

# A Guide for Policyholders

Services included in your Business Insurance Policy.

rradar



# Welcome to rradar

## Smarter Legal Services.

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We pride ourselves on offering our clients responsive, comprehensive and excellent service. Our clients are the most important part of our business, and we work tirelessly to ensure their complete satisfaction.

We are AXA's exclusive legal services partner under its Management Liability Policy (MLP or an associated scheme) and are a litigation and commercial law firm that specialises not only in the management of legal crises, but also in the education and prevention of them in the first place.

But we don't just stop at legal excellence.

Our people are focussed on sharing difficult-to-access legal knowledge through innovative digital channels, so our clients can easily access the information faster and tackle commercial risks before they become costly legal problems.

By combining professional legal representation and specialist advisory services, our team can answer your questions, educate your business and assist with legal and regulatory issues which you could face. We provide our services and support as part of your Business Insurance Policy for **no extra cost**.

To do this, we need to create a rradar account for your organisation and user accounts for your nominated staff members who would benefit from having access to our services.

# Creating your account

To set up your rradar account, we will need your email address and a scanned copy of your insurance policy schedule which includes your policy number, renewal date and organisation's details.

Email [contactus@rradar.com](mailto:contactus@rradar.com) requesting a rradar account and attach a scanned copy of your policy details. Alternatively, call **0800 955 6111** and have your full policy details available when you speak to us.

In some instances, your policy details may be passed to us by your insurance adviser to start the initial set up process. Your policy details will be used to verify cover and create your rradar account.

The principal account holder can nominate others within their business to have access to our digital tools. They can also authorise who they wish to be able to seek and receive legal advice on behalf of and as a representative of their business. These can be the HR Manager, Health and Safety Officers, Company Directors or anyone who would benefit from having access to our services for the work they do within your organisation.

Please be aware we can only provide our services to registered users nominated by the principal account holder.

## What happens next

Our team will start the registration process and send you an email requesting that you activate your account by following three simple steps:

### 1. Activate

Set a password for your rradar account login.

### 2. Verify

Email a copy of your policy to us to verify cover (if you haven't already done so).

### 3. Authorise

Nominate members of your team you wish to access our services under your policy.

