



LOCKTON®

UNCOMMONLY INDEPENDENT

Stay connected

Lockton Risk Control Services



Lockton is the world's largest independent insurance brokerage.

8,000⁺

Associates

96%

Client retention
rate

\$38

Over \$38 billion
premiums placed

125

Clients in over
125 countries

60,000⁺

Clients

100⁺

Offices worldwide

10.3%

Annual organic
growth since 2000

\$1.8

Billion revenue

90%

Reinvestment due to our
private ownership

Lockton is a global professional services firm with over 8,000 Associates who advise clients on protecting their people, property and reputations. Lockton has grown to become the world's largest privately held, independent insurance broker by helping clients achieve their business objectives. For nine consecutive years, Business Insurance magazine has recognised Lockton as a 'Best Place to Work in Insurance'.

Our 96% client retention rate speaks for itself.

Lockton Risk Control Services

Risk is inevitable, but the damage it causes doesn't have to be. With a comprehensive risk management strategy and arrangements in place, your business can both prevent events, and reduce the associated disruption.

The Lockton difference

Backed by over 50 years in the industry, Lockton provides a range of risk management services, offering comprehensive strategies and guidance to help you protect your business.

Our team of technical specialists have extensive experience across a range of disciplines, including; property and fire risk control, health and safety, claims defensibility, motor fleet and business continuity. The team exists to support our clients' risk management aspirations, including the reduction in their Total Cost of Risk (TCoR) as well as supporting the transfer of risk into the insurance market.

We hold strong relationships with insurance carriers and we work collaboratively with them to extract maximum value from their own risk control services – ensuring our clients benefit from all available resources.

Our job is to keep ahead of incoming challenges, so we can help you prepare your business, even in uncertain times. Whether it be Covid-19 related risks, changes in the liability claims environment, or upgrades in fleet safety technology, we'll help you stay prepared, meet your risk management goals and protect your organisation.

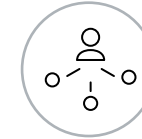


Uncommonly independent



Client first

We work hard to understand your risk profile, business needs and aspirations, providing support and solutions predicated solely on value to your business.



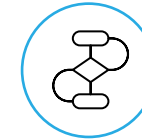
Preferred suppliers

Where we don't have expertise in-house we can source specialist complementary external risk services and solutions on your behalf through our extensive supplier network.



Analytics-led

In partnership with technical experts, we'll analyse your existing risk and claims profile, helping you to determine the right solutions to improve your Total Cost of Risk.



Bespoke solutions

Our experts get to know you and your business, working with you to find pragmatic solutions that will improve your risk profile and meet carrier requirements.



Competitive rates

Our rates are competitive and our account teams work hard to ensure we provide solutions commensurate to your budget. This is often supported by carrier funding.

Our approach

We will work collaboratively with you to establish pragmatic and effective risk control solutions based on your risk profile, business needs and aspirations.

We'll start by identifying key risk exposures that may be impacting your claims profile and premium spend in existing market conditions. This can involve:

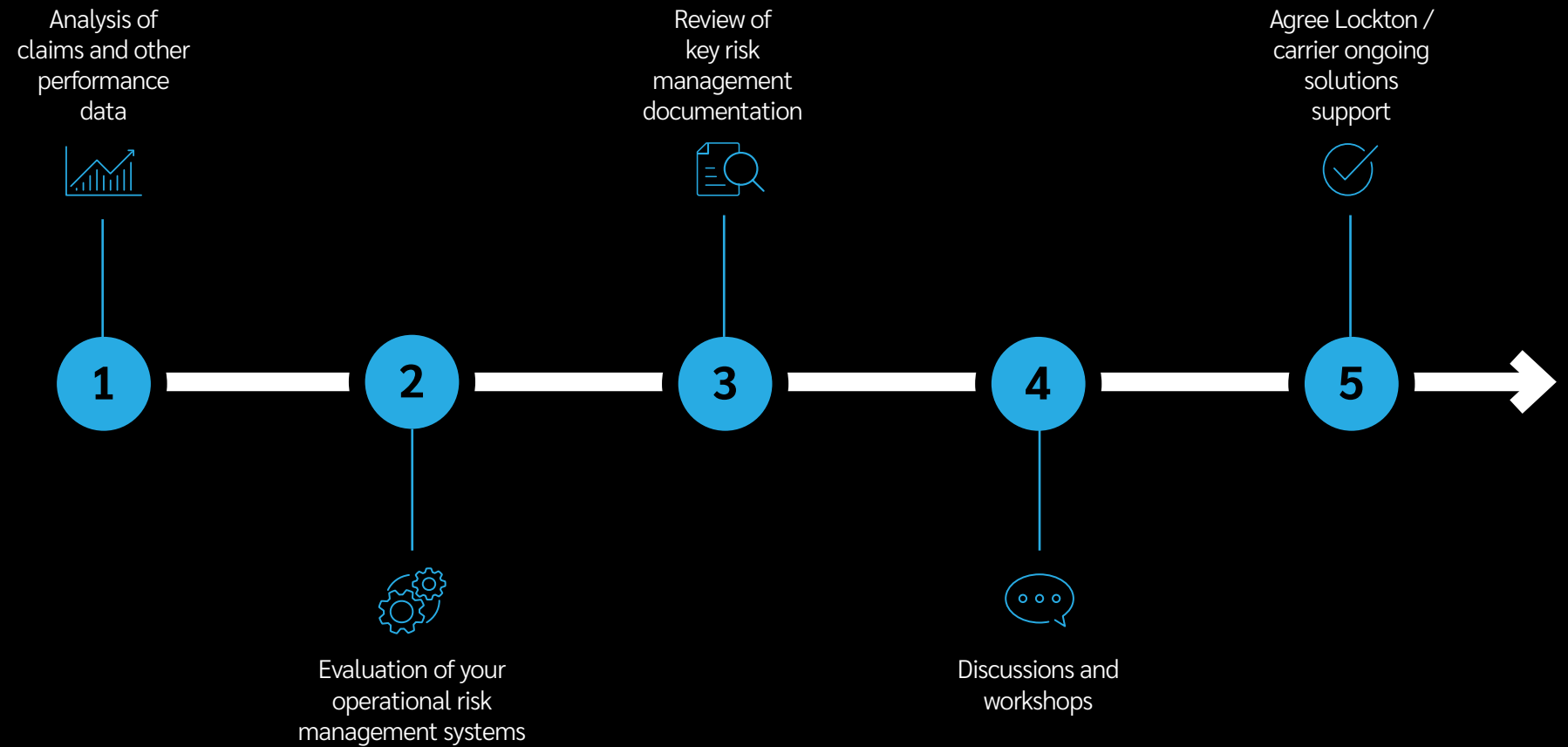
- **Analysis of claims and other performance data**
This enables us to benchmark your current performance and establish where support could be focussed
- **Evaluation of your operational risk management systems**
Helping you to identify potential opportunities for improvement
- **Review of key risk management documentation**
Documentation requires to be disclosed to defend civil claims or in the event of criminal action. Reviewing its existence, quality and operational effectiveness helps to identify any claims defensibility weaknesses or gaps
- **Discussions and workshops**
Workshops and detailed discussions with your Lockton Account Manager will help to build your risk improvement plan, and we'll be on hand to support

Our collaborative 'risk-based' approach helps us to identify opportunities and agree on a tailored support strategy that meets your unique risk management needs.

