

# Helping you navigate your way around risk

Cargo Risk Management Services



## Helping you manage cargo risks

We understand that cargo risks vary from organization to organization and that you need a solution that's bespoke to you. From Project Cargo risks, to temperature-controlled logistics and high-value shipments, we can provide a tailored solution that's right for you.

We work with you to identify, assess and control the uncertainties you face, to help you manage your exposure to risk.

# Protecting your assets from manufacture to delivery

We understand the risks and challenges associated with the global movement of assets and merchandise. From theft to damage, loss while in transit is a huge problem.

Not all the costs are covered by insurance. Uninsured losses can be substantial and include:

- Lost productivity – administering the claim, providing back-up orders/shipments.
- Damage to your brand and reputation.
- Illegal sale of stolen cargo, undercutting the prices of your legitimate outlets.
- Delays in project delivery (project cargo interruption).

## The benefits of managing cargo risk

The benefits of managing cargo risk can be considerable. It allows you to take informed decisions about loss prevention strategy, aids legal compliance, training programs and helps you make risk reduction improvements.

Taking a proactive approach to managing cargo risk will benefit your business by ensuring that your resources, assets and people are utilised to their fullest.

## Working with you to manage the risks

Our approach to managing cargo risk is based on three core areas. We'll help you understand the risks you face, manage them more effectively and continually monitor performance.

## Our global team are here for you

We have a core team of specialists globally, with complementary areas of expertise. This core team is backed up by our Risk Engineering network of over 1000 experts in more than 30 countries and our specialist partners to deliver local services on a global scale – so no matter where the risk is, we can work with you to manage it effectively.

# Our products and services

We tailor a program to your needs, using a range of products and services that are designed to help you manage your specific risk issues. This section briefly describes the main components of the elements we can offer.

## Supply Chain Management overview

This provides an overview of your entire cargo operation, identifying vulnerabilities and possible areas of improvement along the supply chain.

### Features and benefits:

- We meet with your key personnel to gain knowledge of your operations, reviewing your distribution strategy.
- Interviews and investigation are required to complete the work, including input from the risk manager, logistics/operations manager.
- This enables us to understand the areas of risk right across your operation.

### Outcomes and next steps

You receive a comprehensive presentation outlining the findings and recommendations, including further investigative work that is required.

The overview establishes the priorities for reducing the key risks and feeds into a management action plan. We can help you develop a program of further assessment and risk reduction activities e.g. surveys of critical operations and sites.

## Site risk assessment

The assessment of storage and distribution locations is designed to protect assets and control losses whilst they are in storage. It includes an analysis of the risk for the goods in storage as well as the loading delivery and distribution procedures of the site concerned.

### Features and benefits:

- We assess the physical attributes of the location as well as reviewing your procedures for storage and distribution.
- We visit onsite, surveying and assessing, including input from the warehouse and logistics/operations managers. We then collate the findings into a report and presentation.
- This enables us to identify and highlight the areas of risk for the particular location.

### Outcomes and next steps

You receive a comprehensive presentation outlining the findings and recommendations, including loss prevention advice.

The assessment establishes the priorities for reducing the key risks and feeds into a management action plan. We can help you develop a program of further assessment and risk reduction activities e.g. procedural development.

## Logistics assessment

The assessment of a particular logistics area is designed to protect assets and control losses whilst they are in transit. It includes an analysis of the risk for both the goods in storage as well as the handling procedures. It can focus on:

- Third party suppliers.
- Particular areas of the operation e.g. temperature controlled areas.
- Packaging.

### Features and benefits:

- We look at specific areas of the logistics operation that are of particular concern or are critical to the overall operation.
- We work with your key people to review the processes and procedures in place, and review the third party service level agreements.
- This enables us to identify and highlight the areas of risk for the particular logistics area.

### Outcomes and next steps

You receive a comprehensive presentation outlining the findings and recommendations, including loss prevention advice.

The assessment establishes the priorities for reducing the key risks and feeds into a management action plan. We can help you develop a program of further risk reduction activities e.g. procedural development and third party service level agreement production.

## Post-loss assessment

Our post-loss assessments are designed to analyse trends and propose loss lessons with advice and recommendations to reduce either the frequency or severity of future incidents.

### Features and benefits:

- We work closely with our claims experts to analyse trends over time, as well as thoroughly reviewing particular losses.
- We work with your key people to review the processes and procedures in place, and review the third party service level agreements.
- Post-loss surveys are designed to provide guidance on proactive loss prevention after a significant claim or where the risk profile/loss ratio causes particular concern.

### Outcomes and next steps

You receive a comprehensive presentation outlining the findings and recommendations for future loss prevention.

The survey establishes the priorities for reducing the key risks and feeds into a management action plan. We can help you develop a program of further risk reduction activities e.g. procedural development and loss prevention strategies.

## Project cargo risk services

Project cargo risks are a specific area of expertise in which our specialist are highly experienced. Our services and the makeup of the program are dependant upon the type of project cargo, but can include analysis and advice on:

- The risk posed by the project.
- Sourcing of the equipment.
- Transport routes and location/layout of the project.
- Outlining modules that are considered critical due to their value and/or replacement time, or their dimensions or transport method.
- Identifying potential risk areas within the supply chain where this may have an impact on case e.g. port blockages, strikes, transport routes, vessel capabilities.

### Features and benefits:

- We can support you throughout the project, from the initial desk review on submission for cover, to critical milestones throughout the project, through to completion.
- We work with you to ensure that the risks are minimised to an acceptable level and managed throughout the duration of the transportation of the project items.

### Outcomes and next steps

We work with you to develop the level of consultancy required. We help you manage the risks throughout the duration of transportation.

## Consultancy and bespoke services

Our consultancy and bespoke services are designed to meet your specific needs and can include:

- **Specialised assessment and investigation** – where there is a distinct need such as a packaging or transportation issue, high value and time sensitive loads or other properties that makes the specific activity a high concern.
- **Procedural development** – we can work with you to develop or enhance your existing procedures and service level agreements, based on understanding your current level of risk and what you want to achieve.
- **Provision of Risk Insight** – you can request particular research or benchmarking activities specific to your organization or industry sector. This is in addition to access to our generic risk insights library, including loss prevention advice and technical articles.

## Why choose Zurich?

- We can tailor a program to meet your needs from a range of consultancy, assessments and control measures. You control the level of support – we help you to identify the risks through to managing them effectively.
- Our unique Zurich Risk Grading tool enables the systematic and consistent evaluation and measurement of risk exposures and controls – providing benchmarking across multiple locations and various industry segments.
- We are the largest technical risk management provider to international customers – with local offices in over 30 countries and over 1000 Risk Engineers.
- Because Risk Engineering is part of the Zurich Group, we understand how effective risk management can impact your insurance program, risk landscape and its risk transfer solutions.
- Your specialist Risk Engineer works closely with your existing relationship, underwriting and claims specialists to ensure the servicing you receive from Zurich is seamless globally.
- Our single global Risk Engineering workstation provides efficient and effective data processing, consistent output and data/ portfolio analysis. This ensures that no matter where your cargo risks are, we can provide a single view of your risk exposure and how we can help you manage it better.

## Want to know more?

To find out more you can:

Speak to your usual Zurich contact

email: [Zurich.Cargo.Risk.Engineering@zurich.com](mailto:Zurich.Cargo.Risk.Engineering@zurich.com)  
with your contact details

visit the Risk Engineering area on  
[www.zurich.com](http://www.zurich.com) for access  
to the technical library.



