



# Crisis Complete complementing Politicial Violence and Terrorism Insurance (PVT)



Crisis Complete is a highly beneficial complement to PVT insurance, providing a full range of fully funded, world-class crisis support services before and after a PVT event. This powerful combination helps reduce the impacts of a potential event on the business and accelerate its return to normal operations.

### PVT impacts: assets, operations and people

Terrorism, civil unrest and broader violence can have severe and widespread impact on businesses. Attacks, increasing public protest or rioting, deteriorating labor relations or employee and customer anxiety about these events will all negatively affect business operations.



## Crisis Complete: mitigating impacts

Property damage and supply chain disruption, access restrictions, dispersal of employees or injuries to people can be mitigated by proactive, expertise and specialist responses - in advance and in the immediate post-event space.



## Crisis Complete: reducing recovery time

Crisis Complete delivers fully funded expert responses before and immediately after an event to support asset protection, people safety and decision making. The responses complement in-house security capabilities to materially reduce damage and business interruption losses, enabling a return to normal operations in the shortest time frame.



## Crisis Complete: optimising the response

Crisis Complete re-invests up to 20% of premiums with each client, engaging the responders to ensure familiarisation with their capabilities, benchmarking your own and enhancing internal preparedness and response management, and positioning each client to maximise the benefit from their policy, should events threaten their people and operations.

#### PRE-EVENT RESPONSE

TRIGGERED BY A DIRECT THREAT, A THREAT TO A PEER OR BY A REASONABLE ASSUMPTION OF A THREAT

- · On-site quality assured security: pre-qualified and vetted
- · Asset protection to reduce the potential for loss
- Supply chain and stock management support to minimise potential losses
- Counter-terrorism guidance and security surveys
- Labour relations support: including negotiation, management support, high-risk termination planning, resolving non-violent protests
- · Employee and external communication support

#### **POST-EVENT RESPONSE**

TRIGGERED BY A SABOTAGE AND TERRORISM EVENT; A STRIKE, RIOT, CIVIL COMMOTION & MALICIOUS DAMAGE EVENT OR POLITICAL VIOLENCE EVENT

- Responder support for invacuation, relocation, evacuation and post-event return
- Enhanced onsite security to reassure employees and customers
- Executive protection
- Dedicated Crisis Communications for clarity around impacts, decisions and actions (supporting employees and external stakeholders)
- Trauma counselling support to employees
- Support for insurance loss adjustment in non-permissive security environments

Remote and on-site intelligence monitoring, supporting client's decisions on people and asset safety

Your product team

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