



CRISIS MANAGEMENT for International Travel

When your organisation encounters an unexpected crisis situation, its reputation can hang in the balance. News of a crisis can spread in minutes, but remain in the media spotlight for significantly longer. Whilst crisis situations may vary between organisations and countries, the important thing is you remain confident, in control and manage the incident well.

Our consultants can support you with practical guidance, processes and systems to place you in the best position to reduce your crisis risk of civil claims, prosecutions, or health, safety and environmental losses as well as effectively manage an incident should the need arise. We will supplement and support your key crisis response and recovery plans to help you positively manage the potential threats to your organisation, protect your staff and customers, and enhance your post-accident investigations.



Confident reassurance to put you in control of the situation

We understand that often issues arise overseas, with the need to manage the incident from the UK. With our network of loss adjusters, lawyers and media containment experts we experience crisis incidents on a daily basis, meaning we are well-versed and positioned to provide you with a composed response during the critical hours after an incident has occurred.

KEY BENEFITS

Protect your reputation

The biggest factor that impacts reputation following a crisis is communication. With our specialists on hand we will help you deliver transparent and honest communications to key stakeholders, customers, other guests and the media from the outset of an incident. Ensuring the correct procedures are in place to allow a quick response returns control to the situation and provides significant benefits in both the short and long-term.

Enhance your prospects of opposing a claim

A significant number of claims have to be paid, not necessarily because a defendant has breached its duty, but because it can't produce evidence to demonstrate compliance. A swift, professional incident investigation is more likely to yield a fuller brace of evidence with which to enhance your prospects of opposing a claim or prosecution. Our loss adjusters can attend 80% of incidents within two hours to capture documents and witnesses. Many witnesses will be foreign nationals and so may be difficult to trace after the incident – which may be the difference between winning and losing a case. Having your investigation co-ordinated by specialist lawyers will guarantee that you get all of the information to make an early decision on liability.

Safeguard the quality of evidence

Prompt support and investigation also protects the quality of evidence. Substantiated accounts from witnesses at the scene prevent your defence being undermined at a later stage by changes in the claimant's evidence and importantly the evidence is being gathered by professionals who are constantly considering what will be required to defend a claim at trial. We will also work hard with witnesses to ensure that the evidence is based on the facts not opinion, assumption or hearsay which can be damaging in your defence of sensitive and high value claims.

Risk management

An immediate investigation will tell you straight away whether the hotel or establishment is fully compliant. Working with your auditors, we can help to remedy any defects identified, ensure the maintenance systems are in place and the inspection regime followed. We can also help your auditors to identify similar defects in other properties, to enhance the quality of your risk management suppliers.

Early insurer engagement

We can arrange early and informed engagement with your insurers if required in addition to early accurate reserving. This avoids any nasty surprise of a large claim reserve many years after an incident.

PRODUCT FEATURES

First response

Whilst we understand that you will have your own procedures for dealing with an incident on the ground BLM's Crisis Management provides a first response service to help preserve the quality of evidence and protect brand reputation. Specifically:

LOSS INVESTIGATION

Within 2 hours of notification, appoint a local loss investigator who will immediately visit the scene of the incident to secure evidence. The investigator will make contact with your appointed auditors to better understand any previous issues and assist the local teams to immediately notify their liability insurers.

BOARD COMMUNICATION

Within 2 hours of notification, liaise with board of directors to agree a strategy. In instances where an injury or fatality has occurred open lines of communication will be established with the immediate family, other guests and the media if required.

GROUND-LEVEL LEGAL SUPPORT

A British lawyer will fly out to the location within 48 hours (preferably with a senior representative from the client board) to capture all additional evidence that might be needed to defend a civil claim or prosecution.

The initial call to our First Response team is provided free of charge to Crisis Management members. We will then agree with you your individual support requirements.

Pre-claim audit

The pre-claim audit is a pre-agreed review of an organisation's risks. This covers a thorough assessment of your company's procedures, systems and policies in order to identify and set out potential areas for improvement and development in areas such as health & safety, product liability and claims management.



CIVIL CLAIMS AND PROSECUTIONS

HEALTH, SAFETY AND ENVIRONMENTAL LOSSES

POLICE INVESTIGATIONS

PRODUCT RECALL AND LIABILITY

