



Protecting your business

A comprehensive guide to crisis and security risks

➔ Enter



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Crisis and security risks

In these unpredictable and volatile times, businesses and other organisations face a growing range of security risks. It's an issue they need to take seriously, not least because of the duty of care they owe to their employees and other stakeholders.

Insurance to protect employees is well established within high profile sectors, such as construction, telecoms and energy, that operate in hazardous locations. But these days every type of organisation could be affected: from multinationals to small businesses across all sectors, along with government departments, not for profit organisations and charities.

The range of threats is growing too. Today's increasingly global business world means that employees of all types, including directors, managers and technicians, regularly visit countries where there are heightened risks.

For example, India and Brazil are among the world's most lucrative emerging markets, yet they also feature in the top 20 countries for kidnap, extortion and illegal detention risks. Closer to home, the wave of tragic terrorist attacks across Europe has demonstrated that there are no truly safe havens.

In response to these evolving threats, the insurance industry has developed products that offer a broader range of support services to employees. Moving beyond the more traditional definition of kidnap, the coverage afforded also includes illegal detention and extortion.

In this guide, we'll take a closer look at these risks and the insurance products that can mitigate them.

40 years+

Travelers has been writing Kidnap and Ransom insurance since 1977.

AA rated

Standard & Poor's has rated Travelers AA, a testament to the inherent financial strength that enables us to pay out large claims.

125+ countries

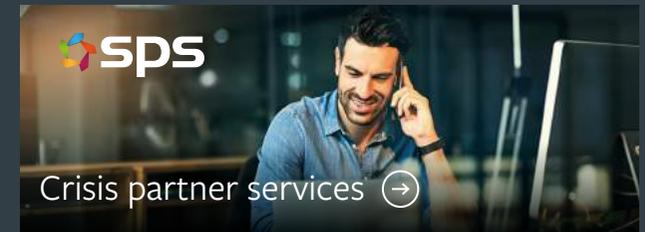
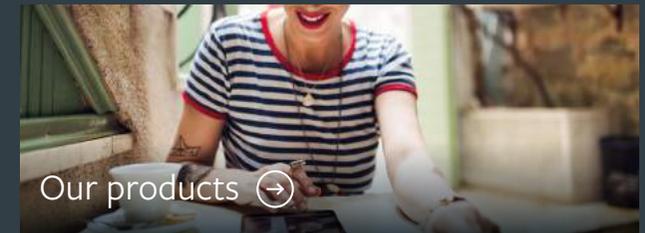
Travelers offers the products, service and expertise to meet a range of crisis and security risks in over 125 countries.

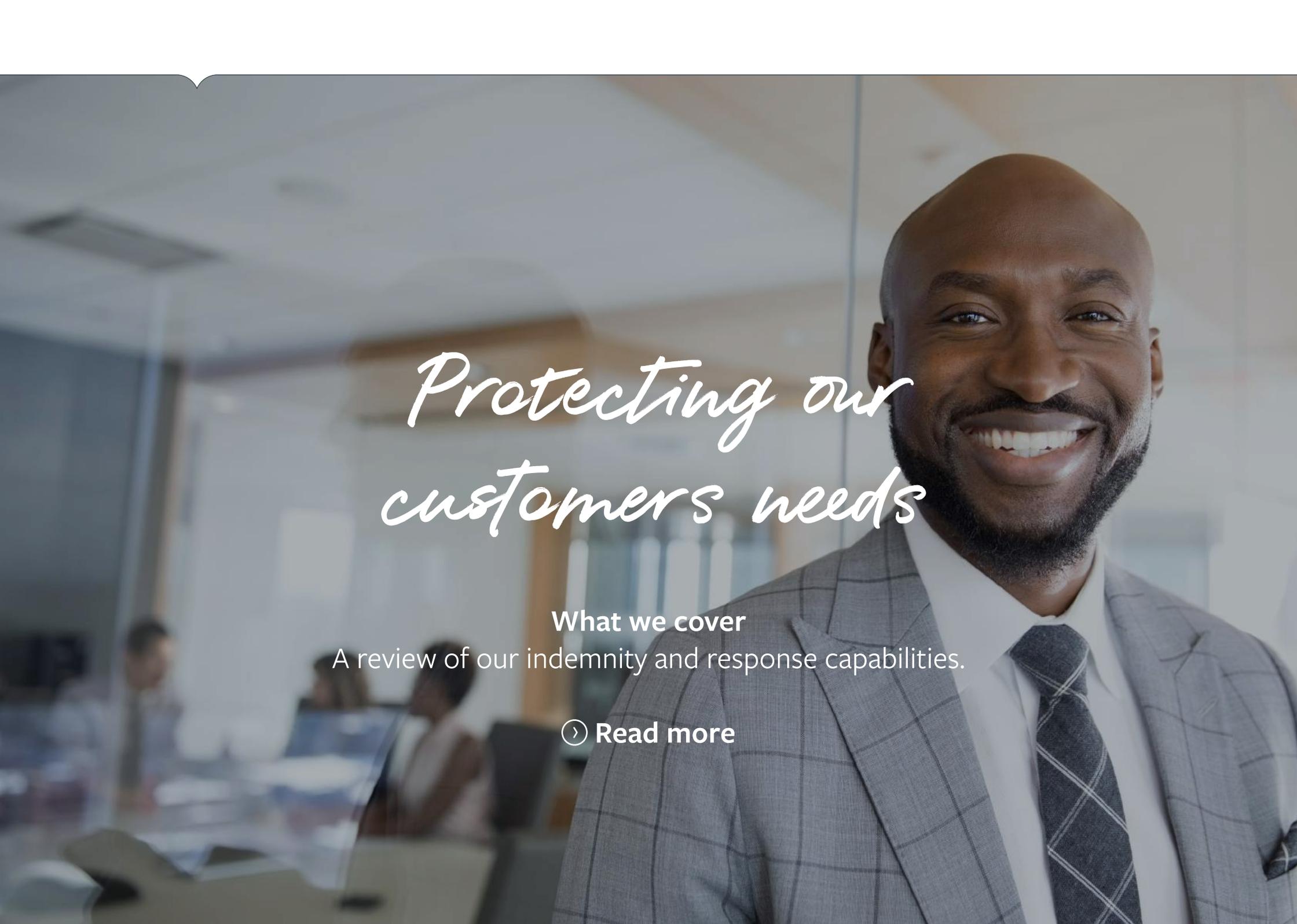
Lloyd's of London

Through the internationally renowned platform of the Lloyd's of London insurance market, Travelers underwrites several specialist business classes for our brokers and clients across the world.

Crisis partner services

SPS Global Assistance Group (SPS) is a leading risk management and assistance company. They provide clients with exclusively tailored and integrated risk, security, medical and crisis response solutions.



