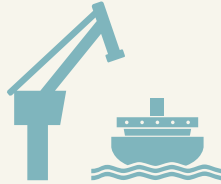


# WITH YOU EVERY STEP OF THE WAY

HOW WE DO IT...



## 1. LEAVING MANUFACTURING

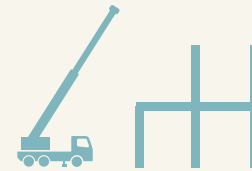
From the moment a project-critical item is uplifted from a supplier, our Risk Managers survey the condition of the cargo. They then check the quality and suitability of packaging and lifting gears, and supervise the load-out, ensuring items are appropriately secured and covered on their transport. We also take steps in advance to ensure the carriers chosen to transport these goods have the necessary expertise.

## 2. CARGO AT PORT

At the port of loading, the port's infrastructure and all lifting gears are surveyed to ensure they are suitable, and that the proposed loading and discharge points are adequate.

## 3. SHIPPING

The suitability of nominated vessels is also ascertained where necessary. Furthermore, pre-load surveys are utilised, along with the supervision of handling, loading, stowage and lashing on board vessels.



## 4. OFF LOADING

At the location of discharge, further inspections of port infrastructure and all lifting gears are performed, along with pre-discharge surveys on board vessels. Unloading is also supervised, ensuring the proper degree of care is taken and vital details like centre of gravity are taken into consideration.

## 5. TRANSPORT TO DESTINATION

From here, any inland transit route is surveyed. A Surveyor looks at the suitability of roads, the possibility of thefts or hijackings and whether the conveyance can fit under any bridges and tunnels. If any problems are flagged up in advance, alternative routes are suggested. Solutions are formulated quickly when unforeseen issues arise.

## 6. UNLOADING AT PROJECT SITE

Finally, at the project site, lifting gears and any storage facilities are inspected, unloading surveys are carried out and unloading is supervised.

## RISK MANAGEMENT

We firmly believe in the 'sourcing to project site' approach, in order to ensure all handling arrangements for each critical item are reviewed and approved, and to account for the risks associated with the whole supply chain.

**FROM SOURCING TO PROJECT SITE**  
WE'RE IN FOR THE LONG HAUL



As an insurer, we also have market-leading positions in the Construction, Engineering and Renewable Energy (CE&RE) market, so we are able to offer integrated, seamless cover to our clients, wherever they may be. Thanks to our scale and global presence, we are able to offer a broad range of covers that go beyond cargo insurance. We can also manage wider risks including warehouses, property, liability and freight.

It is one of our key objectives to be known as the insurance provider that delivers the best customer service and is recognised for its expertise in claims and underwriting. This together with our industry expertise, capacity, and in-house risk management capability is delivered throughout our network on a truly global scale.

## ONE PORT OF CALL

Our broad skills and deep experience have allowed us to insure everything from small forklift trucks through to major transportation infrastructures. Our one-stop-shop approach to insurance, compliance and risk management services is designed with the customer in mind, and we have capabilities across all business sizes from SMEs to conglomerates.