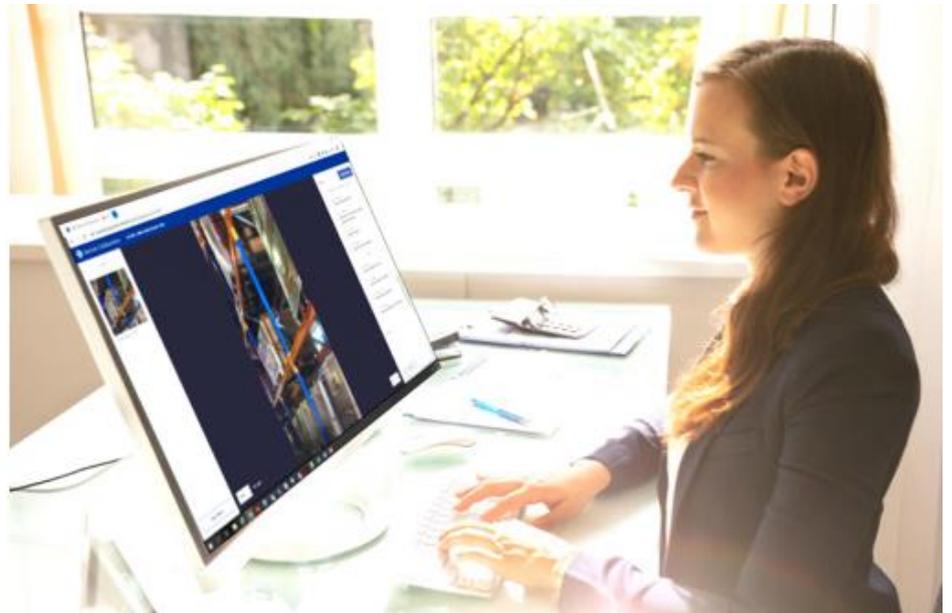


Assessing risk – Continuing to serve our Customers in unique times



Mervyn Rea
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Zurich's Risk Advisor mobile app – the award-winning tool that helps customers understand and improve their risk – has demonstrated to be especially useful during the global COVID-19 outbreak, with one function proving particularly valuable.

The **Remote Collaboration module** within the app supported Customers in providing risk engineering advice and expertise, even before countries entered lockdown periods and social distancing came into place. However, in these strange times, it is a particularly useful component of Zurich's market-leading service for Customers across every industry and sector, from property and finance to manufacturing.

Our Zurich Risk Engineering mission statement is: *Increasing Insight, Reducing Risk* – and Remote Collaboration enhances this:

alleviating concerns and building confidence. The app function allows customers to collaborate with us on their risk assessment, via a real time virtual engagement. This can reduce stress and provide peace of mind.

It was never intended as a substitute for a site visit and face-to-face conversation, however the Remote Collaboration module was designed with an intuitive functionality to make it the next best thing – and we have really found that it has come into its own during this global crisis. With only a few clicks, the Customer can connect with one of our 15-strong Australian risk engineering team, or one of our 850 Risk Engineers worldwide for a walk-and-talk consultation at a prearranged time. This allows them to make informed decisions with confidence, and concentrate on

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steering their business through the challenges ahead. As restrictions are eased, and we a return to performing site visits in person, whilst following Government guidelines, we can continue to utilize Remote Collaboration to compliment these visits, so our time on site can be kept to a minimum.

Many organizations are facing unprecedented pressure arising from changes in circumstances that are opening up new areas of risk. Where assistance is required urgently by a company undergoing transition, Remote Collaboration provides reassurance against new uncertainties. The specialist features and bespoke design ensures it is fit for purpose, above and beyond the regular chat and conferencing services that are relied on for remote working – but without any unnecessary complexity in the user experience.

An example of a real-world business facing a new situation following COVID-19, one Customer, a hotel chain, required urgent risk assessment for its establishments due to an emergency change of use. The hotel was converted into temporary housing for thomeless and unsheltered people who were at high risk for infection. Another client, a brewer, successfully undertook a rapid re-evaluation upon switching its facilities from beer production to the manufacture of hand-sanitizer gel with the Remote Collaboration tool.

Being able to engage with Zurich professionals ‘on-site’ but without a physical

presence is essential at this time, and even if an environment is too loud, the built-in text-chat feature allows business’ to communicate easily with a Risk Engineer.

Unique among our competitors, Zurich is leveraging technology in this way to gain a deeper insight into our Customers’ world, with detailed data collection taking place as the same way as a in-person visit. As a Customer, you simply need your mobile device to be charged and network connected, and with all communication within Remote Collaboration encrypted, you can be confident of security and privacy. Business can be conducted in one call, or in increments as Zurich professionals are available around the world, to meet your needs.

If your Wi-Fi or network connection is interrupted, then you can be assured the quality of the technical assessment will not be faulted. If video streaming is not clear enough, our engineer can remotely request, set up and take photographs in high resolution, using a zoom control, from their desktop. Images are uploaded directly to our server, and annotated in real time by both Customer and engineer for true collaboration. Most importantly, this ensures the level of extreme detail Zurich’s professional assessment will always require – accelerating the whole process of making accurate judgement on the severity of risk.

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