



Providing High Quality
Independent Insurance Broking
& Risk Management Services

"Working in partnership with
our clients to protect and
help them grow."

We're here to help...





Welcome to UK & Global Insurance Brokers Ltd

Introduction

We are delighted to share the values, Client services and approach of UK & Global Insurance Brokers Ltd.

We are committed to delivering the very highest standards of Client service in the areas of Insurance Broking and Risk Management in the UK and Internationally.

Our corporate values and approach are centred around:

- Deep commitment to putting the interests and requirements of our Clients first
- Providing the technical knowledge and range of services to act as an effective Business Partner for our Clients
- Acting in a Partnership relationship with our Clients with a consultative approach to delivering independent cost effective options, recommendations and solutions

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We outline the core Client services we provide

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We share the approach we believe delivers the most effective solutions to Clients

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The provision of a fully resourced Client Service Team is increasingly rare but much valued by Clients

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We are able to provide fully, or partially, integrated international insurance programmes according to our Clients’ requirements and cultural preferences including local Broker service

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We outline our commitment to providing solutions which are specific to each of our Clients’ particular requirements

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We firmly believe Risk Management is the core of our Client’s insurance programme. Here, we share our ability to deliver independent Risk Audits, advice and support bespoke to each Client

Pages 10 & 11 – ‘Examples of Client Solutions – Our Output’
Examples of solutions provided in the areas of Insurance Broking and Risk Management in the UK and internationally

We very much hope you enjoy learning about our values, our approach to delivering Client service excellence and our range of services, and we would be delighted to be of assistance to you and your organisation.

A nighttime photograph of a city skyline reflected in a river. Several boats are docked along the riverbank. The city lights are visible in the background, creating a bokeh effect. The overall scene is illuminated with a cool, blue-toned light.

By 'getting under the skin' of a Client's culture we are best placed to offer advice and solutions which are of most importance and value to our Clients, our Clients' customers and employees.

UK & Global - Our Services

Delivering Cost Effective Insurance Solutions For Your Organisation

Corporate Insurance Solutions

- Understanding our Clients' operations and goals

At the heart of delivering an insurance programme is the need to understand our Clients' operations and business goals. This involves us taking the time to understand our Clients' business activities – past, present and future - including previous and intended acquisitions. This ensures we are best placed to advise our Clients of the risks they face and enables us to provide clear options and recommendations for our Clients to consider on an informed basis.

Industry Specific Policy Covers

We provide insurance policy covers and wordings which are created specifically for our Clients' industries with Insurers who are knowledgeable of, and committed to, each particular industry.

We deliver a more bespoke, stronger level of protection for Clients and ensure the insurance programme is relevant to each Client's operations and requirements.

Examples of this include:

- Contract Disputes policy providing 'Defence and Attack' legal costs cover for Construction companies who are either pursuing additional monies from a customer or defending a lawsuit
- Business Interruption policy wording for Manufacturers who deal with large Retail customers and suffer multi-contract losses following failure to deliver due to a serious incident

International Insurance Programmes

We are very experienced in the evaluation, formation and day to day servicing of international insurance programmes.

The three areas in which we specialise are:

- UK-based companies operating internationally
- Internationally-based companies operating in the UK
- Global liaison with brokers in local territories

We are able to provide local Broker representation on a global basis through our relationship with the World Broker Network which is the world's largest privately owned global Broker network.

Risk Management Services

Risk Management is rightly being increasingly recognised, and valued, by Clients, Brokers and Insurers as the heart and core of a Client's protection programme.

We actively support and encourage our Clients to develop, monitor and audit their Risk Management practices and policies through the provision of independent Audits and professional advice from qualified Consultants.

We provide an independent Risk Audit process which delivers benchmarking against best risk management practices, commentary on current policies and procedures and clear recommendations on Low, Medium and High levels of priority.

