



# Loss Prevention Service Menu

Norwegian Hull Club's **Loss Prevention & Emergency Response (LP-ER)** services help clients reduce risk, strengthen decision-making and build resilient organisations. Based on experience from thousands of claims and emergency response cases each year, we combine insight, preparedness and hands-on support across the full incident lifecycle - from prevention to recovery.

## 1. Sharing Experience

**Translating real incidents, leadership insight and industry trends into stronger safety culture.**

We help organisations learn from real cases and emerging risks, with active leadership engagement to reinforce ownership, accountability and an elevated safety culture across all levels.

- Emerging Risks & Trends - Insight sessions based on global maritime developments, geopolitical shifts and operational trends.
- Case Studies - Real cases from thousands of annual claims and emergency situations used to strengthen awareness and decision-making.
- Leadership Engagement & Safety Culture - Targeted sessions engaging leaders at all levels to build ownership, accountability and a proactive safety culture.
- Crew Wellbeing - Re:refresh Survey - Insight based on Marine Benefits' global health and wellness data, supporting wellbeing and performance.

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- Leadership, Communication & Human Factors – Understanding human behaviour, communication and leadership under pressure.
- Casualty Information Letters – Structured learnings from recent casualties to support continuous improvement.

## 2. Risk Awareness

### **Providing clear risk insight that supports safer operations and informed decisions.**

By combining data, technical expertise and case experience, we help clients identify, understand and manage operational, technical and strategic risks.

- Data Analytics & Benchmarking – Aggregated insight from thousands of cases to identify patterns and benchmark performance.
- Safety & Security Intelligence – Advisories and briefings on global safety, security and operational threats.
- Technical Risk Sessions – Focused workshops on machinery, alternative fuels, fire risk and emerging technical challenges.
- Voyage Risk Assessments – Structured assessments ranging from single voyages to complex operations.
- Emergency Response Advice – Guidance on how operational choices affect preparedness and response capability.

## 3. Emergency Preparedness

### **Strengthening people, systems and leadership to perform under pressure.**

Our preparedness programmes build competence, confidence and structure across strategic, operational and tactical levels, ensuring organisations are ready before an incident occurs.

- Emergency Management Training – Training based on situational awareness, decision-making and the Proactive Method.
- Media Training – Practical training in message development and handling media during critical situations.
- Leadership in Crisis – Preparing leaders to act decisively in complex and stressful situations.
- Next-of-Kin (NOK) Training – Scenario-based training covering NOK communication, reactions and reception-centre organisation.
- Tabletop Exercises (TTX) – Scenario-based discussions testing plans, roles, responsibilities and stakeholder management (ISM Code Art. 8 compliant).
- Live Input Response Exercises – Real-time simulations with dynamic injects and multiple stakeholders (ISM Code Art. 8 compliant).

## 4. Emergency Response Support

### **Providing immediate, structured and experienced support when incidents occur.**

Clients gain 24/7 access to a proven emergency response organisation, supported by global expertise and strong coordination capabilities.

- 24/7 Duty Service – Immediate access to NHC's emergency response team around the clock.

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- NHC Emergency Response Organisation – A structured and scalable model for escalation and coordination on an operational and strategic level.
- Operational Intelligence (OPINTEL) – A single operational picture, assembled from our multiple data sources including global strategic partners, to help provide valuable real-time situational awareness and facilitate well-informed decision making.
- Global Expert Network – Access to technical experts, correspondents, salvage professionals and legal advisors worldwide.
- Salvage Agreements & Support – Guidance and coordination support across salvage contracts and jurisdictions.

## 5. Claims Support

**Helping clients recover efficiently and return to business with confidence.**

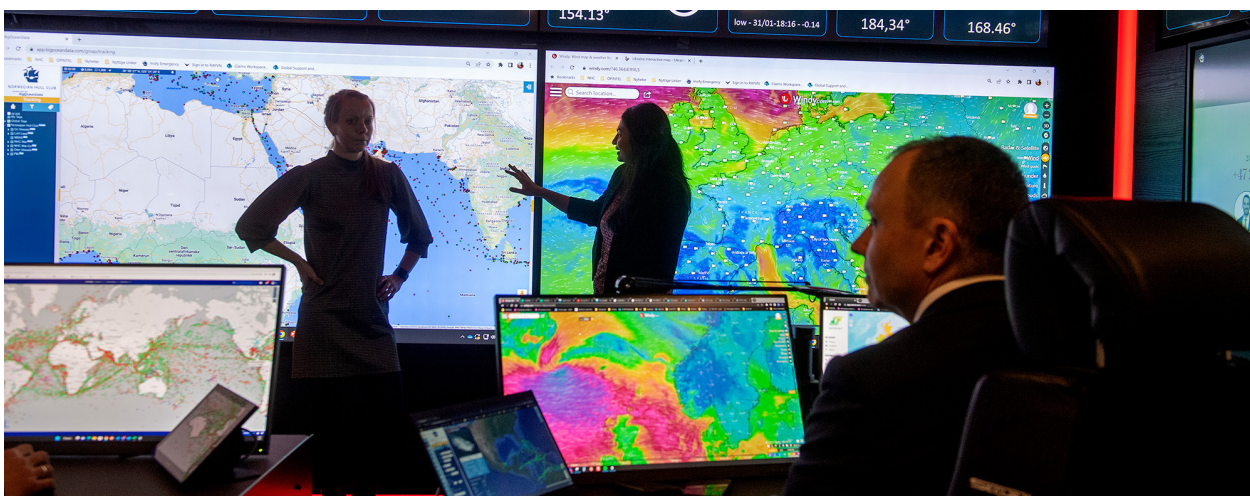
Our claims support combines experienced handlers, global reach and practical training to ensure efficient claims handling from first notification to settlement.

- Dedicated Claims Team – Experienced claims handlers supporting the full claims process.
- Worldwide Correspondents – Global partners enabling rapid local coordination.
- Claim Statement Preparation – Support with Power of Attorney (POA) and preparation of final claim documentation. Assisting clients in preparing and structuring a Power of Attorney - Ensuring the POA scope is appropriate and limited to the claim - Enabling smoother and faster claims handling and settlement
- Marine Insurance Course – Practical training covering the full claims journey.
- Training: 'Master in Salvage' & 'General Average' – In-depth training on salvage operations, funding mechanisms and GA handling.

**Please note that this document is not exhaustive and represents a selection of our services.** Through dialogue with our clients, we also provide support and services beyond those listed above.

**For inquiries, bookings or just to discuss the above or related matters, email us at: [lp-er@norclub.com](mailto:lp-er@norclub.com) or make contact with your claims handler of choice via [www.norclub.com/contact](http://www.norclub.com/contact).**

You can also call Norwegian Hull Club on **+47 55 55 95 00**.



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AWARENESS,  
AND  
REAL-TIME  
SUPPORT**  
*The Club's  
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in Bergen*

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Like to know more? Contact us at [lp-er@norclub.com](mailto:lp-er@norclub.com) or call +47 55 55 95 00