Next, we'll start to implement our range of bespoke solutions and support options as agreed with you during the phase one discussions. This may include use of Lockton and insurer services to enhance your risk management systems, such as:

- **Claims defensibility**
Support for the development or enhancement of critical claims defence documentation and testing of existing processes
- **Property and fire risk control**
Development or enhancement of your existing property and fire risk control programme
- **Health and safety**
Audits and/or focussed reviews on existing processes and development or delivery of potential training requirements
- **Business continuity**
Review, enhancement and scenario testing of current arrangements
- **Motor fleet**
Review your work-related driving arrangements against best practice relevant to your claims profile
- **Focused initiatives to address key exposures**
These may include: employee and/or driver behaviours, fire protection arrangements, documentation and accident reporting and investigation processes
- **Support to risk steering groups**
Continued evaluation of systems and procedures to sustain and embed performance

Our approach



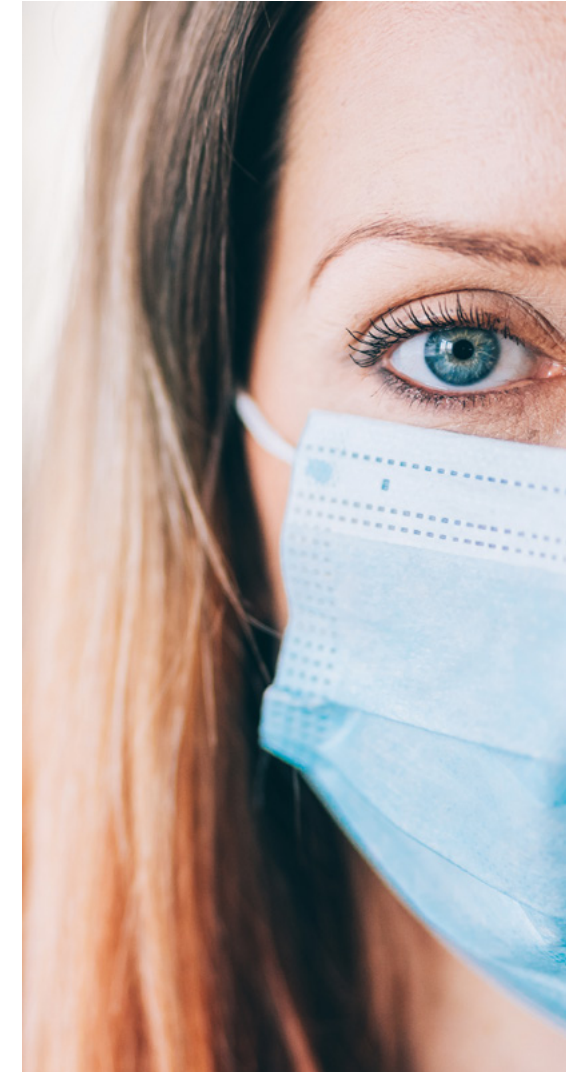
Services – Health and Safety risk management

The Covid-19 pandemic has shown organisations that the health and wellbeing of employees is not a peripheral consideration, but key to profitability and growth. While Covid-19 has undoubtedly brought new challenges, it has also provided a key opportunity for businesses to re-evaluate and 'de-risk' operations.

The need to have robust systems and processes in place to maintain employee health, safety and wellbeing has never been greater. At the same time, businesses need to protect their reputations and meet compliance regulations, all whilst minimising costs.

How can Lockton help?

- Auditing and reviewing health and safety arrangements to promote continuous improvement and reassure stakeholders (including insurers)
- Benchmarking site performance through audits and/or self-assessment tools
- Targeting hazards where the likelihood of an incident is low but the consequences severe or even fatal (e.g. work at height, workplace transport and machinery)
- Troubleshooting areas of high incident frequency which drive attritional claims
- Performing risk assessments and/or reviewing your approach
- Facilitating group health and safety programmes
- Training directors, managers and supervisors in the skills necessary for effective safety management



Property risk control

Many organisations are highly dependent on their physical assets to meet their business goals. Property loss control is a process that involves identifying physical threats to assets and developing strategies to remove or mitigate those threats.

An effective loss control strategy will not only result in fewer and lower magnitude loss incidents, but will also be a key differentiator when negotiating with property insurers markets. It can also feed into wider risk governance and business continuity initiatives. To support and enhance property loss control systems, Lockton Risk Control Services work to ensure that activities remain relevant and that positive outputs are communicated to insurers.