By 'getting under the skin' of a Client's culture we are best placed to offer advice and solutions which are of most importance and value to our Clients, our Clients' customers and employees.



Our Ethos and Approach - Our Value Proposition

Meeting & Exceeding Client Expectations

Engaging a Partnership Approach to Client Relationships

Our partnership approach to our relationship with our Clients is at the heart of, and central to, our Value Proposition to our existing and future Clients.

What we mean by engaging a partnership approach is the following:

Business Risk Advisers

- Developing relationships at director and senior manager level to understand the business operations, culture and requirements of our Clients' business and people

Insurance Brokers

- Understanding what our Clients' directors expect, and wish, to be delivered to their company from their Insurance programme

Risk Management

- We spend time analysing the detail of our Clients' risk management policies, programmes and initiatives to understand the culture of risk management in our Clients' operations and how our Clients' people, customers, assets and liabilities are protected to achieve the most cost effective result
- We discuss, agree and confirm with our Client their approach to developing their risk management policies, practices and initiatives over the next 12-24 months

Three Way Relationship with Insurers

- We are then best placed to act as effective negotiators of the Client's insurance programme with existing and competing Insurers as we can share the risk management culture and direction of the Client to achieve the most cost effective result

Business Partners

- We maintain a regular dialogue to ensure we are able to proactively suggest actions to be taken in the best interests of the Client's business and we provide options with clear recommendations for our Clients to consider so we act as their effective Business Partners

So How Do We 'Create Solutions'?

We engage the following steps:

- Consult with our Clients at an early stage in the insurance year, preferably 6 to 9 months prior to renewal, and mutually agree clear objectives to be achieved as an output on behalf of the Client at renewal date
- Use our expertise to recognise possible problems which may prevent the desired result being achieved
- Consult with the Client, and Insurers, to agree specific action points to unlock these obstacles
- Deliver the desired result to the Client, with options and recommendations, in good time prior to the renewal

It Seems Straightforward Enough – Why Don't All Brokers Do It?

Our experience is that Insurance Brokers have to **want** to deliver Client solutions as a **natural** part of their **professional approach** – not simply focusing just on price without necessarily considering all the risks your business may face.

Undertaking strong negotiation of competitive insurance premiums is very much part of an Insurance Broker's role and responsibility.

We, at UK & Global, believe this is most consistently achieved through our Partnership led approach which ensures the Client, Insurer and Broker are all working to the same end which is:

- Delivering what the Client wishes to receive

It is our role, commitment and pleasure to deliver creative solutions to our Clients' needs

"Deliver the desired result to the Client, with options and recommendations, in good time prior to the renewal"



Our Client Service Team

Fully Resourced Client Service Teams

Satisfying and delighting our Clients is our ongoing purpose, commitment and professional pleasure.

The most consistent feedback we receive from Clients is that they value clear, professional advice and easily accessible communication from a knowledgeable, responsive and respectful Client service team.

