



Real Estate & Construction

Risk Management Services

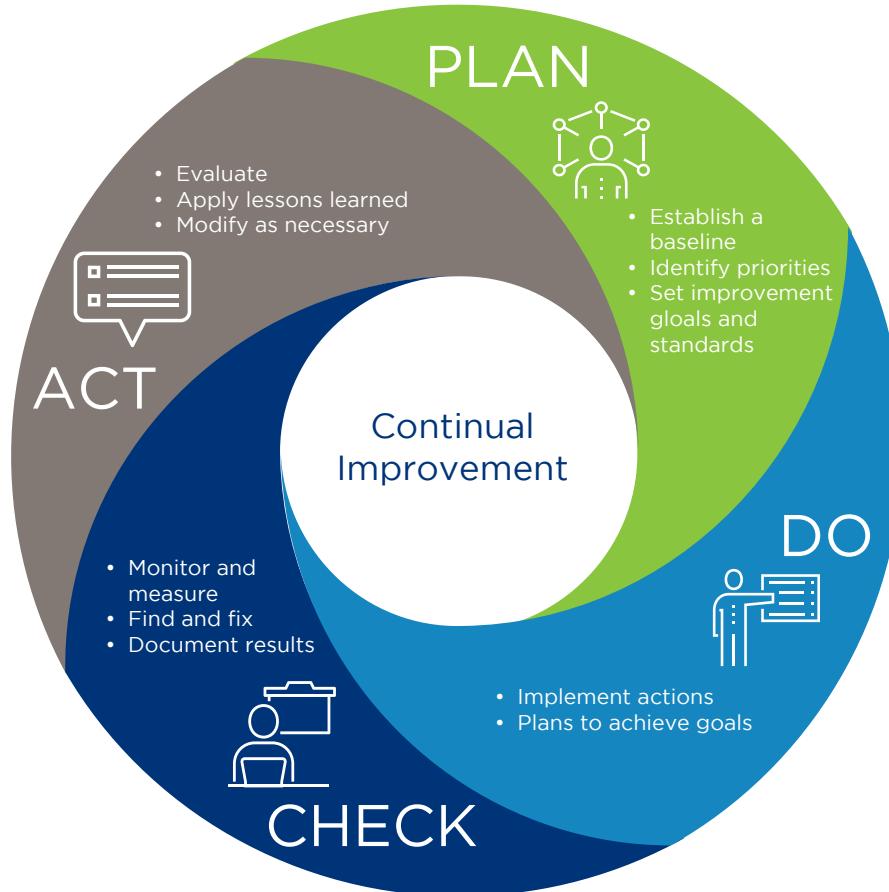
How we can make a difference

We aim to understand our clients' insurance needs and provide bespoke solutions. We also understand not all risks can be covered by insurance. We offer our clients support and guidance in identifying those uninsured risks and how they can be managed effectively.

Uniquely amongst our peers, we are able to provide risk management services in-house, saving you time and aligning all your insurance and risk management services within one team.

This is led by a risk specialist with more than 25 years' experience in the property and construction sector.

Specialist experience:



How we can support you:



Assets:

- Fire Risk guidance/ assessments
- Flood resilience guidance/ surveys
- General Risk guidance/ surveys

Personnel:

- Health, Safety & Wellbeing guidance
- Personnel & Management training

Business activities:

- Guidance, training and support with risk identification and management methodology
- Risk Register review, guidance and support
- Business Continuity and Disaster recovery, guidance, planning and testing
- Supplier, Consultant and Contractor appointment documentation reviews and guidance
- Construction (Design & Management) Regs. guidance and assessment

Case Studies

Client Brief – Sustainable growth

The client had significant growth planned and wanted to ensure it could be delivered by the current management, while retaining the underlying ethos that has given the company such a good reputation.

A review of the corporate structure resulted in the successful implementation of the management training programme and revisions to the reporting framework. The client achieved sustainable growth, without the need for additional senior management, or compromising their reputation.

To quote the Managing Director:

“It’s not only their understanding of our insurance requirements but also, having direct access to specialist knowledge and experience that delivered strategic guidance to enable us to grow our business organically.”

