

Designed for a wide range of industry sectors. Offering assistance in times of business crisis, and help preparing for such an event in the most effective way.

INNOVATIVE, PRACTICAL AND PROACTIVE

As a market-leading and award-winning Insurer, we are constantly refreshing our delivery and products to make it easier for you to do business with us. We've listened to our brokers and customers and updated our previous Marines Trades Alliance product.

KEY FEATURES

Our Crisis Response Service is provided in partnership with DWF. It brings together all the expertise and experience needed to help your clients prepare and manage any business crisis occurring in the UK, such as serious injury or fatal accident on their premises, or a product causing serious injury, and includes access to:

- Experienced lawyers skilled in dealing with an array of situations
- Crisis PR specialists experienced in handling media containment with sensitivity to preserve a client's reputation
- Regular e-bulletins covering useful topics, updates and case studies
- Invitations to interactive crisis workshops exclusive to RSA customers.

BENEFITS

Giving your customers:

- Peace of mind around the clock
- Increased control to limit the adverse impact of a crisis
- Time saving for management by leaving it to the experts
- Added value for their businesses.

THE CRISIS RESPONSE SERVICE IN MORE DETAIL:

Specialist support in the event of a crisis

- DWF assess the crisis and provide an appropriate response
- DWF work closely with clients to assess the situation and agree actions
- If necessary, DWF will engage with media consultants to ensure a client's reputation is protected as far as possible
- This service reduces the stress placed on your clients by litigation and media interest
- Option to provide media consultant costs cover appointed via DWF up to £100,000.

Proactive advice on a broad spectrum of areas

- HSE/Police investigations following accidents
- Trading Standards investigations and prosecutions
- FSA investigations and enforcement
- Fraud, bribery and corruption
- Risk management
- Claims defensibility reports
- Corporate manslaughter training/mock trials
- Environmental advice and prosecution defence
- Antitrust law
- Transport law
- Competition law.

This service is suitable for a wide range of industry sectors including:

- Education
- Energy
- Construction
- Food & Drink
- Leisure
- Retail
- Facilities Management
- Manufacturing
- Financial Services
- Professional Medical Services.

WHY DWF?

DWF is a business law firm with exceptional industry insight. By partnering with them, we at RSA can offer a high quality, specialist product you can trust:

- DWF has a specialist crisis response team, trained and equipped to help clients deal with difficult situations
- The regulatory team has represented many high profile health and safety cases that attracted media and government scrutiny
- DWF has unrivalled depth of experience and has represented the corporate entities in two out of three corporate manslaughter prosecutions
- Their team is trained in dealing with media in a business crisis, with a proven track record in handling sensitive corporate communications
- Members of the team write and speak extensively on the topic of health and safety across the UK at various IOSH, British Safety Council and ROSPA events
- Other team members are active in the Health & Safety Lawyers Association, IOSH, National Construction Committee, Business Reference Panel, North East Safety and Health & Environment Partnership.

WHY RSA?

We have an unrivalled heritage of over 300 years and pride ourselves on our comprehensive range of products.

Financial Stability

We are a financially stable company, providing insurance and risk management to a significant number of FTSE 100 companies, across a well-balanced portfolio.

Plain English

We are committed to making it as easy as possible for you to work with us, and in support of this, we outline all that we do in plain English.

HERE TO HELP

If there's anything you need to know, we're here to help. Contact our specialist who will be able to give you the answers you need.

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