## Once activated

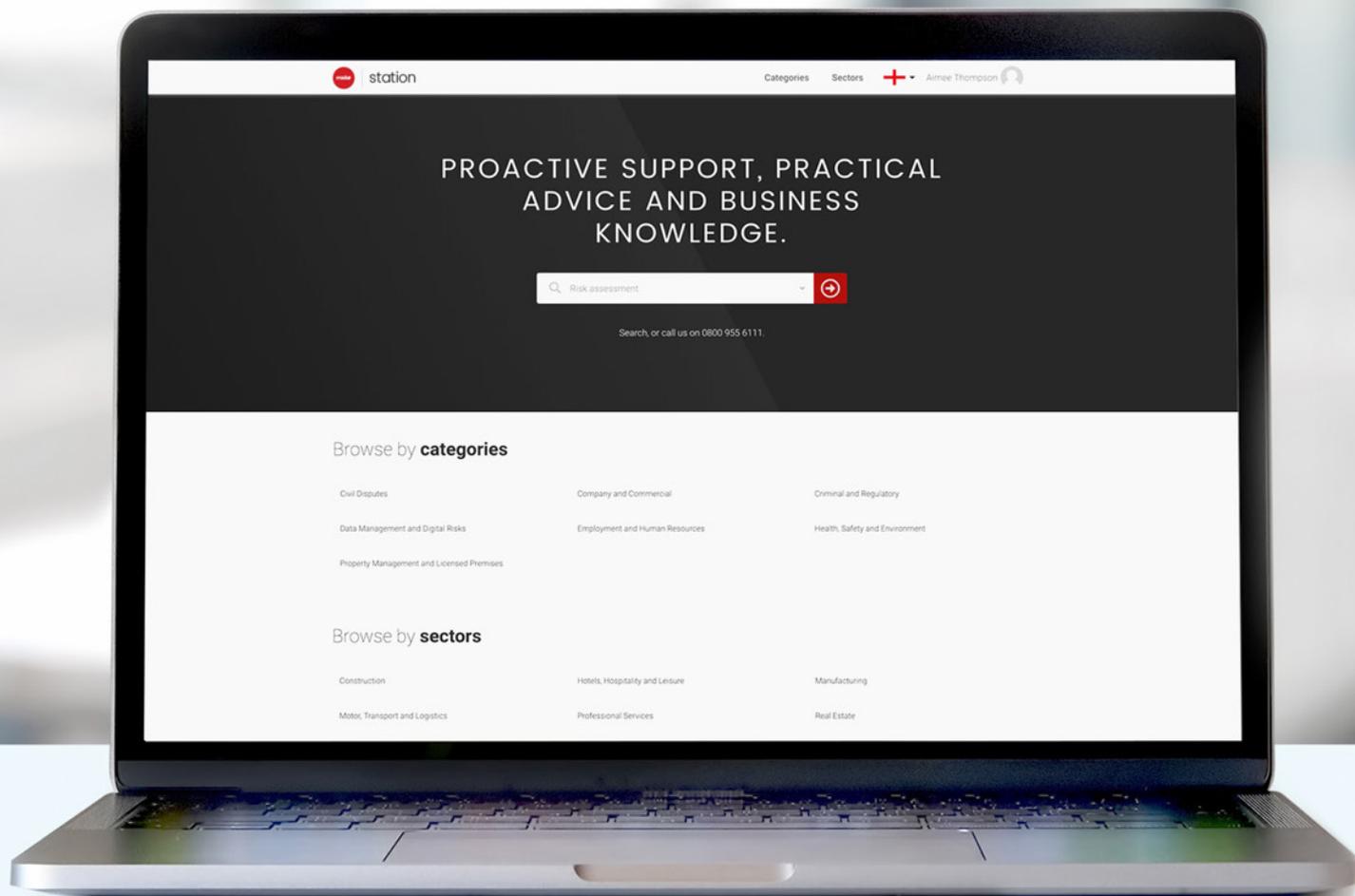
Once your account is activated, simply use your email address and login password to instantly access our legal services and digital tools: **rradarstation**, **rradargrace** and **rradarreport**.

You will also have access to webinars, events, our newsletter and blogs on latest industry news.

The following services are included within your policy...

# Education and Prevention.

We specialise not only in the management of legal crises, but also in the education and prevention of them happening in the first place.



# rradarstation

## The Preventative Advisory Service

If you have a legal question and need advice quickly, then rradarstation is your first port of call. Whether you require a contract template or examples of corporate letters, each written and verified by our legal professionals, or you just need to speak to a knowledgeable expert who can answer your commercial legal questions, you will find the answers you are looking for at rradarstation.

## Online Web Portal

### Guidance at your fingertips

Written in simple everyday language, the online portal gives clients 24/7 access to guidance, videos answering frequent questions and downloadable templates to use in the day-to-day running of their businesses. Our solicitors are continually developing our library of guidance which covers major topics including employment law, health and safety regulations, tax, commercial contracts and corporate governance.

## Phone and Email Advisory Service

### The personal approach

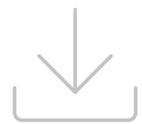
To complement our online rradarstation portal, we have a team of UK-based legal advisors, solicitors and regulatory experts who are contactable via email or phone between 8am - 6pm, Monday to Friday. They are with you from first contact to the point that your problem is finally resolved – and will be there again if needed.

For any advice which falls outside the scope of our advisory service, we will agree a clear fixed fee in advance. These services could include a detailed review of legal documents or the preparation of letters or emails to a third party or the drafting or production of documents.

All legal advice provided by rradar is protected by legal privilege, meaning it is confidential, as is the information you provide to us.



24/7 access to guidance articles and videos via the online web portal.



Advice, templates and checklists ready to download from the online web portal.



Direct access to expert legal advisors via the phone and email service.