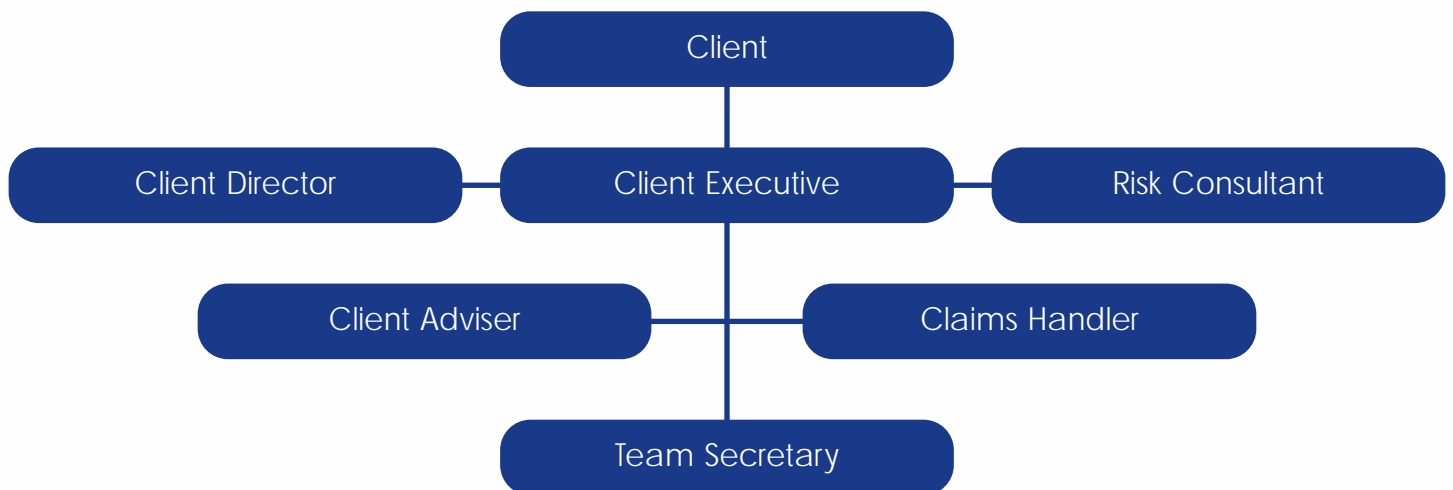
Additionally Clients advise they expect:

- their Broker Client Service team to quickly develop an understanding of their requirements and service expectations
- to receive prompt, helpful and polite responses in the day to day servicing of their account
- to have professional and enjoyable relationships with every member of their Client Service Team
- to feel that they are valued as a Client and are important to the Insurance Broker

We, at UK & Global, believe this is the natural level of service Clients can expect to receive from our Team and we hope our pride in delighting our Clients is tangible and consistent in its delivery.

We provide a team of six colleagues in each Client Service Team:

Client Director, Client Executive, Risk Consultant, Client Adviser, Claims Handler and Team Secretary



We meet with our Clients as often as they wish – we recommend at least a mid year review, pre renewal meeting and a formal renewal delivery meeting – but we are very happy to meet as regularly as Clients require.

Often Clients advise that their previous Broker (particularly the larger Brokers) lost their focus or resources, sometimes both, following internal reorganisation or under new ownership following acquisition.

We believe it is of real value to our Clients that we offer a full Team resource, including 24 hour 365 day a year contact availability and claims reporting.

" Clients' consistent feedback is that they value clear, professional advice from a knowledgeable, responsive and respectful Client service team."



Working With Insurers As Partners

Creating a three-way relationship between Client, Broker and Insurer

This approach has proven, in our experience and from Client feedback, to be the most effective approach to the relationship between Client, Insurance Broker and Insurer, resulting in:

- the widest level of policy cover based on the Client's effective explanation of their business operations and on their insurance programme requirements and claim handling expectations
- the most competitive premiums being offered for the policy cover required
- a financial contribution being made by Insurers to the Client on agreed risk management initiatives
- a closer, more effective relationship for the Client with their Insurers

"The Broker acts as a facilitator and negotiator to achieve the desired result."

We recommend 2 meetings a year are arranged with Client, Insurer and UK & Global attending.

This provides a professional platform for:

- the Client to share information on their current and future business operations, policy cover requirements and claims handling expectations
- the Broker to act as facilitator and negotiator to achieve the desired result on behalf of the Client

Achieving a Business Risk Adviser Relationship with our Clients

We wish Clients to value our input as Business Risk Advisers specialising in insurance broking & risk management.

We encourage Clients to involve us at the planning stage of proposed acquisitions, expansion into new territories or a move into a new business activity so we can assist in the evaluation of the new risks they may face and provide practical solutions to best manage these new exposures.

