

Flood: A Strategic Approach

Recent weather events have highlighted the increased risk of flooding that many organisations are exposed to. Is climate change a risk you are considering?

We can work with you to understand what action you can take to mitigate this risk. This will take place through facilitating a risk workshop with representatives of your senior management team to establish your risk exposure and support you in identifying your priorities using a risk based approach. We can also support the development of plans should the worse happen.

Interruptions and incidents take many forms but should the worse happen and you are denied access to one of your premises through flood, you need a basic strategy that you know will work.

Having the right options for work space recovery and knowing where the extra resources will come from will allow you to answer the key question, 'after an event how do we recover?'

Knowing what to do in the first hour, and the second and the third can never happen by chance. The response plans are the luxury of making your decisions when you have the time to think.

Incident Preparedness

- Run desktop review to test flood response plans
- Familiarise yourself with your plans
- Identify strengths and weaknesses of current plans
- Revise plans based on workshop outcomes

Business Continuity

- Flexible pre-prepared plans to support recovery following business interruption or disruption
- Provides clarity around roles and responsibilities
- Support communications and media response
- Allows focus on key priorities in an incident

Risk Understanding

- Facilitated risk session to understand your key areas of vulnerability
- Allows for priorities to be identified

Case Study: housing provider

As a housing provider it's an organisation that takes risk seriously. Like most organisations it has experience of significant incidents over the past few years including flooding.

The initial meeting with the management team was to understand what they wanted to gain from the process as well as relying a key message to be pragmatic. It's fair to say that the management team had significant concerns that business continuity was going to be a paper exercise.

The initial key steps were for managers to define the key priorities around critical activities and understanding the nature of key threats. This allowed a follow up short and sharp session which focused on defining key strategies managing the priority threats. The final substantive step was to spend time on site meeting key plan owners as nominated by the management team to develop a plan that ensured the chosen strategy would work.

These plans were presented back to the management team for support. On completion of the plans one senior manager remarked, "I wish everything else we did was as pragmatic and clearly set out as this!".

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Why Zurich?

- We can provide risk management guidance and support that covers the whole spectrum of risk – from general liability to business interruption, from safety and security through to information management – we provide tailored solutions to meet our customer's needs.
- All our strategic and operational risk professionals are specialists in their discipline with in-depth knowledge and expertise in their chosen fields.
- We work within a quality assurance framework assessed and certified to meet the requirements of ISO9001:2015.
- Our risk professionals are experienced in engaging and delivering solutions effectively at all levels of an organisation.
- We help our customers to identify threats to their organisational success, whilst offering opportunities to make innovations and performance improvements.
- We can provide a wide range of risk solutions to our customers from industry recognised training courses, through to support in building bespoke learning and development initiatives.



Our risk management support for flood assessment and planning can now be tailored to your specific requirements.”

How can we help?

For more information please contact us at:  risksupport@uk.zurich.com



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