



RISK ENGINEERING – THE ERS SERVICE STANDARD

- We will provide our services independently, impartially and objectively.
- We understand the importance of our role to the Insurer's relationship with their Client.
- We recognize that our services are provided both to the Insurer *and* to the Insured on the Insurer's behalf.
- We will provide all parties with advance information about our role, the proposed agenda and the information and support we will need to carry this out.
- At the end of the survey we will present the Insured with feedback and any recommendations before we leave the project site – in writing where time allows. This is followed by early written feedback – in the form of an Initial Site Comments Report – normally within a day of our departure.
- Our formal report will be issued to the Insurer within 30 days. This will include the following features:
 - Standardised structure for easy location of information on specific topics.
 - Photographs and a working video, where these are permitted to be taken.
 - Electronic report format for efficient storage and retrieval.
 - A section for the Insured's feedback, where provided, on any recommendations made during the survey.
 - Appendices.

For further information, please contact:

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