Examples of such proactive action include:

New Venture

- providing a list of the new risks – including insurance, risk management and legislative compliance – which a Client may face when entering into a new business venture. For example, a commercial construction company entering the residential sector, or a wholesaler creating a retail outlet

This enables Clients to build in risk assessments, controls and risk management responsibilities at the planning stage of their new ventures which help reduce risk exposures to the new operation.

New Acquisition

- obtaining the insurance programme details and claims experience of a company which our Client is considering as an acquisition as part of the due diligence process in conjunction with the Sale and Purchase agreement, including the historical Employer's Liability policies.

This enables us to recommend an integrated insurance programme post-acquisition and also to flag up potentially substantial hidden acquisition costs.

The information we provide can affect the final purchase price or influence whether the acquisition is to be pursued to completion by our Client.

New Building

- involvement at the design and planning stage of a new building or manufacturing plant to advise our Clients on a range of issues.

This will enable us, in liaison with Insurers, to advise on a range of issues including sprinklers, electrical systems, placement of the location of containers with chemicals, fuel, oil or paints, etc to ensure best practice is shared.



Taking A Global Perspective

Providing International Insurance Programmes For UK-Based & International Companies

A Global Perspective

We are experienced in the creation, development and co-ordination of insurance programmes for Clients with European and Global operations.

This is principally for Clients based in the UK who have manufacturing or distribution operations, sales offices and agents in international locations.

We also look after Clients based overseas who have operations in the UK and require insurance cover, advice and Broker service in the UK.

Broker Liaison in European and Global Territories

The feedback from Clients is that they value the following in the servicing of their international insurance programmes:

- the main UK Broker organises local Broker representation in each of the Client's territories
- the Client's personnel can develop relationships with the local Brokers in order that claims and general administration can be dealt with quickly and efficiently
- the main UK Broker maintains overall control of the international insurance programme, whilst leaving the local Brokers to interact with the Client, and able to update the Client's UK board on the insurance programme through an effective and easy to use IT platform

Global Broker Network

We are delighted to be able to provide our Clients with access to the Worldwide Broker Network platform in conjunction with Alec Finch & Co Ltd.

The Worldwide Broker Network is the world's largest privately owned Insurance Broker. Partner firms are represented in Europe, North America, South and Central America, Africa, the Far East and Australia.

The organisation was established in 1989 to deliver quality international risk management solutions for Clients who required a professional and efficient Broker who is not bound by internal procedures and protocols as can happen in some multinational or consolidated Insurance Brokers.

WBN is the largest organisation of:

- Insurance Brokers / Risk Management Consultants / Employee Benefit Consultants

When viewed as a single entity WBN is the largest Insurance Broking firm in the world.

The WBN organisation represents:

- 60 Broker members
- 12,500 employees
- 52 countries
- Placement of £12 billion premiums
- 500 offices



"World Broker Network is the world's largest privately owned Global broker service platform"

UK&G



Supporting our Clients' Industry Sectors

Our Clients operate across a number of different industries and we have the experience and technical expertise to act for Clients in all areas of general commerce.

Our role is to protect and support Clients to enable them to achieve their corporate and financial goals

Protecting Our Clients

We believe in providing our Clients with the following:

- Insurance policy covers which are created specifically for their industry and incorporate policy wordings which are relevant and helpful to the protection of the Client
- Insurers who are experienced in, and committed to, the Client's particular industry sector and who have strong financial standing as determined by Standard & Poor's and A M Best.

Helping Our Clients Grow

UK & Global are very keen to create New Business income opportunities for our Clients through their partnership with us.

We look to do this in the following ways:

Direct introductions

If we have a relationship with a company who we believe would benefit from an introduction to our Client then we are very comfortable in creating a dialogue for our Client with the company.

Industry Seminars

We have consistent feedback from Clients that they value the opportunity to attend a two to three hour seminar on issues relating to risk management, insurance or legal matters concerning their industry.

We provide regular forums for Clients on discussions of issues within a particular industry sector and provide relaxed social settings where our Clients can network with potential customers and suppliers within their industry sector.