How can Lockton help?

- Fire and security surveys on your existing procedures to identify room for improvement
- Insurer survey support – providing challenge and support with implementing recommendations
- Loss estimate studies – forecasting the impact of loss scenarios on the business
- Provision of site or portfolio underwriting information – ensuring your business is accurately represented to the insurance market
- Review and advice on design specifications and drawings to support effective property loss protection decisions, including oversight of equipment commissioning
- Assist the development of risk control standards and procedures, audits of operational performance against group standards and development of benchmarking reports
- Property risk training – Bespoke ‘business resilience’ training to provide or enhance understanding of the key elements of property risk and control



Fire risk assessment

Fire can be devastating for any business. UK fire legislation requires that 'responsible persons' ('appropriate person' in Northern Ireland) or 'duty holders' have ensured that a suitable and sufficient fire risk assessment is maintained for all non-domestic and some domestic properties that they are in control of.

Undertaking a fire risk assessment can be a complex exercise with multiple factors to consider for each individual business. Legislation requires a potential assessor to be 'competent', in that they have the specific and relevant knowledge, training and education required to take on this vitally important task.

Our experienced team conduct on-site fire risk assessments that comply with or exceed legislative requirements. Offering risk-based solutions and training, our consultants work with our clients to maximise safety and minimise disruption and cost.

How can Lockton help?

- Fire risk assessments at your premises that meet or exceed legislative requirements
- Risk-based solutions designed to maximise safety and minimise disruption and cost
- Reviews of your existing fire risk assessments and evacuation programmes
- Manager training to help you undertake basic fire risk assessments in your own organisation
- Key insights on insurance and risk management
- Fire safety policy and procedure formulation
- Training for marshals and fire wardens as well as general safety training for staff
- Advice and assistance regarding fire service prohibition and enforcement notices



Claims defensibility

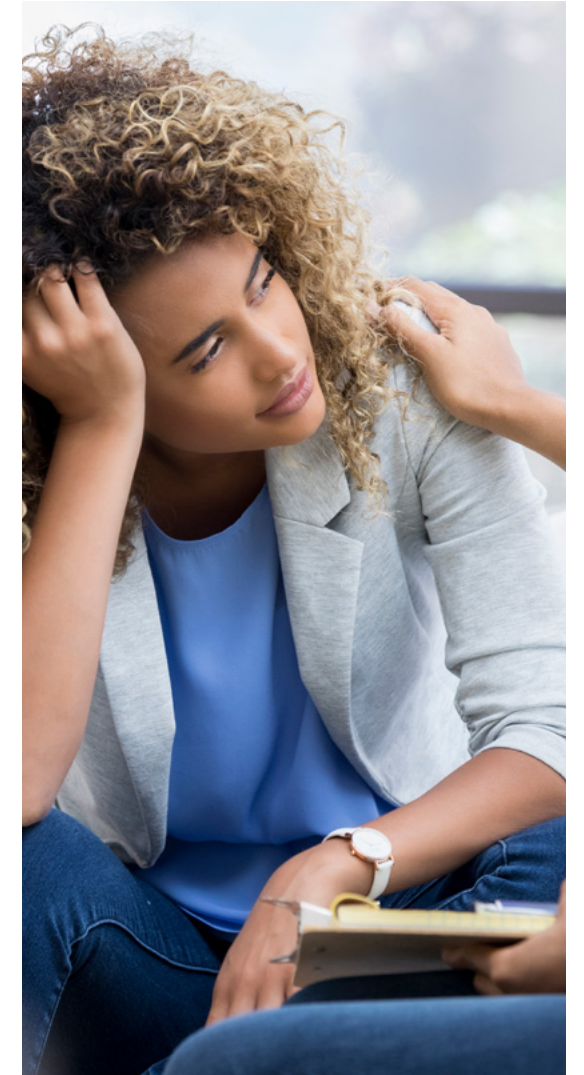
The liability claims environment can be challenging. Employers face onerous legal duties and strict timescales within which claims must be handled, documents disclosed and decisions made.