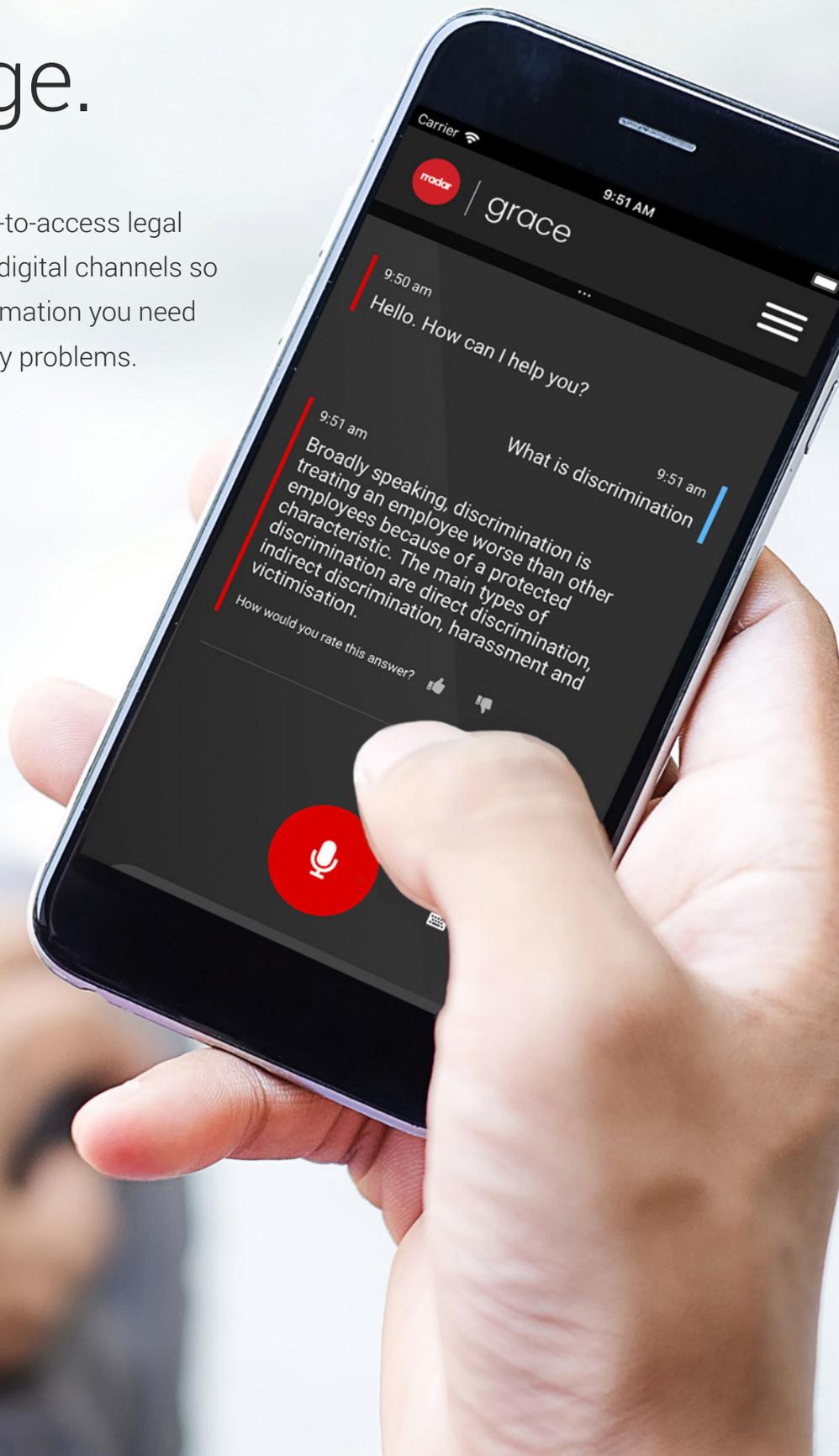


Covers topics across a wide range of legal, business and operational areas.

# Sharing Knowledge.

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Sharing expensive and difficult-to-access legal knowledge through innovative digital channels so you can easily access the information you need before your risks become costly problems.



# rradargrace

## Access Our Intelligent Legal Assistant

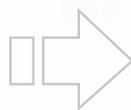
We recognise that our clients like to use the latest technology and want a legal services partner who can deliver knowledge through dynamic platforms to make the law more accessible and on the go.