A smiling man with a beard, wearing a grey checkered suit jacket, a white shirt, and a dark striped tie, stands in an office. The background is slightly blurred, showing other people working at desks.

Protecting our customers needs

What we cover

A review of our indemnity and response capabilities.

[➤ Read more](#)

Indemnity

The threat of kidnap or extortion for ransom is a real and growing danger to organisations everywhere. The extent of the problem is hard to assess, as many incidents go unreported. However, at Travelers, we estimate that tens of thousands of kidnappings occur worldwide every year, and our experience shows they can happen anywhere.

When an individual is kidnapped, there are numerous repercussions. Employers must manage several important and sensitive issues, including the loss of a key employee, the need to interact sensitively with family members and the broader impact on their organisational security and business continuity.

They will also find themselves dealing with law enforcement agencies, governments and the media, perhaps for the first time. It's a lot to cope with, which is why adequate insurance against these events, and access to specialist advice when they occur, should form an integral part of every organisation's crisis management plan.

The underwriting team at Travelers has over 40 years' specialist experience in this area. We understand the many difficulties that can arise during an incident and the impact on hostages, victims, relatives, employers and colleagues. As a leading insurance provider in this area, we cover businesses against losses occurring from kidnap, extortion, illegal detention and hijack incidents.

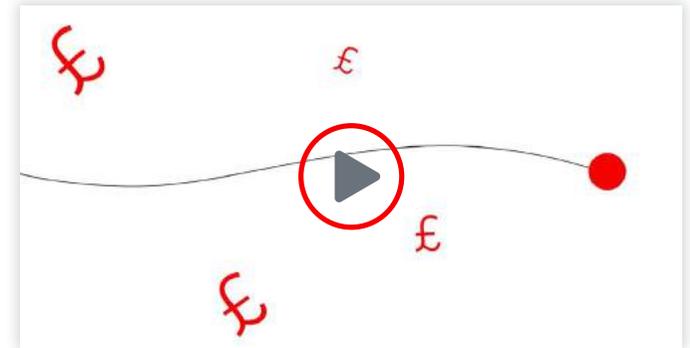
Insured events for Travelers Kidnap & Ransom coverage:

- Detention
- Disappearance
- Extortion
- Hijack
- Hostage Crisis
- Kidnap
- Products Extortion
- Threat
- Virtual Kidnap

Extensions to cover:

- Emergency Political Repatriation and Relocation Expenses
- Business Interruption Resulting from a Covered Event (Loss of earnings)
- Express Kidnap
- Product Recall and Destruction costs
- Workplace Violence/Assault
- Child Abduction

View this video to learn more about Travelers' Kidnap & Ransom insurance.



Crisis Response Services (K&R)

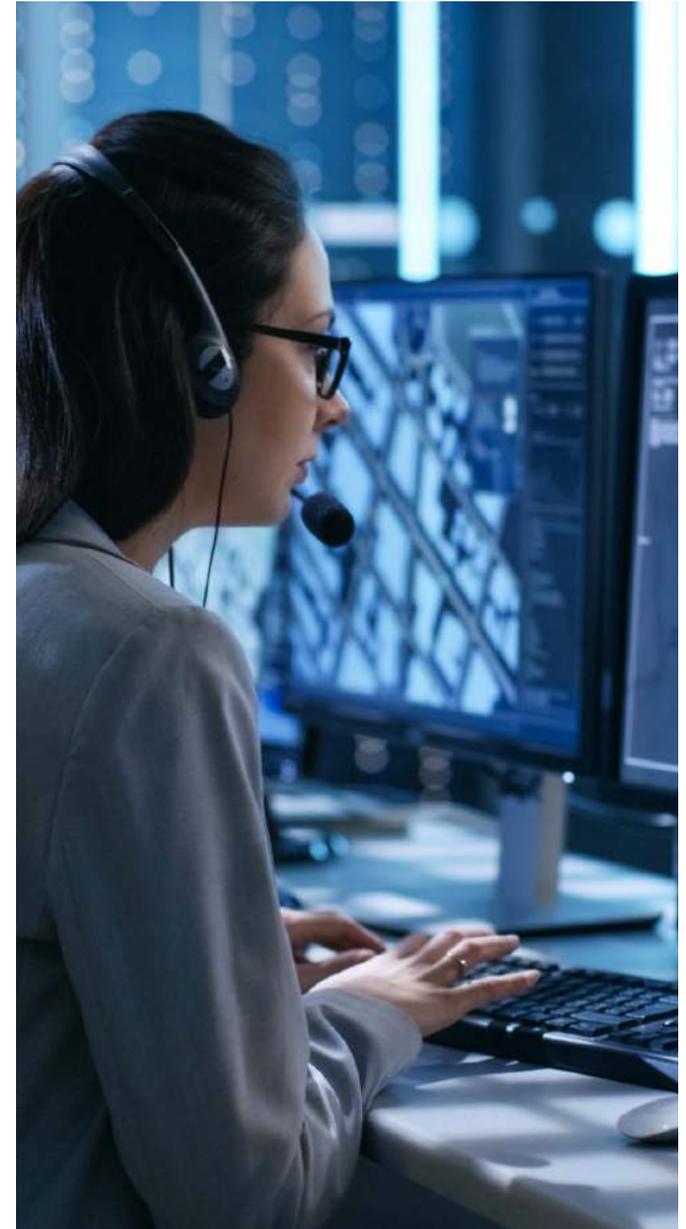
Businesses today must be vigilant in the face of numerous threats to their employees, including kidnap, illegal detention, extortion, product extortion, hijack or even disappearance without cause. Victims are often targeted because of their connection to the company, rather than their seniority, so non-employees, such as independent consultants or even employees' family members may also need protection.

Crisis Management

A vital benefit of our policies is that they provide priority access to SPS from the moment an incident occurs. The policy provides clients with initial telephone assistance and deployment of consultants to the client's location where required. Should an incident occur, SPS will act independently of Travelers to advise the insured on appropriate options to safely manage the incident, obtain the release of the victim and mitigate the short to long terms risks faced by the insured and their staff. Drawing on years of experience in managing crisis situations, plus strong local knowledge, they will help the insured to make fully informed decisions.

Crisis Prevention

We encourage our policyholders, whether businesses or other organisations, to take whatever steps are necessary to reduce the possibility of a crisis. SPS offers prevention services such as crisis management planning, risk awareness, defensive driving and surveillance avoidance techniques.



Security Resource & Response (SRR)

Terrorist attacks, political instability and war continue to bring devastation to many parts of our world. Meanwhile, closer to home, assault, blackmail, bribery and violence still occur in some workplaces. Travelers helps companies manage the variety of threats their employees face and, through our partner SPS, supports them in dealing with the challenges should an incident occur.

