

325 years of providing risk management solutions

1727

Hand in Hand and Union
Assurance (both Aviva
ancestor companies)
encouraged the good
repair of fire prevention
equipment and lobbied
Parliament to implement
building regulations

1829

Plan book no 4
made by surveyor
Robert Miller - he
made various risk
site plan books of
numerous businesses
in Birmingham

1872

The Mutual Fire Insurance
Company's stated aim was not
only to sell insurance cover
but to reduce the risk of fire
starting to begin with – one of
the first insurers in the industry
to recognise this

1885

The Chief Surveyor,
Sir John Wormald,
prepared the
first ever rules
for sprinkler
installations and
gave technical
advice and expertise

1976

Commercial Union publishes examples of computer claims to aid prevention awareness

2000

Aviva Risk Management Solutions (ARMS) was established following the creation of Aviva (merger of Norwich Union and CGU)

2020/21

ARMS respond to the pandemic with business resilience support and launch new website.
Winners at BIA
(Risk & Resilience) and CIR Awards 2021

1697

Aviva's oldest ancestor company Hand in Hand complete their first Commercial premises survey

1809

Earliest known
Commercial site plan in
the archive is for White
Flint Glass Manufactory
on Avon St, Bristol

1869

Midland Steam Boiler
Inspection and Assurance
Company (established
in 1862) was responsible
for the inspection and
insurance of 2,717 boilers to
spot weaknesses and reduce
the risk of explosions

1881

Mutual Fire Insurance
Co promoted Sprinkler
systems "Encouraging risk
improvement and more
particularly the adoption
of the most up to date and
scientific apparatus for
extinguishing fires."

1887

5,500 surveys completed, Company accounts recognise a reduction in number of and severity of fires

1976

Launch of Commercial
Union Risk Management
Gave momentum to the
prevention movement
"our total objective is to
offer the entire market
the most complete service
on a worldwide basis."

2018

Virtual Risk
Management is
launched: our
secure video survey
technology, increasing
our customer reach
and response time

2022

Innovation scaled up
with the launch of
drones to compliment
digital capability:
VRM and Aviva
Self-Assessments

Left to right - Avon street Bristol survey 1829, Mr Lane (Mutual Fire Protection), Plan book 4 Risk assessments 1829, Mutual fire sprinkler installations 1890, commercial union computers 1976, present day VRM







