



# Enhanced Coverage and Support for Workplace Violence and Active Shooter Incidents

Workplace violence and active shooter incidents continue to increase and evolve. 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 situations, or active shooter situations. Comprehensive coverage — paired with in-depth employee training and support — is essential to ensure individuals and organizations are the utmost prepared.

AIG's Assault endorsement provides CrisiSolution® insureds with 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

Post-event services and coverages are available via the CrisiSolution Assault endorsement to help ensure clients are prepared to respond in the event an attack occurs:

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

## Training and Support

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, which 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
  - eLearning
- Ongoing support
  - Threat assessments, including post-incident support
  - Behavioral assessments
  - Site surveys, including security staff standard operating procedures (SOPs)
  - Emergency management plans
  - Incident management training/simulated incidents

## 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 of 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

## 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

*AIG has more than six decades of experience providing management liability solutions for public, private and non-profit organizations and their directors, officers, and employees. Our extensive experience, expertise, and insights enable us to tailor solutions that meet our clients' individual needs. Coverage is backed by AIG's financial strength, integrated claims model, and proven claim expertise, ensuring that we are there for our clients when they need us most.*

## Contact

For more information, please contact your local Financial Lines underwriter or email [FinancialLines@aig.com](mailto:FinancialLines@aig.com).



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