

CASE STUDY

Rebuilding with Resilience: How HUB Helped a Global NGO Secure a Stronger Future

Executive Summary

When a reputational crisis left Operation Underground Railroad (OUR) without insurance coverage, HUB provided critical risk and insurance guidance to help it rebuild stakeholder trust and operational stability. By enhancing risk management practices and securing comprehensive insurance solutions, HUB helped the nonprofit transform into a risk-aware organization ready to expand its mission globally.

Operation Underground Railroad (OUR)

Industry: *Nonprofit*

Services: *Human Trafficking Prevention & Survivor Support Services*

Location: *Salt Lake City, Utah*

CHALLENGE

Operation Underground Railroad (OUR), a global nonprofit dedicated to combating human trafficking, faced a crisis when its commercial insurers abruptly withdrew. The organization urgently needed to rebuild trust with stakeholders, including insurers and donors, while addressing governance and risk management gaps. Additionally, it was mission-critical to secure international insurance coverage for the organization's support of high-risk operations in developing regions.

SOLUTION

HUB assessed OUR's risk profile and helped build a new risk management infrastructure from the ground up. By providing expert guidance on abuse risk and travel and security crisis management, HUB helped reposition OUR's operations and enhance client and employee safety. With new safeguards in place, HUB presented OUR to the underwriting community as a restructured, risk-conscious organization with sound governance, helping to rebuild its entire insurance portfolio, close coverage gaps and secure its first international insurance.

RESULTS

By leveraging HUB's nonprofit risk and insurance expertise and deep carrier relationships, OUR emerged as a newly reconstituted, enlightened organization with the structure needed to regain trust and credibility with donors, partners and communities. Less than a year after engaging with HUB, the organization, now known as Our Rescue, thrives with a robust risk management framework, enhanced governance and a solid foundation to pursue sustainable growth and mission-driven impact.

"HUB has been a true partner at every step of our transformation. At a time when we needed to rebuild external trust and reestablish our position in the fight against human trafficking and child exploitation, HUB's team of experts stood with us and mapped out a plan to help us emerge stronger and safer. With HUB's guidance, we have the right protections in place for our team members, partners and the survivors we serve on their healing journeys."

Tammy Lee
CEO, Our Rescue