

# Coverage and Support for Workplace Violence and Active Shooter Incidents



Workplace violence and active shooter incidents continue to increase and evolve. Comprehensive coverage — paired with in-depth employee training and support — is essential to ensure individuals and organizations are the utmost prepared. AIG insureds benefit from unparalleled consulting, public relations support, and logistical services from Crisis24®, a global specialist in crisis prevention and response, and MBL Global, a post-event trauma incident management and counseling services provider.

## Protection If the Unthinkable Occurs

Insureds can make certain they are prepared in the event an attack does occur.

A number of post-event services and coverages are available via CrisiSolution® Assault Endorsement.

- Coverage available via the endorsement includes, but is not limited to:
  - Death or dismemberment
  - Business interruption
  - Legal liability
  - Loss of attraction
- Expenses:
  - Psychiatric and medical support
  - Public relations support
  - Increased cost of security
- Off-premises cover when traveling on behalf of or at the direction of the insured organization, including employees, students, volunteers, and parishioners
- No media stipulation is required to trigger coverage



Spanning ideologies and unpredictable locations, these incidents are usually in crowded public areas and aim to create maximum panic. They can include:

- Workplace violence
- Disgruntled employees, customers, guests, students, volunteers, or parishioners
- Hostage situation
- Active shooter



## MBL Global

The psychological post-event harm caused to survivors of critical incidents can be significant. From an individual kidnapping to wrongful detention, MBL Global provides a socially responsible, coordinated turnkey solution to deal with one of today's most pressing problems worldwide: mental health.

MBL provides rehabilitation for individuals suffering psychological trauma following an incident. They deliver comprehensive rapid response and post-event counseling services, providing 1:1, virtual, group, and telephonic post-event case management as appropriate to help an insured's employees and their families recover.

- Managed trauma counseling services in over 190 countries
- Assistance in 70 different languages
- 24/7 emergency contact number

## Crisis24

As part of their premium, CrisiSolution® insureds have access to response and consulting services from Crisis24, a highly specialized security risk and crisis management consultancy with 30 years' experience. Crisis24 has one of the largest teams of full time and exclusively retained consultants in the industry, and advises on an average of more than 130 activations each year, which means their response consultants remain current on a wide range of incident types all around the world. Crisis24 response consultants are strategically based across 16 global locations, enabling them to provide the most rapid response in the industry, local expertise, language and cultural understanding, and a high degree of operational resilience.

Crisis24 offers a wide scope of risk and crisis management services, including but not limited to:

- Crisis management capability building
- Security risk management
- Training including simulated workshops
- Cyber security risk management
- Travel risk management

## Training and Support

Proven strategies for small and large organizations to reduce the risk of incident.

Insureds can test and improve their ability to prevent and — in the worst case — respond to an attack via an in-depth training and support program delivered either in-person or remotely by world-leading experts, Crisis24.

Training and support can include, but is not limited to:

- Workshops and services focused on active assailant and workplace violence incidents (sessions can be tailored to the C-suite, those that manage an event, or an individual employee)
  - Corporate reviews
  - Security risk/crisis management policies and plans
  - E-learning
- Ongoing support
  - Threat assessments, including post-incident support
  - Behavioral assessments
  - Site surveys, including security staff SOPs
  - Emergency management plans
  - Incident management training/simulated incidents

Learn more at [www.aig.com/KidnapandRansom](http://www.aig.com/KidnapandRansom) or contact us at [FinancialLines@aig.com](mailto:FinancialLines@aig.com).



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