

# Occupational accident management

## Casualty Risk Management Services

When accidents do occur, their correct management and investigation are critical in ensuring that losses are minimised – particularly in relation to reducing the severity of the claims and claims defensibility.

There's no guarantee that any individual claim can be defended successfully since each case is taken on its own merit and will ultimately be decided by the Court. However, you can significantly improve your organisation's ability to defend claims by demonstrating that health and safety is managed adequately – in particular, supported by relevant documentation, adequate resources and an effective system.

### Our service

Our range of occupational accident management services include the following:

- **Claims defensibility reviews** – covering documents and processes across the organisation and a wide range of factors (including key areas such as policy; claims history and safety records; accident investigation process and supporting documentation).
- **Claims defensibility workshops** – based on the findings of the review, we can also arrange workshops with appropriate legal and claims input. These are aimed at improving claims control and management;

sharing best practice in claims management/prevention; and developing useful strategies for controlling claims across the business.

- **Accident investigation training** – bespoke training covering issues such as requirements for recording, investigating and reporting, investigation techniques, recording and reporting procedures (including the requirements of The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations).

### Features and benefits

Our services:

- share our unique knowledge and insight into accident management as a market-leading insurer
- share best practice solutions to improve defensibility
- provide an independent and unbiased assessment of performance
- identify strengths and vulnerabilities of the management system
- provide information for the development of an improvement plan.

## The service

Our services can include:

- thorough systematic reviews of processes, systems and documentation
- interviews with key personnel, including line managers and employees
- provision of reports detailing key findings and recommendations
- optional workshops to share best-practice and identify improvement plans
- bespoke training for managers and others.

## Want to know more?

For more information on our products and services, you can speak to your usual Zurich contact or alternatively, you can contact our Risk Support team to arrange an informal discussion with one of our specialists:

Please call

**0121 697 9131**

or email

**[risksupport@uk.zurich.com](mailto:risksupport@uk.zurich.com)**