Our product has been substantially broadened to include the considerable range of security-related incidents that could affect a corporation's employees anywhere in the world. The traditional K&R product has also been enhanced to include access to SPS crisis management services for a much greater range of events.

SPS is a leading risk management and assistance company with more than 30 years experience of providing tailored strategic and operational solutions. As part of the wider SPS Global Assistance Group, the team have a global network with extensive capabilities and experience.

Their in-house security team consists of experts with military, law enforcement, government and commercial backgrounds, offering to a range of expertise.

In case of an incident, SPS have a 24/7 Global Response Centre (GRC), manned by a dedicated team who are committed to guiding clients through any incident.

Security Resource & Response (SRR) is our most comprehensive security product to date. We believe it can meet the full range of risks that organisations and their people face today.

Insurance Cover

A product protecting your people, your property and your brand

Travelers Security Resource & Response product will cover the fees and expenses of SPS for the following events;



People Risks

- Abduction
- Assault
- Cyberstalking
- Detention
- Hijack
- Hostage Crisis
- Kidnap
- Murder
- Mysterious Disappearance
- (Investigation Services)
- Stalking (Support Services)
- Suspicious Death
- Threat (Assessment Services)
- Workplace Violence



Property Risks

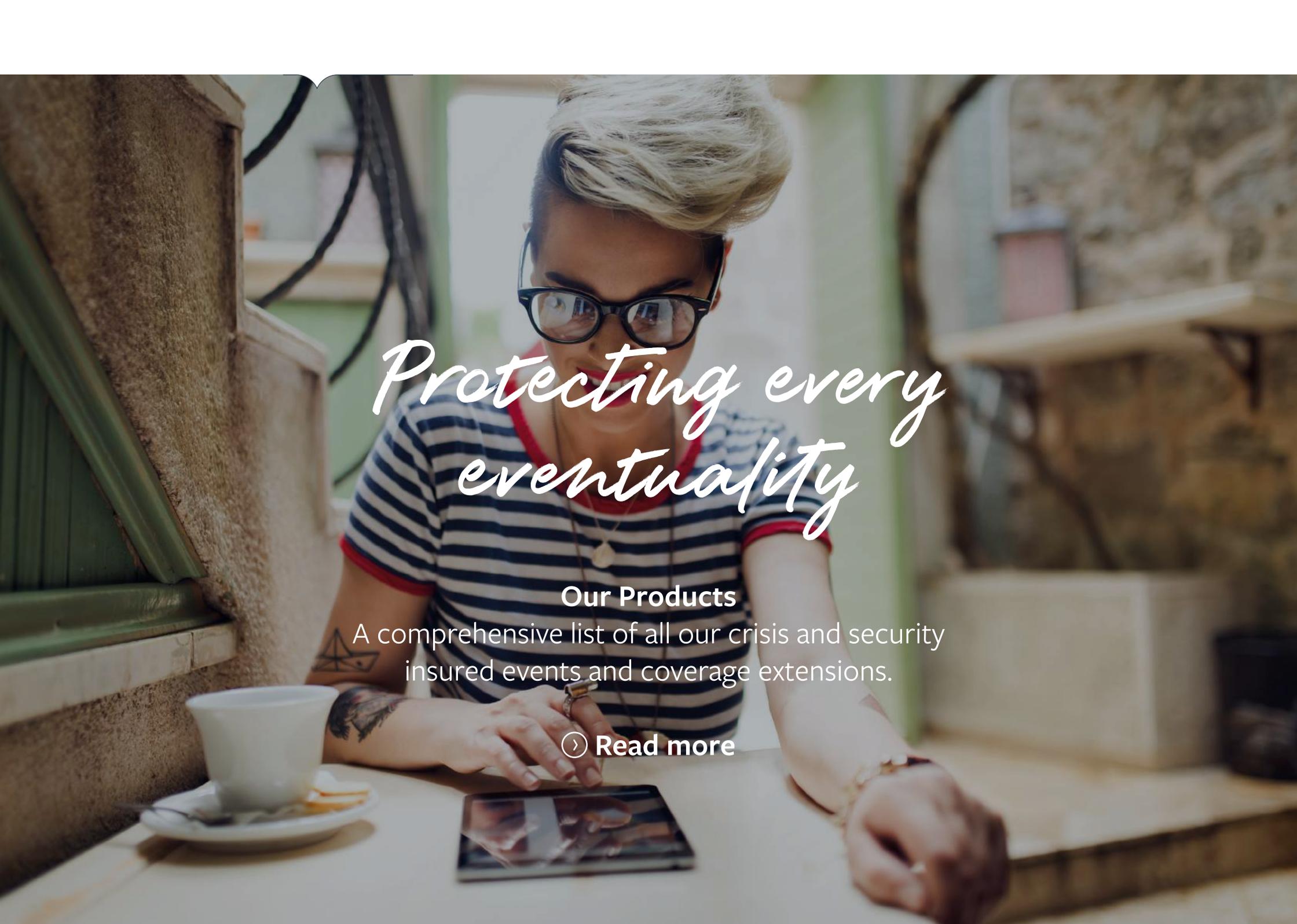
- Act of Terrorism
- Civil Commotion
- Civil War
- Confiscation
- Coup d'etat
- Deprivation
- Insurrection
- Malicious Damage
- Occupation
- Rebellion
- Revolution
- Riot
- Sabotage
- War



Brand Risks

- Aiding and Abetting (a crime)
- Blackmail
- Bribery Demand
- Competitor Misconduct
- Extortion
- Industrial Espionage
- Products Extortion
- Product Tampering

or a series of connected Insured Events



Protecting every eventuality

Our Products

A comprehensive list of all our crisis and security insured events and coverage extensions.

[› Read more](#)

Kidnap & Ransom

Travelers has been offering this specialised insurance product since 1977 and has one of the most experienced underwriting teams in the marketplace. Our innovative service is bespoke to each client's individual needs.

Insured events for Travelers Kidnap & Ransom coverage:

- Detention
- Disappearance
- Extortion
- Hijack
- Hostage Crisis
- Kidnap
- Product Extortion
- Threat
- Virtual Kidnap

A Complete Insurance Solution

Travelers offers a range of policies that can be adapted to meet individual requirements. Typically, they will include the following:

- Priority access to SPS, a company that provides crisis management services, advice and support throughout an incident. Costs are covered on an unlimited basis.
- Reimbursement of ransom payments.
- Loss of ransom in transit.
- Various expenses including rewards, independent negotiators' fees, public relations consultants, interpreters, travel and accommodation costs, psychiatric, medical and dental care costs, legal advice and payment of the salary of the detained person and/or their replacement.
- Legal Liability.
- Personal accident benefits.

