

Weightmans risk management services

What are the biggest risks to your business – a fire, a formal investigation or a fatality on site? Would you and your employees know what to do if the worst happened?

Managing risk plays a part in almost every organisation from providing a safe working environment for employees to investing in the latest software that will protect valuable data. Unfortunately, things do occasionally go wrong and the human, commercial and reputational repercussions can be devastating. Weightmans risk management services offers an end to end risk management package which helps you identify potential risks to your organisation, provides swift, effective management should a crisis occur, and a post-crisis review to highlight lessons learned.

We've worked with clients of all sizes across a range of sectors to identify, plan ahead for and manage their business risk. Depending on the complexity of the business, the risks can include one or many of those highlighted below. Detailed information on each risk is available upon request.



Regulatory issues



Health and safety



Data protection / cyber security



People issues e.g. immigration and safeguarding



White collar crime e.g. fraud



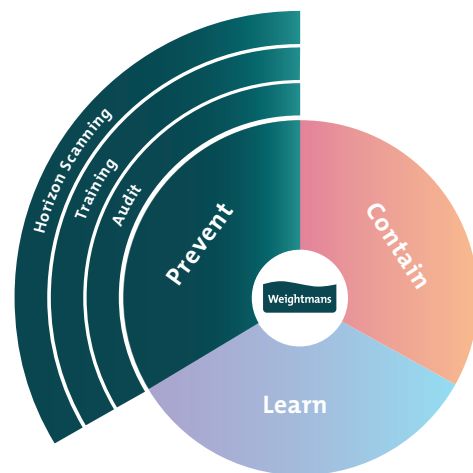
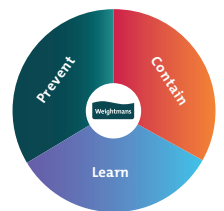
Environmental issues e.g. spillages, damage to buildings



Reputational issues – due to one or more of the above

How we can help

We recognise that no two organisations are the same, so we've kept our three services 'Prevent, Contain and Learn' comprehensive enough to stand alone, but flexible enough to sit alongside your existing risk management provision:



Prevent Risk assessment & prevention services

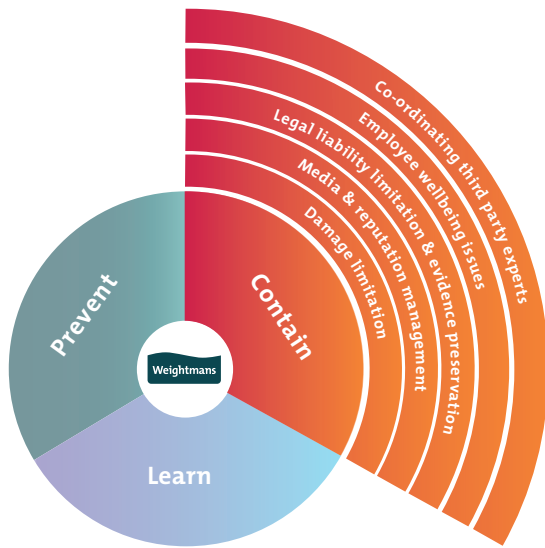
From experience, time invested in the assessment and prevention phase dramatically reduces the chance of a crisis occurring and significantly limits its impact should the unforeseen happen.

So what can we do?

Audit: a comprehensive audit of your policies and procedures in line with legal and regulatory obligations, as well as their understanding and adoption by employees, suppliers and contractors.

Training: to help you and your staff better understand your legal and compliance requirements. Training will be delivered in a format to suit you by the Weightmans team and our third party cyber and media experts, where specialist expertise is required.

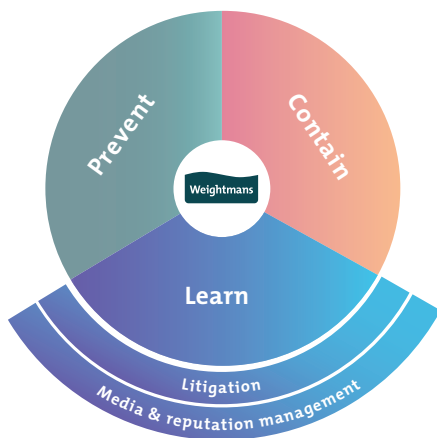
Horizon scanning: using our legislative updates and predictive analytics to help you predict potential risks and plan for the future.



Contain Crisis management services

Immediate on the ground 24/7 advice and support during the 'fire-fighting' stage of the crisis, focusing on:

- Damage limitation
- Media and reputation management (working closely with any existing in-house PR personnel)
- Legal liability limitation and evidence preservation
- Employee wellbeing issues
- Co-ordinating third party experts to deliver a seamless service



Learn Post-crisis support services

Advice on any consequential litigation, analysing the legal and practical lessons learned and feeding these back into the prevention phase to minimise the likelihood of a similar crisis recurring in the future.

Expert support

Our broad range of risk management services is supported by a national law firm which is renowned for its legal expertise, sector knowledge and client care. For certain specialist elements of the service such as media liaison, reputational management and cyber crises, we have engaged trusted third party experts who are available 24/7 to work with us throughout the incident.

Risk management in action

Contain

Risks :-



Our client, a leading fuel supply and storage business, contacted us via the 24hr helpline to report a significant fuel spill in an environmentally sensitive area which had the potential to impact upon drinking water and borehole extraction points. We deployed a team immediately to work with our client and the appropriate experts to identify all potential liabilities and develop a containment strategy that could be presented to the five relevant regulatory bodies. Our experience of communicating with and working alongside industry regulators gave them full confidence that the situation had been well managed and led to a successful outcome for our client, with no further enforcement or claims action taken.

Contain and Learn

Risks :-



Our client, a large corporate, suffered a significant 'phishing' scam, whereby a criminal third party stole the identity of a senior Board member and duped an unsuspecting junior employee into transferring money to a bogus 'client' account. The potential losses ran into hundreds of thousands of pounds.

We worked closely with the client to identify how the scam had been perpetrated (ensuring that no further money would be lost via this fraudulent activity), advised the client in their subsequent dealings with both the police and their insurer, and ensured that remedial steps were implemented to guard against future phishing attacks. This included interactive training across the entire organisation.

Contain and Learn

Risks :-



A significant public sector organisation contacted us in relation to a large number of claims for breach of the Data Protection Act, breach of confidence and misuse of private information following the open circulation of an email newsletter to 781 patients, many of whom were understood to have been diagnosed with HIV.

We quickly helped our client to identify the scale of the breach, notify and assist those affected and most importantly, to put in place the appropriate additional safeguards to prevent similar breaches from occurring in the future.

For more information on how Weightmans risk management services might benefit your organisation, please visit our website www.weightmans.com, ask your usual Weightmans contact, or get in touch with one of the risk management services team:

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