Our library of knowledge isn't just for office staff sat at a desk. We aim to make our digital tools as versatile as the businesses we support, so all our legal expertise is available through rradargrace.

rradargrace is our intelligent legal assistant for business and is linked to rradarstation. Using predictive text and voice recognition, her answers to questions regarding your organisation's legal queries can be delivered to your smartphone or other device, wherever you are, whenever you need them.

Users can ask rradargrace questions across a range of topics and she will respond clearly, direct users to related articles on the rradarstation web portal and provide the option to call our advisors for more bespoke advice.

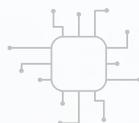
Download from the App store or Google Play store, rradargrace is accessible as a mobile app, or from your web browser.



Instant legal support "on-the-go".  
Simply download from the App Store or Google Play.



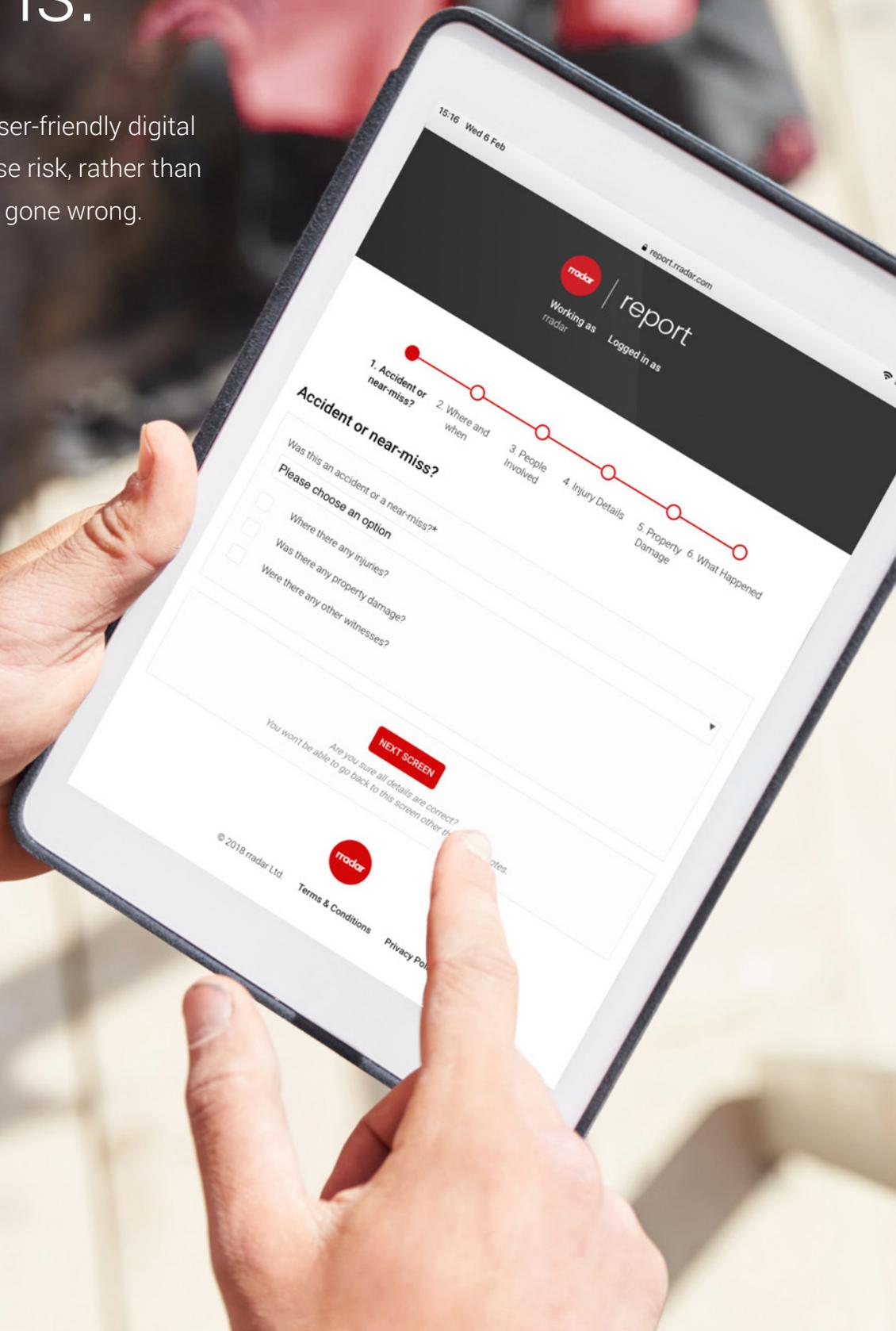
Using voice recognition technology,  
answers commercial legal questions.