Further extensions include:

1. Emergency Political Repatriation and Relocation Expenses
2. Business Interruption Resulting from a Covered Event (loss of earnings)
3. Express Kidnap
4. Product Recall and Destruction costs
5. Workplace Violence/Assault
6. Child Abduction

Policy extensions guide:

1. Emergency Political Repatriation and Relocation Expenses

Insured event:

Repatriation necessitated by:

- Officials of your resident country issuing, for reasons other than medical, a recommendation that you should leave the country, or area within the country, in which you are temporarily resident or visiting; or
- your being expelled or declared persona non-grata on the written authority of the recognised government of the country of temporary residence; or
- the wholesale seizure, confiscation or expropriation of your property, plant and equipment; or
- you and the nominated response consultant agreeing that, for reasons other than medical, such emergency political repatriation is necessary.

What is covered:

- Costs for travel to the nearest place of safety or to your resident country.
- Reasonable accommodation (for up to 14 days).
- Gross salary, excluding any bonuses and allowances (up to three months).
- Personal effects.
- The fees and expenses of the response consultants.

Exclusions include but are not limited to:

- Violation of the laws or regulations of the country in which the insured event takes place.
- The failure to properly procure or maintain immigration, work, residence or similar visas, permits or other documentation.
- A debt, insolvency, commercial failure, repossession of any property by a title holder or any other financial cause.
- The failure to honour any contractual obligation or bond or to obey any conditions in a licence.
- Repatriation/relocation of a covered person who is a national of the country where the insured event takes place.
- Natural disasters.
- Countries where an evacuation order is already in place prior to travel.

2. Business Interruption

Insured event:

Loss of earnings directly resulting from closure of all or part of your premises as a consequence of an extortion or contingent extortion. Please note there is an All Risks option too.

What is covered:

- Net profit plus payroll expenses.
- Taxes, interest, rents and other operating expenses.
- Fees and expenses of the investigating accountants and response consultants.

Exclusions:

- Loss of earnings sustained after the re-opening of your premises or the expiry of the indemnity period.
- The first 24 hours (or franchise period stated), once closure exceeds 24 hours (or franchise period stated) then cover is from the time your premises were first closed.
- Loss of market share.

3. Express Kidnap

Insured event:

The actual or alleged illegal holding under duress of one or more covered persons for a period of less than 12 (twelve) hours, by persons who demand a ransom specifically from your assets or the assets of a covered person as a condition of their release.

What is covered:

- Reimbursement of ransom.
- Personal Accident.
- Fees and expenses of the response consultant.

Exclusions:

- We will not be liable in respect of any loss of ransom being delivered in connection with an Express Kidnap.

4. Product Recall and Destruction costs

Insured event:

The making of an illegal threat or threats to you that, or the production of publicity that, your products will be or have been contaminated, polluted or rendered substandard by persons who demand a ransom from you either as a condition of not carrying out such threat or before providing further information about your affected products.

What is covered:

- Fees and expenses of the response consultant.
- Fees and expenses of investigating accountants.
- Expenses necessarily incurred in the procedure of recall of insured products.
- Expenses necessarily incurred in the procedure of examination and destruction of insured products.
- The lesser of the loss of value on, or the costs of making good, insured products, which are destroyed, disposed of or sold as substandard.

Exclusions:

- Any expenses incurred in recall, examination and destruction of insured products or for the loss of value of insured products which for any reason besides products extortion are surplus to requirements, or fail to meet original product specification, or are not of merchantable quality, or not suited for the purpose for which they are intended.
- We shall not be liable for any costs, expenses, standing charges or other real or presumed losses attributable to business interruption incurred by you.

5. Workplace Violence/Assault

Insured event:

A physical attack upon one or more covered person(s) on the assured's premises by a person or persons armed with a dangerous or deadly weapon which results in the physical injury or death of the covered person(s) and is reported in regional print or televised news coverage within 48 hours. The dangerous weapon or deadly weapon used in the physical attack must have been brought on to the assured's premises by the perpetrator(s) of the attack.

What is covered:

- Fees and expenses of the response consultant.
- Additional expenses such as medical expenses, security measures, plastic surgery, repatriation costs, public relations consultant, travel and accommodation costs plus other associated expenses.
- Personal Accident.

Exclusions:

- A robbery, burglary, break-in, raid or any theft from the assured's premises. An insured event if the duration of the insured event lasts longer than 60 (sixty) consecutive minutes.



Security Resource & Response (SRR)

This is our most comprehensive security response product to date and is designed to meet the many risks corporations face today. It also provides 24/7 access to SPS, a leading risk management and assistance provider.

Insured events for Travelers Security Resource & Response coverage:

- Abduction
- Act of Terrorism
- Aiding and Abetting (how to avoid)
- Assault
- Blackmail
- Bribery Demand
- Civil Commotion
- Civil War
- Competitor Misconduct
- Confiscation
- Coup d'etat
- Deprivation
- Hostage Crisis
- Industrial Espionage
- Insurrection
- Malicious Damage
- Murder
- Mysterious Disappearance (Investigation Services)
- Occupation
- Product Tampering
- Rebellion
- Revolution
- Riot

- Sabotage
- Stalking (Support Services)
- Suspicious Death
- Threat (Assessment Services)
- War
- Workplace Violence

In addition, we also cover: Kidnap, Extortion, Illegal Detention and Hijack

Crisis management services include (but are not limited to):

- Advice on incident management, scenario planning, communication and negotiation strategies.
- Internal and external crisis communication assistance.
- Identification of legal obligations and liabilities.
- Liaison services with all interested parties, including but not limited to law enforcement, government officials and families of the victim(s).
- Business continuity advice for the purpose of keeping the impact, costs and reputation damage to a minimum,

including business impact analysis and protecting critical assets.

- Investigation services, including case management, suspect and witness interviews and evidence collection.
- Security review of affected site and advice on the implementation of temporary/ remedial physical and procedural security measures for the office, infrastructure and residential premises.
- Digital forensics for the purpose of securing, recovering and analysing digital systems.
- Litigation support, including identification of facts, obtaining witness statements, formal interviewing of suspects and ensuring evidence is accurate and admissible in the relevant jurisdiction.



Protecting together

Crisis partner service
Introducing SPS, our exclusively
retained crisis response partner.

[➤ Read more](#)



SPS

Organisations face numerous risks to personnel, infrastructure, supply chains and their financial wellbeing. That's why advanced crisis response services are so critical to their welfare and business continuity.

SPS is a leading risk management and assistance company with more than 30 years experience of providing tailored strategic and operational solutions. As part of the wider SPS Global Assistance Group, the team have a global network with extensive capabilities and experience. Their in-house security team consists of experts with military, law enforcement, government and commercial backgrounds, offering to a range of expertise.