In addition, organisations' risk and claims exposures continue to evolve. The Covid-19 pandemic, for example, has brought increases in homeworking and greater knowledge of the importance of mental health.

Lockton's wealth of risk control and claims defensibility expertise means we are uniquely positioned to critically review your arrangements, recommend pragmatic improvements and make the business case for change.

How can Lockton help?

- Analysis of your claims and health and safety performance data to establish and target key exposures and system weaknesses
- Reviews of the quality of claims disclosure documentation e.g. risk assessments, training records and safe systems of work
- Validation that your systems and processes can be evidenced in practice i.e. "you say you do it, can you prove it"
- Reviews of your critical incident reporting, evidence gathering and accident investigation documentation, systems and processes
- Examination of previous claims to establish trends and key learning points
- Analysis of recent accident reports and investigations to assess their rigour and quality
- Obtaining insurer buy-in and support for 'mutual benefit' claims mitigation initiatives
- Delivering bespoke claims defensibility training to all relevant stakeholders who have influence in the claims process



Motor fleet risk management

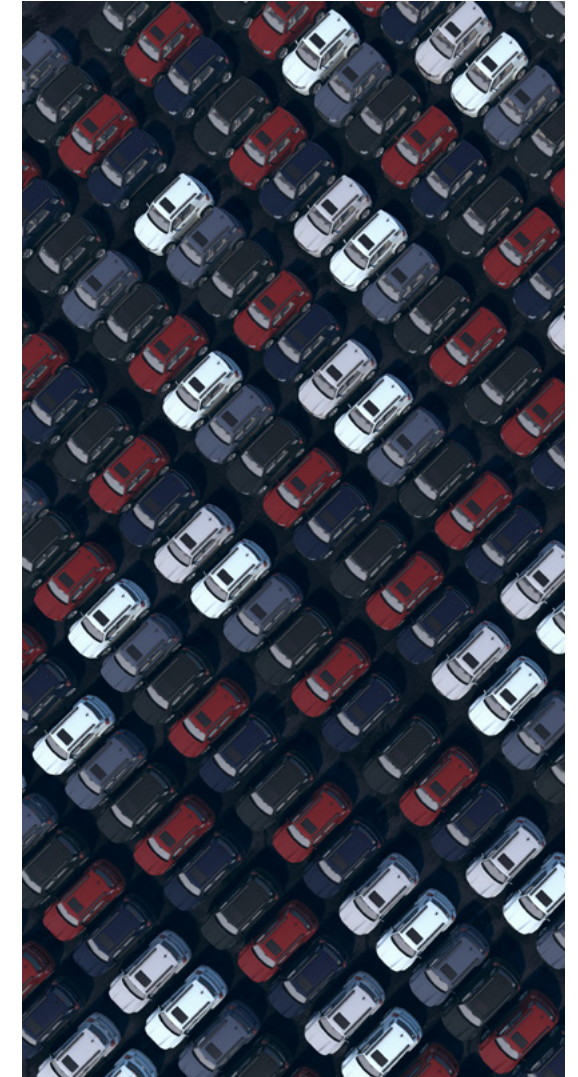
Motor fleet risk is going through transformational change; costs are escalating, technology is becoming essential and almost a pre-requisite for many insurers. To combat rising costs, businesses have to understand and improve their risk profile, focusing on both vehicle safety and driver behaviour, and also be able to demonstrate pro-active measures that will improve their claims profile to insurers.

At Lockton, we understand the challenges you face. Our approach is to work with you, focusing on the areas of cost that are affecting your fleet and creating a tailored plan. We take a Total Cost of Risk (TCoR) approach to motor fleet risk by focusing on all of the items that your business is responsible for.

