process would take at least 18 months, which would be fatal to the company’s business. No blueprints or design specifications existed for the machines due to their age. Chubb provide assistance to the manufacturer to prepare a formal, customized business continuation plan that called for creating specs for the machines, reducing their rebuild time from 18 months to six, and determining which machines to replace first to quickly get the business back on its feet.

Sprinkler analysis—A fabric retailer supplied most of its retail locations from one distribution center. Chubb loss control engineers conducted a review of the current property protection at the distribution center and determined it was inadequate to protect the customer’s products. Chubb engineers worked closely with the sprinkler contractor to ensure the proposed upgrades would meet the customer’s needs, not only now, but in the future. When it was determined that the new sprinkler system could not be supported by the existing ceiling joists, Chubb engineers coordinated with the sprinkler contractor to find the best, most cost effective solution. The result was a completed sprinkler system that would now protect the fabric retailer’s products, thus protecting its future profits.

Network of specialists—After a fire at an apartment complex was traced back to a specific appliance, the Chubb loss control engineer working with the customer conducted her own research and discovered that not only was this appliance common in other apartment complexes owned by the customer, but by other Chubb customers as well. It was also determined that the appliance was part of a product recall as a possible fire hazard. Utilizing Chubb’s nationwide network of loss control engineers, this information was publicized to all of Chubb’s apartment/condominium/hospitality customers in the event that they might also have this appliance at their locations.

Business continuation plan—While meeting with a Chubb loss control specialist, a specialty manufacturer’s risk engineer realized that in the event of a major loss, such as fire, recreating the 15 one-of-a-kind machines used in its proprietary manufacturing process would take at least 18 months, which would be fatal to the company’s business. No blueprints or design specifications existed for the machines due to their age. Chubb provide assistance to the manufacturer to prepare a formal, customized business continuation plan that called for creating specs for the machines, reducing their rebuild time from 18 months to six, and determining which machines to replace first to quickly get the business back on its feet.
Worldwide—Of our more than 400 risk engineers and auditors, 20% are located outside the United States. In fact, all global services are provided by local sources.

In person—Our own people conduct on-site visits to your operations to analyze your risks firsthand. Other carriers may outsource this critical function.


Tailored—We work with you to produce a tailored service plan detailing the specific services we will provide to address your unique risks.

OSHA-friendly—When an issue requires compliance with the Occupational Safety & Health Administration, we are available to answer questions and provide resources to help you resolve the situation.

Stewardship report—At the end of the policy year, we provide a stewardship report that includes a loss analysis, details improvements and, if necessary, includes loss control recommendations for the future.

For More Information
To learn more, contact one of our experienced Risk Management and Real Estate Unit professionals today.