Client Brief – Effective administration office:

Our client wanted an independent review to identify whether their administration team was keeping pace with the changes to our clients service proposition.

The review formed part of our client’s strategic planning review and involved:

- validating the complexity of the current systems and procedures against their service proposition
- analysing the findings against team’s roles and responsibilities
- comparative analysis regarding the changes to the service proposition and expectations.

The report, together with discussions on implementation of the recommendations, provided the management board with an understanding on which strategic decisions could be made.

To quote the Director of Property:

“We have had the benefit of the risk management and consultancy specialists which the Lockton team can provide, in addition to the excellent core insurance services. This combination demonstrates Lockton’s commitment to fully supporting the various needs of its clients.”

Client Brief – A problem to resolve:

Insurers had significant concerns regarding the occupancy risk within a prestigious central London premises. There was an underlying willingness by all parties; landlord (our client and insured); the tenant and the insurer for an amicable resolution. However after some considerable time there was no amicable resolution in sight.

Following instruction to become the Client's insurance brokers, we were able to facilitate a resolution because we understood the complex fire risk exposures, how they could be mitigated to the satisfaction of all parties, and delivered within a strict timeframe.

To quote the Director of Premises:

“I just wanted to drop you a line to say thanks for your help and support in assisting us in our dealings with our insurers in managing to get the amended process and remedial works through and implemented As you are aware it was not a straightforward job in reviewing all the evidence of the current guidance notes and then reviewing the tenants contractors preferred options of proceeding with the new line of proposals and coming up with a ruling which would suit both parties; in keeping the tenant operational, whilst improving the life safety integrity of the system in line with the nature of the tenants cooking methods and thus reducing the risk exposure to the building.”

Client Brief – Refresh a Client’s Group Business Continuity Plan:

Our client, a major property developer and building contractor, needed a review of their Business Continuity Planning (BCP).

Lockton prepared a scoping document, detailing operational activities, headcount, income generation and specialist departments risk profiles. It also referenced gap analysis of existing plans and initial discussions with key personnel.

This scoping document enabled us to negotiate with the lead insurer for their specialist team to actually undertake the BCP review and planning at no cost to the client.

Outcome:

- Client is more resilient and has a BCP plan inherently acceptable to insurers
- Insurer has a more resilient client with an improved risk profile
- We have shown our ability to provide a positive impact for the mutual benefit of client and insurer.

To quote the Group Finance Director:

“Lockton was able to provide specialist support that enable us to benefit from insurer sponsored business resilience services. Access to specialist risk management support is an integral part of the Lockton service provision, and gives comfort that whatever the issue Lockton can help.”

Fee Structure

Fees will depend on a number of factors:



The service required, (e.g. assessment reports, risk presentations, surveys, investigations and potential for on-going monitoring programmes)



Whether there is an opportunity for sponsorship by the Insurer



If an initiative suggested by a client may be beneficial to other clients such that costs could be shared.

Experience



**Bill Freeman, Vice President
Risk Management & Compliance**

T: +44 (0)20 7933 2661
M: +44 (0)750 002 8314
E: bill.freeman@uk.lockton.com

Bill is the Strategic Risk & Insurance Analyst within the Lockton Real Estate and Construction practice.

Bill has worked in the Property and Construction for over 25 years and for the 15 years prior to joining Lockton, was the Group Business Risk Analyst & Internal Auditor for a large property developer and building contractor. Bill brings with him a wealth of knowledge on risk transfer, corporate governance and compliance, from a client perspective.

Roles/Responsibilities:

Bill provides client's with specialist support on corporate and project risk management, health & safety and fire risk, business resilience, change management, and compliance. These skill sets will assist in the provision of cost effective risk and opportunity solutions.

Our Mission

To be the worldwide value and service leader in insurance brokerage, risk management, employee benefits, and retirement services.

Our Goal

To be the best place to do business and to work.



RISK MANAGEMENT | EMPLOYEE BENEFITS | RETIREMENT SERVICES

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Company No. OC353198.

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