

REMOTE ENGINEERING SERVICING

An important part of FM Global's mission is to help our clients keep their properties safe, and their businesses resilient through conducting site visits for loss prevention engineering consulting purposes. In this unprecedented time of COVID-19, it will be challenging to conduct in-person site visits.

Rest assured, our business continuity plan (BCP) anticipated this scenario, and we have seamlessly switched to our remote servicing capabilities in large part due to our robust engineering network. We are prioritizing remote assessment needs at sites where visits are due; however, we are able to respond to any client sites as needed or requested.

REMOTE ASSESSMENT CAPABILITIES:

CLIENT ENGAGEMENT

Where visits cannot be conducted at locations we have previously visited, our engineers are engaging with clients using phone, email, Skype/MSTeams and other methods. This allows discussions on risk assessment, risk improvement, idling or ramp-up of facilities and change management to occur; with appropriate loss prevention advice provided.

LOCATIONS NOT PREVIOUSLY VISITED

For newly acquired client locations or to support those companies where we are looking to underwrite coverage, we are using all available information. This includes our global natural hazard mapping capabilities, fixed-wing and satellite imagery, knowledge of industries, and facility contact reports to conduct a reasonable assessment of the risk. This remote risk assessment will be performed on a case-by-case basis and may not be appropriate for all new business quotes. As on-site servicing returns to areas, visits to these facilities will be prioritized.

JURISDICTIONAL SERVICES

We are following up with our clients regarding jurisdictional recommendations/violations via phone or online communications. We are also in regular contact with state/provincial (Canada) authorities regarding any changes to servicing requirements related to Covid-19.

IDLE PLANT MANAGEMENT

Our internal teams have boosted their collaboration and communication sharing on known idle facilities. Accordingly, we are working with our clients to take special precautions, and we're sharing our loss prevention brochure, "**Idle, Vacant or Strikebound Facilities.**" We are also developing guidance for facilities that are ramping down or ramping up.

MANAGING CHANGE

Other key activities to mitigate risk that are occurring:

- Reviewing engineering plans submitted by clients and their contractors
- Contacting natural hazard-exposed locations as appropriate to mitigate risk
- Contacting locations to see if they are idle and reviewing precautions

ONLINE LEARNING

We are also expanding our **online client training courses** (more than 40 currently, with more on the way).

- Courses will be offered on a variety of topics in a number of different locations, languages and time zones. View **registration information.**
- Watch for a new course on managing risk at idle facilities.