Reassuringly there

- 30 years providing tailored strategic and operational solutions to clients
- Supporting organisations and individuals across 130 countries
- Part of the SPS Global Assistance Group which provides comprehensive global risk management and assistance services.
- Experience from handling thousands of cases ranging from complex evacuations through to travel assistance
- UK based Global Response Centre (GRC) with support centre located in Johannesburg

- A range of specialist proactive and reactive services including global information, incident management, travel risk management solutions, mass-communications, journey management, evacuation support and medical assistance.
- Extensive experience in handling Political Violence and Terrorism, Medical and Security Evacuations.
- GRC team supported by multi-lingual translation service as used by UK Govt
- 11 exclusive crisis response specialists located around the world
- Military, law enforcement, government, and commercial background

Experience and language capabilities

The dedicated team have global experience in operating in difficult environments against a wide range of threats.

Languages spoken include:

- Afrikaans
- Arabic
- English
- French
- German
- Hungarian
- Italian
- Mandarin
- Portuguese
- Russian
- Spanish
- Swahili
- Zulu

The team are also supported by the wider SPS capabilities and global network.

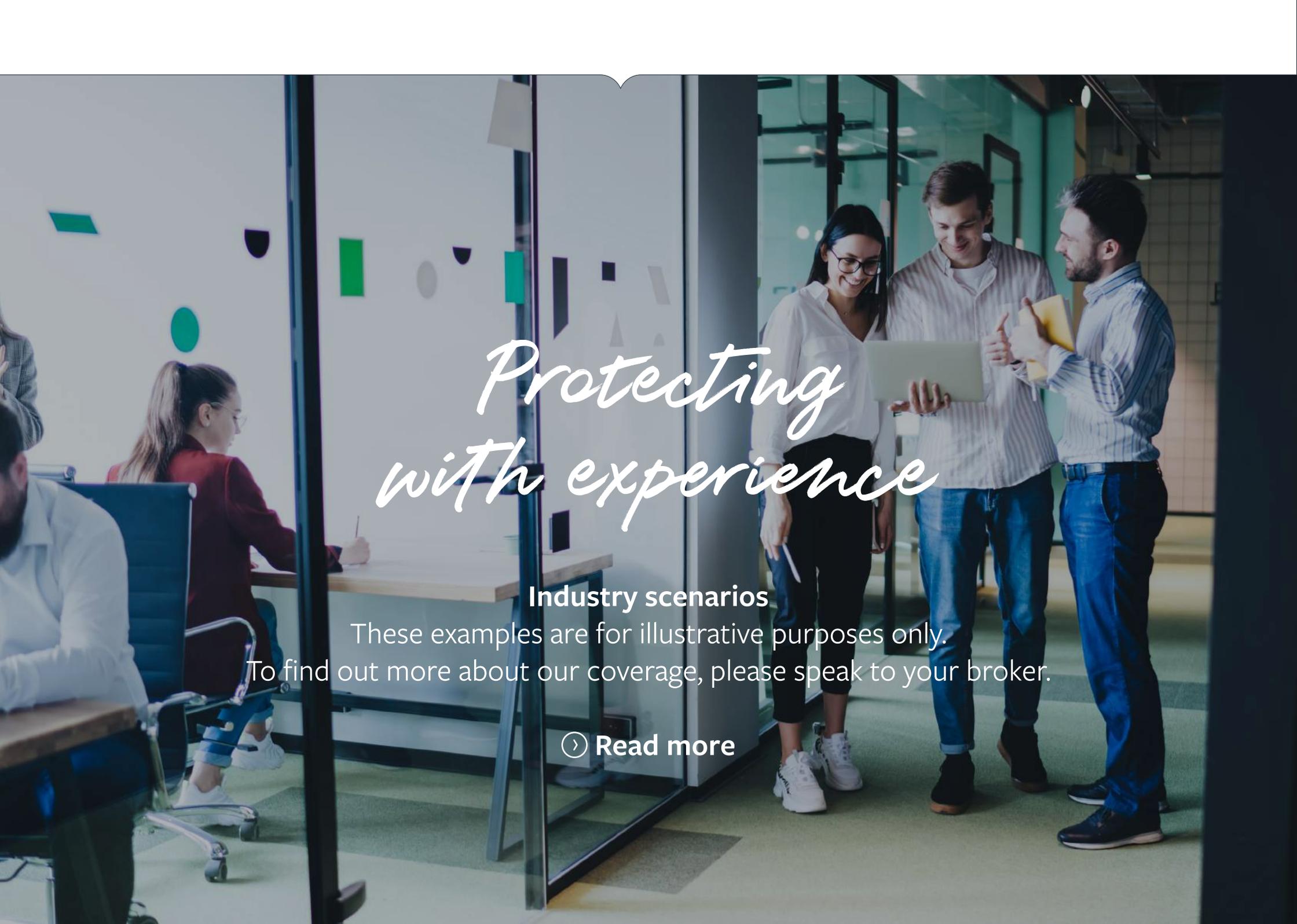
Support of analysts and geographical spread

SPS's Crisis Management Team are supported by:

- A global information services
- An analytical team focused on crisis management services
- A global tracking and travel risk management platform
- An extensive network of security, medical and logistic resources

An in-house medical team which specialises in point of incident responses, particularly in difficult and remote environments.





Protecting with experience

Industry scenarios

These examples are for illustrative purposes only.
To find out more about our coverage, please speak to your broker.

[› Read more](#)

Charities and NGOs

⚠ Risk scenario

Charities and humanitarian aid workers have long worked in hazardous, politically unstable countries providing much needed support and relief to vulnerable communities. Some of them, such as United Nations staff, have traditionally benefited from international legal protection and de facto immunity from attack by belligerent parties.

However, in recent years, they have increasingly become a target for attacks. This is due to a number of factors: their growing numbers, the increasingly hazardous environments in which they work and an erosion of their perceived neutrality and independence.

Aid worker kidnappings have quadrupled over the past decade. Since 2009, this has become the most common form of attack they face.*

How can Travelers help?

We can tailor a Special Risks policy to meet the complex needs of charities and NGOs. Whether an aid worker has mysteriously disappeared, a local manager has been kidnapped or a director has been illegally detained, our policy will respond and provide support from SPS.

A key benefit of our Special Risks policy, other than financial reimbursement, is immediate access to experienced consultants who can guide you through the myriad of complex decisions and issues you could face. We retain exclusive response consultant capability from SPS, whose team has extensive experience in this area and has resolved hundreds of incidents to date with minimal impact on human lives or business operations.

