



HISCOX

SPECIAL RISKS

SECURITY  
INCIDENT  
RESPONSE

PEACE OF MIND IN A  
CHANGING WORLD



## **Criminal risks**

abduction, assault, bribery demand, competitor malfeasance, criminal facilitation, murder, product tampering, stalking, suspicious death, threat, workplace violence

## **Information risks**

cyber compromise, cyber extortion, cyber threat, industrial espionage

## **Kidnap, detention and extortion risks**

blackmail, detention, extortion, hijack, hostage crisis, kidnap, missing person, products extortion

## **Political risks**

confiscation, deprivation, illegal seizure, occupation

## **Terrorism and political violence risks**

act of terrorism, civil commotion, civil war, coup d'état, insurrection, malicious damage, rebellion, revolution, riots, sabotage, war

## A changing risk landscape

Organisations across the world face a rapidly evolving and increasingly complex risk environment. The geopolitical situation is in flux, generating broad uncertainty across many regions, including those previously considered stable. Local political dynamics present bribery and corruption risks in many parts of the world, and a host of other threat actors including organised criminals, malicious insiders and hackers continue to refine their targeting and attacks against people, assets and information.

Most pressing of all, the nature of the transnational terrorist threat has developed in a way that expands the list of reasonably foreseeable scenarios and compromises traditional intelligence and law enforcement methodologies.

These pressures come as organisations are required to demonstrate stronger governance of all risks and to protect people, operations, shareholder value and long-term brand and reputation. The impact of regulatory risk deepens, including the requirement to show that duty of care obligations are being met. Concurrently, many businesses are seeking cost reductions, which often include budget cuts for internal security departments and reductions in crisis management staff.

Working with our partner Control Risks, we have developed the Security Incident Response policy to meet the changing risk landscape and provide peace of mind.



## Control Risks response

### Strategic advice

- Crisis management team support
- Response and recovery advice
- External communication support
- Intelligence and situational awareness

### Incident response

- Technical expertise
- Local facilitation
- Data collection and forensics
- Initial investigation
- Personal and facility security

### Initiation

- 24/7 hotline activation
- Initial telephone advice
- Consultants deployed as required

### Recovery

- Post-incident reporting
- Debriefing
- Identification of ongoing requirements

## Control Risks

All Control Risks activity indemnified

Trigger event

Day 0

Time

Returning to business as usual

Activity

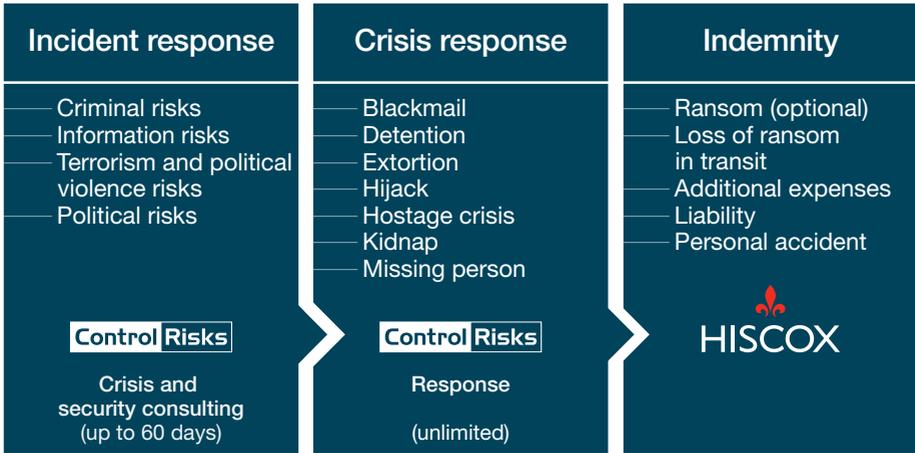
## How it works

After purchasing a policy, you will be introduced to a Control Risks consultant in order to understand the key exposures your business faces. You will be equipped with a crisis management handbook to share with senior executives, and key individuals will have access to an exclusive online resource that contains guidance on how to initiate your policy and the range of benefits it provides.

This policy covers all of Control Risks' activities to help you manage the incident. In the event that you suffer one of the incidents covered, you can call the dedicated Control Risks number. Their world-leading team will assist in the all-important early stages of an incident, ensuring that you set the right direction in your response. Where required, Control Risks will deploy response consultants and appropriate technical experts to the incident location and the corporate regional headquarters to help your executive team make well-informed decisions. All of Control Risks' resources will be available to help you understand and manage the incident; ensuring that your people, assets, brand and reputation are protected.

Once the immediacy of the incident has been managed, Control Risks will provide a report outlining the resources employed, and where appropriate can provide an incident log. They will also ensure a smooth transition back to business as usual.

## Structure of the policy



Security Incident Response is a modular policy that allows you to access the components that are most relevant for you. If ransom indemnification is purchased, that policy element will be confidential and we will provide guidance on how this should be treated.

### Why choose Hiscox

We have helped policyholders manage over 3,000 security crises in the last 25 years, and Control Risks has over 40 years' experience of managing kidnap and other malicious threats. Together we are the global leaders in this sector.



## Case studies

### Act of terrorism – Europe

A marauding terrorist firearms attack occurs in a major European City, leading to the security forces implementing a regional 'lock down'. A company activates its 'invacuation' procedures and initiates its crisis management team.

Coordinating closely with the company's crisis management team, Control Risks provides initial and immediate telephone advice as well as regular updates on the known locations of the terrorists and security forces. Control Risks activates an executive protection team in the city to provide immediate assistance and security for company personnel. Additionally, on an ongoing basis, Control Risks provides the crisis management team live updates from the on-the-ground team confirming the safety of company personnel and the return to normal of transportation links. The client is provided with an after-event report, including a timeline of client decisions and the context in which they were made.

### Occupation – Indian sub-continent

A manufacturers' plan to shut down plant operations leads to violent worker activism and difficulty retrieving expensive machinery. This escalates to a full-scale industrial dispute.

Control Risks provide initial telephone advice and then deploy a consultant. The client benefits from detailed advice on security threats, potential escalation triggers, and how best to engage with the local authorities. Control Risks oversees the security management, including key person and asset protection, until the plant is formally shut down. The client is able to close down the plant without further incident, retrieve and ship key assets and manage key relationships in the country. A final report is produced detailing lessons identified.

### Bribery demand – Sub-Saharan Africa

A consulting firm bidding on an infrastructure project discovers a bribe has been demanded. Initial investigation identifies that a local partner may have been involved.

Control Risks host an initial telephone conference with key stakeholders to determine the facts and what the company has done to date. A bribery investigation expert is deployed to the company headquarters to help stabilise the local business environment and preserve evidence. Repositories of key information are identified including electronic data, paper documents and key people. An investigative approach is agreed between Control Risks and the client, during which it is decided to deploy discrete executive protection to reassure a witness who is identified as potentially at risk. Investigators are deployed both at head office and locally to capture information and conduct interviews. After an initial investigation it was determined that the allegations were false and made by a jealous competitor.