Integration with rradarstation to deliver  
templates, business guidance and more  
via smart devices

# Digital Solutions.

Providing efficient and user-friendly digital solutions to help minimise risk, rather than waiting until things have gone wrong.



# rradarreport

## The Digital Incident Recording Platform

We all know unexpected incidents can happen anywhere and at any time. In the immediate aftermath of an incident, it's easy to forget to record vital information that may be needed later. Forgetting these details could prove the difference between success and failure in managing any claims or investigations which may follow.

rradarreport is our digital platform for prompt recording of near miss, minor and major incidents in your workplace. rradarreport is designed specifically to help businesses easily document, manage and respond to health and safety risks across their organisations.

Designed to work across a wide range of industries, rradarreport offers a fully responsive 24/7 online system that is

optimised for desktop, tablet and mobile devices.

The information gathered by rradarreport will allow your business to analyse accident data, trends and patterns over time and provides graphical and statistical MI to identify Health and Safety spikes, allowing managers to take appropriate actions and limit future incidents occurring.

In the case of a RIDDOR reportable incident, the record is legally privileged, and our expert health and safety lawyers will receive a copy of the notification and will contact you to provide your business with legally privileged advice around the incident.

Available to download from the App store or Google Play store.



Upload evidence, images and witness accounts.



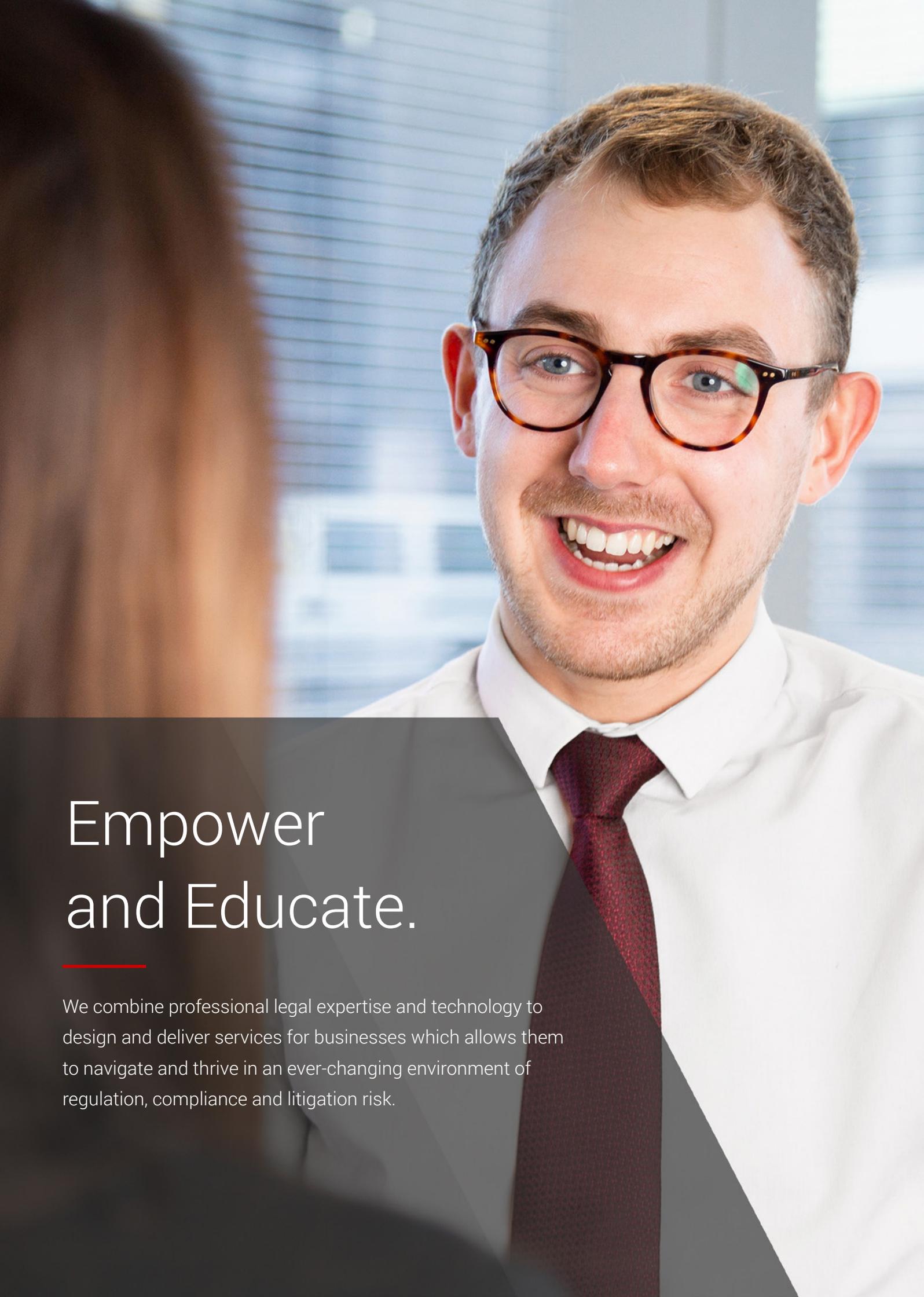
Responsive design - use online or on the app.



