEQ)

Our risk management essentials programme raises awareness about risk management best practice. It is invaluable in helping all parties to identify areas where claims are likely to arise and enable QBE to recommend the actions needed to help operators ensure full compliance with health and safety and road traffic law, thereby minimising risk. This is a self assessment programme which covers all of the areas published in the HSE document Driving at Work – managing work related road safety including policies, risk assessment, the driver, the vehicle, the journey, monitoring of performance, company literature and fleet operator affiliations.

QBE acts as a conduit between our clients and solutions which are available in the market place. With our unique knowledge of the services on offer, we are able to assess our clients requirements and offer the most practical and workable solutions. Our unique initiatives provide fleet clients with the opportunity to create a culture of change within their businesses aimed at enhancing current risk management practise and procedures to ensure a continual focus on road safety and full compliance with UK legislation and regulation.

Casualty Professional Indemnity

Our Professional Indemnity team has developed a unique range of quality assurance-based risk management (QARM) services reflecting the diversity of the Professional Indemnity division's client base. Our QARM services are available to clients of all sizes, democratising risk management, a process that is commonly perceived as the preserve of larger organisations.

The primary purpose of our QARM service is to raise awareness of risk management issues and to encourage the adoption of quality assurance principles to manage risk.

Risk management and quality assurance are often considered to be synonymous; techniques to control the inherent risks associated with conducting business. In fact, they differ both in their direction of approach and scope. Risk management is often associated with a "top down"

approach that is dependent upon the accurate identification of risk events leading to the development of a set of risk controls. This reactive approach creates a lag in risk response, is often subjective and does not lend itself to consistently measurable procedures. Quality Assurance is a "bottom up" approach that establishes within an organisation a foundation of best practice.

Through the QARM process, we aim to work with our clients to improve their management processes so that the likelihood and value of claims is reduced. We recognise that this process takes time, but this initiative is wholly consistent with our approach of continuity, stability, and our long-term commitment to the Professional Indemnity market. Many of our QARM services are approved by leading professional bodies (e.g. RIBA, the Solicitors Regulation Authority) and qualify for Continuous Professional Development (CPD) points.





By considering the risk management process throughout the full timeline of a liability claim, from incident potential all the way through to settlement, we make the business case for positive change.

Working in conjunction with brokers and our strategic specialist partners, we deliver expert solutions in the following areas:

- Claims defensibility and claims costs improvement programmes
- Accident, disease and third party damage reduction programmes
- Pollution prevention and control
- Rehabilitation and absence management
- Liability risk management events, guidance and alerts
- Loss control audits
- Stakeholder training
- Coaching for change management.

Casualty Liability

Working closely with underwriters, claims and rehabilitation colleagues, our Liability Risk Management team offers a range of services, from best practice technical guidance to tailored, risk-based improvement programmes.

Put simply, our core objective is to reduce the frequency and impact of our clients' liability claims; ultimately generating cost savings to their bottom line.

Property

The management and control of Insured property risks is a key part of the wider risk management agenda and QBE proactively encourages our clients to achieve these objectives.

The benefits are:

- Greater understanding and control of the property and continuity risks that threaten operations
- Better informed decisions about management priorities, major changes and new investments
- Greater appreciation by underwriters of clients' risks and the mutual priorities for loss prevention and risk control.



QBE's objective is to establish a successful working partnership with clients and brokers and to collaborate in achieving our mutual objectives. Part of this collaboration involves the property risk management team reviewing and assessing clients' property and continuity risks and the provision of cost effective, business focused risk control solutions. The outcome should be a well developed and fully implemented set of risk controls that reduce the frequency of loss events and limit the extent of damage and disruption, should a loss occur.

Our clients can access a range of expert services provided by the risk management team including risk management advice, technical guidance and tailored "risk based" improvement programmes.

Key specialisms within the Property Risk Management team include:

- Loss prevention management systems evaluation and improvement
- Fixed fire detection and fire protection systems evaluation
- Special hazard assessment and protection
- Physical security evaluation and assessment
- Realistic loss estimate development
- Business impact analysis and business continuity planning assessment and assistance.

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