Corporate Entertaining

We hold a number of Corporate entertaining events, ranging from sailing, racing days, tennis at Wimbledon and events at the new Wembley stadium which provide a convivial and relaxed setting for Directors of Clients and Prospects to make introductions and develop senior level relationships.

Examples of Industry Sectors in which we specialise include:

Construction & Plant Hire

Professional Services – Solicitors / Accountants / Surveyors / Architects

Associations & Membership Organisations

Freight Forwarders / Logistics

Manufacturing

Leisure & Hospitality

Waste Management

Chemicals & Pharmaceuticals

"Our role is to protect and support Clients to help them achieve their corporate and financial goals."

Risk Management

Working in Partnership

We firmly believe that Risk Management is the core and heart of a Client's protection programme which includes the insurance programme.

We are able to support our Clients in two key ways:

Firstly we look to fully understand our Clients' business activities, operations and culture to understand where risks may be present so we are properly placed to act as effective Business Risk Advisers

Secondly we are able to assist our Clients in the following areas:

- Provision of independent Risk Audits with feedback, recommendations and advice
- ie Providing professional opinion and advice on operational issues such as Health & Safety to support our Client's risk management programme.
- Actively linking the Client's risk management practices and culture to the negotiation of the insurance programme cover and costs

Clients often feel their good stewardship of their business and people is not effectively shared with, and valued by, their Insurers.

We actively engage our Clients' risk management practices with Insurers to reduce insurance premium costs.

Independent Risk Audits – RIA & ORR

Risk Identification Analysis Audit (RIA) – the boardroom 'top down' culture

It is important for us to learn about, and be able to illustrate, a Client's approach to risk at boardroom level and the 'top down' risk culture embedded in the company.

We have developed the Risk Identification Analysis process (RIA) to assist in this evaluation.

The RIA reviews and audits the following broader areas of corporate risk:

Compliance / Asset Management / Financial / People / Brand & Reputational / Change Management

Operational Risk Review Audit (ORR) – the 'shop floor' practices

We undertake Risk Audits, engaging with directors and senior managers, to gain information on how the Client manages, monitors and audits operational risk at 'shop floor' level.

We have developed the Operational Risk Review (ORR) process to assist in this key area

The ORR reviews and audits the following specific areas of operational risk:

Health & Safety / Business Continuity / Corporate Governance / Physical Security / Fleet Management

Employee Safety / IT & Computer Dependency / Environmental / Fire Protection / Ergonomics

Pan European Risk Audits

We are able to provide Risk Audits on a Pan European basis for Clients to assist with Group compliance and Best Practice benchmarking.

This is also valuable in helping Clients to demonstrate their desire to achieve legislative compliance and to monitor progress on an ongoing basis.

"We actively engage our Clients' risk management practices with Insurers to reduce insurance premium costs."





Examples Of Client Solutions – Our Output

Insurance Broking

Example 1

Client Requirement

A Client, in the Publishing industry, had a considerable level of stock in extensive warehousing facilities. Despite having a very good claims record the Client was required to pay substantial premiums every year which Insurers advised would only reduce if significant capital investment was made by the Client to upgrade and increase the sprinkler specification.

The Client was willing to make an investment but felt the enhancement of the sprinkler specification would provide minimal additional protection at a very high cost.

Client Solution

A three way meeting was arranged with the Client, Insurer and Broker to discuss options which would satisfy each party. It was agreed that other fire prevention measures would be enhanced including use of CCTV and increased security patrols out of business hours to minimise the likelihood of a significant fire loss.

Once the risk improvements were implemented the insurance premiums were reduced by 22% providing a

positive return on investment and reduced annual costs for the Client and a better managed Risk for the Insurer.