Review analytics - Analyses data to help spot risks.



Educates by supporting your internal processes.



# Empower and Educate.

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We combine professional legal expertise and technology to design and deliver services for businesses which allows them to navigate and thrive in an ever-changing environment of regulation, compliance and litigation risk.

# Comprehensive Legal Advice

Access to Specialist Legal Teams and 24/7 crisis line

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rradar's specialist Legal Services teams provide expert legal advice, support and representation to a diverse commercial client base across all industry sectors ranging from small owner-managed businesses to large multinational corporates.

Offering UK wide coverage, our Legal Services teams include lawyers with recognised experience and expertise.

We are regularly involved in complex, high profile and high value cases in Business Crime and Regulation, Employment Law, Commercial Disputes and Corporate and Commercial Law.

The Legal Services teams are also home to our preventative advisory service rradarstation.

If a crisis arises, you can call our 24/7 crisis line and speak directly to our legal team who will advise on how to best work with the Police, Health and Safety Executive and all investigating and regulatory bodies.

Discussions and advice provided by our legal team is legally privileged meaning the advice given is protected and confidential. In the event of a tribunal or court case, policyholders are represented by our teams of specialist solicitors and panel of barristers.



## Business Crime and Regulation

Supporting businesses when dealing with regulators and enforcement authorities.



## Corporate and Commercial

Wide range of business services relating to compliance, managing trading relationships and business growth.



## Commercial Disputes

Supporting businesses when they face disputes in the ever-changing commercial landscape.



## Employment

All aspects of Employment law from initial, preventative advice through to the employment tribunal and beyond.

# Important Contact Information

Please have your policy details available to access rradar services.

Potential claims please follow the claims notification procedures and conditions. You or your insurance adviser should email full details of your claim to [claims@rradar.com](mailto:claims@rradar.com).

Our crisis line is available for business crime and regulation emergencies including outside the hours of Monday to Friday 8am - 6pm, over weekends and public holidays.

General Enquiries  
Monday to Friday:  
**03300 414 996**

24/7 Out of hours  
Crisis line:  
**0800 955 6222**

Legal Advice Line  
Monday to Friday, 8am - 6pm:  
**0800 955 6111**

Legal Advice Email  
Monday to Friday, 8am - 6pm:  
**contactus@rradar.com**

rradarstation  
User Web Portal:  
**<https://station.rradar.com>**

rradar website  
For more information:  
**rradar.com**

Download rradargrace and rradarreport from the App Store or Google Play Store and log in using your rradar account details.

Follow us for latest news and updates

