



# ***NZI Surveyors***

*'Helping our customers stay in business by reducing risk'*

**NZI Risk Solutions™**

## About NZI Risk Solutions

*NZI has extensive experience in providing expert risk management advice to help our commercial customers remain in business. We have used this industry knowledge and developed a suite of fact sheets covering risk management issues to help you take control of your business risks.*

# What is an NZI Surveyor's role?

Our NZI Surveyors are a team of professionals who carry out surveys of our customers' commercial premises. They assist us in understanding the risk that we are insuring and provide expert risk management advice to help our customers manage their business.

NZI Surveyors provide specialist advice to our customers on best practice loss prevention techniques and risk improvement. They have access to preferred suppliers through the NZI Risk Solutions programme for technical solutions on your behalf.

### What does a survey involve?

#### Property, Machinery and Liability Risk Factors

NZI Surveyors undertake surveys and provide reports for our insurance underwriters on risk factors which may result in some form of loss such as:

- ▶ property damage
- ▶ machinery breakdown
- ▶ liability; and
- ▶ business interruption risks.



#### Security, Electrical and Natural Peril Risk Factors

- ▶ all aspects of security
- ▶ critical hazards such as electrical safety
- ▶ natural perils such as wind, storm, flood and earthquake; plus
- ▶ management issues such as housekeeping, maintenance and emergency planning.

#### Fire Risk Factors

Fire risks are always included in the survey, noting the method of construction and materials for the premises. It will also include building services such as:

- ▶ electrical and heating systems
- ▶ air conditioning and ventilation; plus
- ▶ waste and material handling processes.

#### Hazardous Materials and Process Risk Factors

The survey also includes details of hazardous materials, with their characteristic hazards, including:

- ▶ handling, storage and protection of predominantly flammable and combustible liquids
- ▶ liquefied petroleum and gases; plus
- ▶ manufacturing process hazards, particularly those which could generate flammable or combustible products.

### Risk improvements

Immediately following a survey, our experienced NZI Surveyors will discuss any essential risk improvements that are critical to your business survival. These risk improvements will need to be implemented to an agreed time frame following the survey. The surveyor may also provide some advice about recommended risk improvements which will help you to stay in business by reducing your overall risk.

## Major losses – the real cost

Many companies are unaware of the numerous risks within their commercial enterprise and the effect these risks could have on their ability to stay in business.

The real cost of a major incident is not only the loss or damage directly covered by an insurance policy. It also encompasses the time spent dealing with the aftermath, including disruption to work and production schedules. Customer loyalty and your business' reputation and brand can also be at significant risk during this time.

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## Preventing and minimising losses

Preventing loss and helping our commercial customers remain in business following a loss is of the utmost importance to us. This is where our NZI Risk Solutions Programme can help.

It covers a range of loss prevention and risk management services and includes over 60 preferred suppliers specialising in security, fire protection, business continuity, structural engineering and risk management services.

## Benefits of the NZI Risk Solutions Programme

You'll have access to specialist suppliers who:

- ▶ have technical expertise and can offer competitive pricing
- ▶ understand risk management and abide by New Zealand Standards and codes of ethics; and
- ▶ deliver on service level agreements set in place with NZI, to ensure the highest standard of service.

NZI Risk Solutions preferred supplier expertise can be used in conjunction with the experience of an NZI Surveyor, to determine risk improvement areas and help protect your property and keep your business running.



## Individual risk solutions

There is no 'one package' solution to suit all businesses. NZI Surveyors will visit your premises to analyse your business risks, providing tailored advice and recommendations specific to your business needs.

## What is my risk responsibility as an NZI commercial customer?

All businesses insured with NZI have a responsibility under their policies, to take reasonable care to avoid circumstances that may result in a claim. NZI Surveyors can advise you of any necessary steps you should consider taking to help mitigate these risks.

To discuss any of the information provided in this brochure, please contact your NZI Surveyor or your insurance advisor.

## NZI Risk Solutions Business Continuity Plan

A Business Continuity Plan helps you remain in business during and following an incident that disrupts your normal operational capability.

It should include these four key areas:

1. **Prevention** – Risk Management Planning
2. **Preparedness** – Business Impact Analysis
3. **Response** – Incident Response Planning
4. **Recovery** – Recovery Planning

For further information, talk to your NZI Surveyor about an NZI Risk Solutions Business Continuity Plan – to protect your business.

[www.nzi.co.nz](http://www.nzi.co.nz)

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