Recent kidnappings

- Over fifty employees of landmine clearing organisation in Afghanistan.
- Five medical NGO staff plus three German charity workers in Syria.
- Six charity workers in Pakistan.

All of this was reported, though the charity's name was withheld to protect the captives.

On the basis that a ransom demand was made, these incidents would fall under the peril of 'kidnap'. Once advised, crisis response consultants would deploy to advise the assured. Ransom monies would then be reimbursed and associated costs such as salaries, travel, accommodation, medical and legal fees would be covered under additional expenses. Crisis response fees for the entire duration of the incident would be paid for.

➔ Crisis Response

An employee of a NGO is reported missing to the local African office. The individual had not arrived at the village where she was due to give out inoculations. No ransom demand has been made.

Under the Mysterious Disappearance extension, once the franchise period has been breached, the policy would cover the response company's costs in investigating the disappearance until the victim is found or the indemnity period is reached.



* Aid Workers Security Report 2013 – www.aidworkerssecurity.org

Construction, Engineering and Telecommunication

Risk scenario

Any company can be a target for crime, either in the locations where it operates or those its employees travel to. However, employees of construction, engineering and telecoms companies are especially likely to be targeted because they often work on projects in rural areas of higher risk territories.

Companies (as employers) have a duty of care to their employees and are often the target of ransom demands when incidents occur. So, it's their responsibility to deal with these incidents and to work with the families of hostages, even though few of them have experience in handling a kidnap or extortion incident.

How can Travelers help?

We can tailor a special risks policy to meet the complex needs of construction engineering and telecoms companies. Whenever an incident occurs, whether it involves the mysterious disappearance of an employee, the kidnap of a local manager or the illegal detention of a director, our policy can respond.

A key benefit of our Special Risks policy, other than financial reimbursement, is immediate access to experienced consultants who can guide you through the myriad of complex decisions and other issues you could face. We retain exclusive response consultant capability from SPS, whose experienced team has resolved hundreds of incidents with minimal impact on human lives or business operations.

Policies can be purchased for all directors, officers and employees plus consultants and contractors (while working for and on behalf of the assured), or specific named persons. Cover is worldwide 24/7 or limited to specific trips or territories.

Additional expenses covered under the policy include: legal fees, salary of the victim, medical fees, rest and rehabilitation costs for the victim and their family, personal financial loss suffered by the victim, job retraining costs, salary of employees handling the incident and other reasonable costs incurred.

Crisis Response

A construction company employee is reported missing to the local African office, after failing to check in at his hotel. There has been no contact from anyone and no ransom demand made.

Under the Mysterious Disappearance extension, once the franchise period has been breached, the policy would cover the response company's costs in investigating the disappearance until the victim is found or the indemnity period reached.

Unknown armed men abduct four construction workers at a dredging site along the Nembe waterways in Bayelsa State, Nigeria and then send out a ransom demand for their release.

This incident falls under the peril of Kidnap. Once advised, crisis response consultants would deploy to advise the assured. Ransom moneys would be reimbursed. Associated costs such as salaries, travel, accommodation and medical and legal fees would be covered under additional expenses. Crisis response fees for the duration of the incident would be unlimited.

A project manager arrives in an unfamiliar country to monitor a construction site. He takes a taxi at the airport only to be held up by the driver and then forced to empty his daily allowance from an ATM and hand over his cash, watch, phone and laptop before being left stranded in a rural location.

The Express Kidnap extension would cover the reimbursement of monies and the value of stolen

possessions, plus any additional expenses (as defined in the main policy wording). The personal accident would trigger if anyone was killed or seriously injured during the incident (see main policy wording).



Education

⚠ Risk scenario

Universities, Colleges and Schools have been exposed to threats and mysterious disappearances for years. What's more, many educational establishments are now seeking to enhance their global presence and offerings by expanding abroad.

Educational institutions must protect themselves, their employees, trustees, students and faculty from the physical and emotional harm, financial consequences and negative publicity these incidents generate.

Factors to consider:

- The increasing number of study abroad programmes and service trips in frontier and hazardous regions.
- The tendency of students abroad to be less cognisant of surrounding security concerns.
- The fact that name recognition and overall public presence create a more visible and attractive target.
- The vulnerability of cyber networks which contain confidential information, including but not limited to faculty or student research and personal details.

How can Travelers help?

We can tailor a policy to meet the complex needs of education institutions. It can provide reimbursement and support whenever an incident occurs, whether it involves the mysterious disappearance of a student, the kidnap of a teacher or the illegal detention of another member of staff.

A key benefit of our Special Risks policy, other than financial reimbursement, is immediate access to experienced consultants who can guide you through the many complex decisions and other issues you could face. We retain exclusive response consultant capability from SPS, whose experienced team has resolved hundreds of incidents with minimal impact on human lives or business operations.

These are just some of the additional expenses covered under the policy: legal fees, salary of the victim, medical fees, rest and rehab costs for victim and their family, personal financial loss suffered by the victim, job retraining costs, salary of employees handling the incident and other reasonable costs incurred with prior approval.

➔ Crisis Response

Two teachers at a European educational facility are informed by a student who is about to take his exams that he will kill them both if he does not pass. Late the following night, the student is seen loitering outside the home of one of the teachers. The exams were due to be taken in two weeks from the date of the threat.

Under the 'Threat' extension, the policy would pick up the costs of the consultant who assesses the veracity of the threat. If additional security measures are recommended, these too would be reimbursed.

A student on a study abroad programme in Japan leaves his hotel to attend a meeting but fails to arrive. All the necessary checks were made but he cannot be located.

Under the Mysterious Disappearance extension, once the franchise period has been breached, the policy would cover the response company's investigation costs until the victim is found or the indemnity period reached.

A student on a work aboard trip arrives in his chosen country and gets a taxi from the airport but doesn't reach his accommodation. The next morning a financial demand is made to his family for his release.

This would fall under the peril of 'kidnap' Once advised, response consultants would deploy to assist and advise the assured (family and institution). Ransom monies would be reimbursed.



Manufacturing

Risk scenario



Companies must increasingly face up to the risks of doing business in an unstable world. A significant emerging threat to global businesses, such as manufacturers, is kidnapping and extortion. It is increasingly used by terror groups and criminals to obtain money through threats, or actual violence, against corporate personnel or sabotage of corporate assets.

International travel is another area of paramount concern to all companies that have a corporate responsibility for their employees.

This form of criminal activity can have far reaching implications for businesses, particularly multinational companies. However, there are steps they can take to reduce the risks.

Our experience over the last few decades tells us that the involvement of professional response consultants in careful negotiations yields the quickest and safest resolution for kidnap victims.

How can Travelers help?

