



Resilience

Managing risk so you stay trading.

vero

There's more to protecting your business than paying claims after losses have occurred.

We're also here to keep you and your business safe and secure in the first place. As well as having the right cover, managing the operational and property risks and having precautions in place could determine how well you recover from a loss. And this is where our risk management team can help.



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Risk management doesn't have to be difficult

While it can seem complex, we have a team of experienced risk management specialists to make it easier for you. They can assist in identifying and advising how to reduce operational and property risks across a wide range of business types. It's not only important for business and property owners to take the time to get the must-haves in place, but to also consider what extra measures can make their business more resilient to loss.

Working with you to mitigate business risks

Our risk management team works closely with business and property owners, often visiting them, to carry out risk surveys to help identify and minimise risks. If a risk survey is requested there is nothing to worry about.

Gaining a better understanding of the nature of risks facing your business or property allows us to support you in becoming more resilient. You'll receive tailored recommendations, and it's a great opportunity to ask questions and get insight about emerging trends.

What to expect when we visit

Before we start, we want to assure you that any information we collect from the visit will only be used for our insurance purposes. We're looking forward to working with you to make your business as resilient as possible.

Every site visit differs depending on the industry, size of the business, activity undertaken, the premise and what is insured. The amount of time we spend with you on-site will also vary, but when our risk specialist books the visit to undertake a risk survey, they will provide an indication of time.

A risk survey includes an initial discussion to gather information, followed by a walk around the premises. We will then discuss any risk improvements that may be needed or recommended.

The survey allows us to understand the following:

- **The building.** It's construction, size, height, what the building is made of etc. We look at weather tightness, building conditions and maintenance. We also like to have an understanding of the building utilities – electricity, gas, water and building services such as ventilation and heating.
- **What happens in the building or business.** It's helpful to understand what operations and processes take place in the building, either by you or your tenant. Any process documentation will assist with these conversations.
- **Fire and security protection.** Check what protection and systems are installed and how it's tested and maintained.

- **Hazard management.** A review of what the current processes for managing hazardous substances, storage, usage etc., as well as any higher risk processes such as 'hot work' – cutting welding or grinding, or deep fat frying. We will also look at the controls that are in place to help manage risks, this could include things like self-inspections, permits, staff and contractor induction, and building and equipment maintenance.
- **Environmental factors.** Understanding potential impact of neighbouring properties (e.g. occupations/processes) and how these might impact your property or business operations.

Documents to prepare

Sometimes reviewing documentation can help us get a better view of what's happening, so having this at hand can speed up the visit.

If any of these documents apply to your business, it would be useful to have these at hand

- Building Warrant of Fitness (BWoF)
- Latest biennial sprinkler inspection report
- Equipment maintenance records
- Confirmation of kitchen extract duct cleaning
- Sample hot work permit
- Self-inspection/OHS audit checklist(s)
- Staff training records, e.g. Fire extinguisher training, process training
- Dangerous goods manifest, HSNO certificates and safety data sheets
- Risk management policies and procedures

Vero Risk Profiler – a good source of information

Our risk specialists have developed a library of information for our customers with useful tips and guides on managing typical business risks. Information is provided for a range of industries, and you can refer to this before the visit for further information.

www.vero.co.nz/risk-profiler