Example 2

Client Requirement

A Client, who had extensive Haulage operations, was pursuing an acquisition of a haulage company operating a fleet of 400 vehicles which fitted their target business and growth model. The Client was informed that the Motor Fleet premiums were £665,000 and this amount was included for consideration of the initial acquisition price but the Client was concerned about the lack of available claims information.

Client Solution

Due diligence was undertaken on the historic Motor Fleet policy and claims information. It was revealed that the policy had a £2,500 excess and experienced around 400 claims per annum resulting in additional annual payments of around £600,000 revealing the true annual Motor Fleet cost to be around £1.265m.

The Client continued with the acquisition but a lower purchase price was secured in view of the higher operational costs.

Example 3

Client Requirement

A Client, who had outsourced manufacturing activities to Poland, was unable to receive the required level of Business Interruption cover and was being hit by punitive insurance premiums as the fire detection specification in Poland was not to UK standards and other Insurers were reluctant to put forward competing terms for the same reason.

Client Solution

A trip was made to the site in Poland to meet with the Client's senior personnel and discuss the problem.

It was arranged for a recognised fire safety consultancy firm to bring the fire detection specification up to an acceptable standard, over a period of time agreed with the Insurers, and the obstacles regarding the Business Interruption cover and gaining competing Insurers to put forward terms were removed.

In addition we gained a full brief of the Risk Management practices and controls in Poland and were able to share these with the current and competing Insurers.

We were able to successfully negotiate the required level of Business Interruption cover and reduce annual insurance premiums on behalf of the Client.



Risk Management

Example 1

Client Requirement

A Client, in the Electronics manufacturing industry, had made a small number of acquisitions in Europe to provide a European presence and network.

Prompted by our enquiry, the directors of the Client were concerned that they had no clear and auditable information on Health & Safety standards for the now larger group and no means of monitoring ongoing practices and standards.

The directors were concerned they were exposed on both an operational and corporate level in respect of Health & Safety risks.

Client Solution

We were able to undertake a brief Pan European Health & Safety audit on all the UK and European sites providing clear feedback and recommendations which helped to create a Group Health & Safety policy and standards.

By creating a tabular format of Health & Safety standards for each site, which also provided a basis for ongoing monitoring, the directors had a one page colour

coded chart which gave them up to date information on the current compliance performance with Health & Safety compliance requirements.

This gave the directors confidence that they could demonstrate their knowledge, and ability to monitor performance, of Health & Safety standards within their group and that they were discharging their corporate responsibilities in this critical area.

The enhanced group standards also assisted in attracting new Insurers to provide competitive quotations and reduce costs for their UK & European insurance programme by 30% as we agreed terms with an Insurer specialising in the Electronics industry with Clients who could demonstrate a strong risk management culture.

Example 2

Client Requirement

The Client, operating in the manufacturing and logistics industry, was of the opinion that their insurance programme costs of around £250,000 seemed excessive when compared to their claims experience although the Client accepted

that their potential risk to Insurers was fairly heavy.

The Client felt 'We think that our risk management standards are high but we don't believe that is reflected in the insurance premiums we pay'.

Client Solution

We undertook an independent Risk Audit of the Client's policies and practices in the following areas:

Health & Safety / Business Continuity / Product Safety / IT & Computer Dependency / Environmental

The Client's high standards were apparent and we were able to share the detail of the Risk Audit with competing Insurers to provide an insight into the Management culture and control.

This assisted in reducing the premium spend by 32% and created an ongoing partnership between Client, Insurer and Broker.

To Assure Your Business Peace Of Mind

Corporate Insurance Solutions

Understanding our Clients' Operations and Goals
Industry Specific Policy Covers
Working with Insurers as Partners

International Insurance Programmes

UK-Based Companies Operating Internationally
Internationally-Based Companies Operating In The UK
Global Liaison with Brokers in Local Territories

Risk Management Services

Provision of Independent Audits and Advice
H & S / Business Continuity / Fleet / Environmental
Supporting your Programmes, People and Culture

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