We can tailor a policy to meet the complex needs of manufacturing companies. Our Special Risks policy will respond to a variety of incidents, whether it's the mysterious disappearance of an employee, the kidnap of a local manager or extortion threats against a director.

A key benefit of our Special Risks policy, other than financial reimbursement, is immediate access to SPS, whose team has extensive experience in resolving these incidents with minimal impact on human lives and business operations.

These are just some of the additional expenses covered under the policy: legal fees, salary of the victim(s), medical fees, rest and rehab costs for the victim and their family, personal financial loss suffered by the victim, job retraining costs, salary of employees handling the incident and other reasonable costs incurred (with prior approval).

Crisis Response

A manufacturing company receives threats of physical harm to staff in Eastern Europe. A demand of EUR 5,000 per month is made to keep the staff and property 'protected'.

This would fall under the peril of 'extortion'. The policy would cover response consultant fees for the duration of the incident, and would reimburse any monies paid, up to the policy limit. Other associated costs would be picked up under additional expenses.

A European food manufacturer is told that a batch of their chocolate has been contaminated. A ransom demand is made in return for details of its location.

This would fall under the peril of 'extortion'. The policy would cover response consultant fees for the duration of the incident and would reimburse any monies paid, up to the policy limit. Any other associated costs would be picked up under additional expenses.

If, in addition, the assured purchased the Products Loss extension, we would also cover the unlimited fees and expenses of the response consultant. They would help determine the veracity of the threat and assist with handling the media, employees, shareholders and other interested parties. Also covered would be the expenses incurred in the recall, including examination, destruction and loss of value of any recalled goods.

A manufacturing company's CEO receives an anonymous threat to blow up their factory unless a ransom is paid.

This would fall under the peril of 'extortion'. The policy would cover response consultant fees for the incident's duration and would reimburse any monies paid, up to the policy limit. Other associated costs would come under additional expenses.

If the Assured also purchased the 'Business Interruption' extension, once the franchise period was breached we would cover net profit and salaries, taxes, interest, rent and other operating expenses, along with fees and expenses for the investigating accountants and response consultants until the indemnity period was reached. Note that the threat investigation, reimbursement of monies extorted and all additional expenses connected with the threat would come under the main policy wording.

An Asian clothing manufacturer receives a ransom demand after four of its employees are ambushed and taken to an unknown location.

This would fall under the peril of 'kidnap'. Once advised, response consultants would deploy to assist and advise the assured. Cover would include reimbursement of ransom monies paid. Associated costs, such as salaries, travel and accommodation costs and medical and legal fees would be picked up under additional expenses. Cover would extend to response fees for the duration of the incident (unlimited).

Media and Journalists

⚠ Risk scenario



Everyone relies on journalists to report on newsworthy events from around the globe, but it's become an increasingly dangerous profession to pursue. Working in unstable countries and war zones means running the risk of being arrested, kidnapped or even killed in the line of duty. Yet, those are the places where the big stories usually break – whether it's a terrorist attack in Nigeria, a civil uprising in the Middle East or a famine in the horn of Africa.

As more governments sign up to the policy of not paying ransoms, the onus of dealing with kidnapping falls on employers, yet many of them lack the experience to handle a kidnap or extortion incident.

How can Travelers help?

We can tailor a policy to respond to a range of incidents, and provide cover for all journalists, freelance journalists, fixers and contractors (while working for and on behalf of the assured) or named persons. Cover is worldwide 24/7 or limited to specific trips or territories.

A Special Risks policy offers the services of skilled response consultants who will be immediately available in the event of an incident to provide invaluable crisis management advice. They have the expertise and experience to help minimise the impact on human lives and business operations.

Additional expenses covered under the policy include: legal fees, salary of the victim, medical fees, rest and rehabilitation costs for the victim and their family, personal financial loss suffered by the victim, job retraining costs, salary of employees handling the incident and other reasonable costs incurred.

➔ Crisis Response

An employee of a newspaper is reported missing in the Middle East. He checked into his hotel for a few days after arriving, then stopped. There's been no word from him since and no ransom demand.

Under the Mysterious Disappearance extension, once the franchise period has been breached, the policy covers the response company's costs for investigating the disappearance until the victim is found or the indemnity period is reached.

Members of the West African Union of Journalists Association who were about to attend their national executive council meeting have disappeared. Sources revealed that the contingent, led by the chairman and two others, were kidnapped and a N250 million ransom demand has been made.

This would fall under the peril of 'kidnap'. Once advised, response consultants would deploy to assist and advise the Assured (family or institution). Reimbursement of ransom monies would be paid. Associated costs, such as salaries, travel and accommodation costs and medical and legal fees would be picked up under additional expenses. Response fees for the duration of the incident would be unlimited

A journalist stops at a café on her way to work. While she orders her coffee, a gunman locks the doors behind her and orders everyone into the back area. Once police are alerted, he makes specific demands.

Under the Hostage Crisis extension, once the franchise period has been breached, we would reimburse any additional expenses, such as counselling or medical costs incurred (as defined in the main policy wording) and reimbursement of any ransom paid plus the fees and expenses of the response consultant. The personal accident would trigger if anyone is killed or seriously injured during the incident (see main policy wording). This incident could also be covered in the main policy wording under the illegal Detention cover if it lasts longer than the franchise period (as defined in the main policy wording).



Mining

Risk scenario



An unavoidable fact about the mining business is that employees, or contractors of companies involved in exploration and production, often work in high risk environments. These companies have an ongoing challenge to manage complex regulatory, legal and environmental obligations.

They can also face hostility from local populations, who may allege that they damage the environment, disturb local communities and engage in unfair labour practices. These factors could lead to threats of kidnapping or extortion.

International travel is another area of paramount concern to all companies that have a corporate responsibility for their employees.

How can Travelers help?

We can tailor a policy to meet the complex needs of mining companies. Our Special Risks policy will respond to a variety of incidents, whether it's the mysterious disappearance of an employee, the kidnap of a local manager or the illegal detention of a director.

As well as insuring against financial loss, a key benefit of Travelers' Special Risks policy is immediate access SPS, whose team has extensive experience in resolving these incidents with minimal impact on human lives and business operations.

Our experience over the last few decades tells us that the involvement of professional response consultants in careful negotiations yields the quickest and safest resolution for the victims of kidnapping. In addition, they have the expertise and experience to minimise the impact on business operations.

Additional expenses covered under the policy include: legal fees, salary of the victim, medical fees, rest and rehabilitation costs for the victim and their family, personal financial loss suffered by the victim, job retraining costs, salary of employees handling the incident and other reasonable costs incurred.

Crisis Response

An employee of a mining company is reported missing to the local Indonesian office. He had not arrived at the hotel where he was due to check in. No ransom demand was received.

