

Crisis Management

Coach crashes, sickness outbreaks, fires, tsunamis, gas incidents, suspected abductions, child abuse allegations, hurricane damage and many similar high profile incidents can occur at any time and without any prior warning. Inevitably the high profile nature of these incidents sets off a series of claims against the insured.

Many such claims tend to involve class actions e.g. outbreaks of sickness although increasingly we are seeing press interest in claims where children have had serious injury whilst on holiday.

Argent Health & Safety is part of the Parabis Group; a multi-disciplinary organisation which when combined has many years experience and a significant track record of dealing with the types of crisis tour operators are faced with and the subsequent claims lodged against them.

Incident Management

Argent will arrange for immediate attendance in resort by specialist consultants, investigators, lawyers (or a combination of all 3) to manage incidents as required. Such an immediate response enables the preservation of vital evidence to help defend any claims that could potentially follow. We believe that the early intervention of a lawyer in the decision making process around a claim does result in a cost effective claims process.

Where required we can arrange for Counsellors to be flown to resort to assist customers, and liaise with the 3rd party travel insurers to repatriate severely injured or deceased holiday makers.

The Parabis Group in-house PR team will implement a co-ordinated approach aimed at providing a clear and accurate picture of the situation whilst ensuring that negative coverage is kept to a minimum and the reputation of our client is maintained at all times. This includes liaison with the insured's PR/Press Office when agreeing press statements, news conferences, interview and filming requests etc.

In addition we also, liaise with supplier insurers to protect the insureds rights of recovery and assist the insured in managing their commercial relationships.

Contact Us

For further information about Argent's **Crisis Management Services** and to discuss your individual requirements please contact:

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