Under the Mysterious Disappearance extension, once the franchise period has been breached, the policy would cover the response company's costs in investigating the disappearance until the victim is found or the indemnity period reached.

A geologist arrives in a country he's new to and gets a taxi at the airport, only to be held up by the driver. He is then forced to empty his daily allowance from an ATM and hand over his cash, watch, phone and laptop before being left at the side of the road in a rural location.

The Express Kidnap extension would cover the reimbursement of the monies and the value of the personal possessions stolen, as well as any additional losses incurred. The personal accident would trigger if anyone was killed or seriously injured during the incident.

In Africa, a businessman from the mining sector is kidnapped alongside his driver while returning home. The kidnappers overtook the victim's vehicle then fired shots to disable and stop the car. The victim has been blindfolded and is frequently moved to different locations. The captors are demanding a ransom.

Covered persons working for a mining company are abducted by an armed gang while travelling to a mine in Latin America. A ransom demand is made to the insured as a condition of release. One of the victims is killed while in captivity. The case takes 18 months to be resolved.

These incidents would fall under the peril of 'kidnap'. Once advised, response consultants would deploy to assist and advise the Assured (family or institution). Reimbursement of ransom monies would be paid (subject to sanctions). Associated costs, such as salaries, travel and accommodation costs and medical and legal fees would be picked up under additional expenses. Response fees for the duration of the incident would be unlimited. There is also cover for personal accident, death or disablement, loss of digit/limb, etc.

Oil, Gas and Energy

Risk scenario



The energy business is inherently risky. Employees and contractors of companies involved in exploration and production often work in remote parts of unstable or hazardous countries. These companies have an ongoing challenge to manage complex regulatory, legal and environmental obligations. There can also be tense relations with local communities, who may feel that the area's natural resources are being exploited by foreign nationals.

Incidents of kidnap, extortion or robbery can have a huge impact on a company, its employees and their families. So, security is a major concern and threats must be taken seriously, whether based on political, ideological or financial motives.

How can Travelers help?

We can tailor a policy to meet the complex needs of energy companies. Our Special Risks policy responds to a range of perils, including mysterious disappearance of an employee, kidnap or illegal detention. In addition, our emergency political evacuation and repatriation extension has proved invaluable – most notably when expatriate employees had to be evacuated during recent political upheavals in Egypt, Iraq, Syria and Libya.

A major benefit of our Special Risks policy, other than financial reimbursement, is immediate access to experienced consultants who can guide insureds through many complex decisions they need to make. We retain exclusive response consultant capability from SPS, whose team has extensive experience in resolving these incidents with minimal impact on human lives and business operations.

Additional expenses covered under the policy include: legal fees, salary of the victim, medical fees, rest and rehabilitation costs for the victim and their family, personal financial loss suffered by the victim, job retraining costs, salary of employees handling the incident and other reasonable costs incurred.

Crisis Response

Following an evacuation order issued by the British Foreign and Commonwealth Office, a UK company is looking to remove 15 foreign nationals living and working in the Middle East.

The policy would cover the following: evacuation costs, hotel costs for up to 14 days, salaries for up to three months and repatriation costs if the situation improves. Crisis response fees are unlimited, so consultation, advice and assistance would be available throughout the evacuation.

Ten employees working for an oil company in the Middle East are abducted while in transit from the airport. A demand is made to their respective families and to the local company office to cease operations in the area as a condition of their release.

The All Perils Business Interruption extension would be triggered. This would cover net profit and salaries, taxes, interest, rent and other operating expenses for the duration of the closure of the operations (after franchise period has been breached and for a period no longer than the indemnity period). Fees and expenses for the investigating accountants and response consultants are also covered.

An employee travelling to South America goes jogging one morning without returning to his hotel. There is no contact from kidnapers and, although the local police and hospitals have been contacted, he cannot be traced.

Under the Mysterious Disappearance extension, once the franchise period has been breached, the policy would cover the response company's costs for investigating the disappearance until the victim is found or the indemnity period is exhausted.



Small to Mid-sized Businesses

Risk scenario

Extortion and kidnap may not seem obvious concerns for small business owners, but the threat is real. Extortion is not limited to any specific location, whether from criminal hackers or disgruntled employees, is on the increase. That represents a real threat at a time when small companies do more and more of their business online.

There have been reported extortion attempts against business professionals who receive emails with customer information attached. The extortionists demand money by threatening to expose the information.

In addition, the threat of kidnap, while small in the UK, could be higher abroad. As well as the kidnapping itself, there would also be the victim's medical expenses, legal costs and travel costs, as well as interest on any loans taken out to manage the initial situation. This level of exposure could force a smaller business into administration.

How can Travelers help?

We can tailor a special risks policy to meet the complex needs of small businesses. It would provide reimbursement and support in the event that an incident occurs – whether it's the mysterious disappearance of an employee, or a threat to disable the website.

The main benefit of our Special Risks policy, apart from the reimbursement of funds, is immediate access to experienced consultants who can guide insureds through the myriad of complex decisions. We retain exclusive response consultant capability from SPS, whose team has extensive experience in resolving these incidents in a way that minimises the impact on human lives and business operations.

Additional expenses covered under the policy include: legal fees, salary of the victim, medical fees, rest and rehabilitation costs for the victim and their family, personal financial loss suffered by the victim, job retraining costs, salary of employees handling the incident and other reasonable costs incurred.

Crisis Response

After winning a large new order, the managing director travels to China to inspect a new supplier. He arrives safely and checks into his hotel, but then misses Monday's business meeting. He cannot be found at his hotel and is not answering his phone.

Under the Mysterious Disappearance extension, once the franchise period has been reached, the policy would cover the response company's costs in investigating the disappearance until the victim is found or the indemnity period is reached.

The secretary to the managing director of a mid-sized business thinks she is being followed. She has seen someone loitering suspiciously outside her house and has also received a number of phone calls where the caller would not identify themselves.

Under the 'Threat' extension, the policy would pick up the consultant's costs for assessing the veracity of the threat. If they recommend additional security measures, these too would be reimbursed.



Contact

We are a London based team with regional presence across the UK and Ireland.

Contact our team today crmanage@travelers.com

Find us

One Creechurch Lane
London EC3A 5AF

We also have a Lloyd's box 140/139

11:00 – 13:00 14:30 – 16:30

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Regional presence

Travelers Europe is ideally placed to cover rapidly evolving risks. We provide a broad range of property, liability and professional indemnity insurance, along with risk solutions, for the private, public and institutional sectors. Our customers include some of the largest commercial and public service organisations in the UK and Ireland. We also provide a range of tailored insurance solutions to meet the needs of specialised businesses.

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Travelers operates through several underwriting entities through the UK and across Europe. Please consult your policy documentation or visit the websites below for full information.