Moreover, our joined-up approach to risk management, claims management and negotiations with the insurance market means that we enable our clients to understand where the issues are, take greater control of their motor fleet risk and reduce the cost to their business.

How can Lockton help?

- Audits and analysis of your existing risk management arrangements, processes and loss history
- Creation of an informed risk strategy based on our audit findings
- Analysis of your loss data is undertaken to determine the optimum programme structure
- Establishment of a joined-up risk management strategy to enable stronger negotiations with the insurance market. By clearly articulating your fleet risk strategy, we set you apart from other motor risks being remarketed.
- Exploration of insurer services that could be of real value to you e.g. health check, fleet risk manager support, health & safety documentation
- Building a case for potential insurer bursary funding to support your risk management strategy
- Continuous review and development to ensure that the strategy is a success and the focus on cost control is maintained



Work-related driving review

Statistically, driving is the most dangerous activity that employees can undertake. However, many businesses still do not fully embrace the legal, moral and financial reasons for managing work-related driving risks. Beyond meeting compliance regulations, there are many benefits to adopting good practice in this area, such as an improved environmental impact and reduced vehicle maintenance costs etc.

Lockton can provide insight as to the current state of your driving risk management systems and arrangements, highlighting where good practice exists. We make practical 'risk-based' recommendations for change and support implementation where possible.

How can Lockton help?

- Analysis of claims and performance data to identify key issues and exposures that could influence and impact your risk profile, corresponding insurance claims and premium spend
- Review of critical risk management documentation that supports an effective work-related driving strategy, including incident investigation and reporting arrangements to enhance claims defensibility
- Discussions with key stakeholders to evaluate your current systems and arrangements (including 'grey fleet')
- Delivery of a report and optional workshop to outline findings and improvement opportunities
- Production of a strategic roadmap for ongoing use, supported by Lockton where required
- Practical risk support and solutions as agreed with you following the appraisal. This may include Lockton, insurer or third party services



Business continuity management

The Covid-19 pandemic has affected the world in unprecedented ways. Almost every organisation, regardless of size, has had to address disruptive issues such as reduced staff numbers, supply chain shortages and even temporary closure. It is now more important than ever to consider your own organisational preparedness and resilience.

Business continuity management (BCM) is a holistic management approach to identifying potential impacts on your organisation from internal and external threats and to build resilience. To do this, you need a suitable planned response that safeguards both your organisation, and your reputation.

At Lockton, our BCM experts work with you to build resilience by implementing best practice. We help you to test, review, and update your current arrangements to bring them in line with current guidance.

How can Lockton help?

- Reviewing your current arrangements against guidance produced by the Business Continuity Institute
- Undertaking a Business Impact Analysis (BIA) of your organisation to identify and evaluate critical assets and key threats
- Formulating appropriate business recovery strategies which will help you mitigate the impact of a disruption
- Assisting you with the development of a business continuity plan to document your procedures for incident response, crisis communication and long-term business recovery
- Running desktop exercises to test your existing arrangements and evaluate the viability of resilience measures in place
- Training your managers to implement best practice within your organisation



Environmental risk control

Increasing public and regulatory scrutiny of environmental damage and the potential for large clean-up and remediation costs, environmental liability is one of the most important exposures many companies face. The differing legal systems across the world mean that managing environmental liabilities can appear complex and will require specialist guidance.

Environmental matters are crucially important to Lockton and we are here to continually update and inform our clients.

How can Lockton help?

- Support with environmental risk & impact assessments to identify hazards, evaluate the risks implement precautions
- Advisory around mergers and acquisitions
- Consult, consider and advise on any issue relating to Environmental Social Governance (ESG) and specialist Environmental Impairment Liability (EIL) insurance
- Sharing knowledge around the rapidly changing environmental risk landscape
- Brownfield Development – Contractors Risks
- Real Estate – Portfolio Insurance for owners and lenders



Bespoke training

Our risk experts offer bespoke training and workshops on a variety of risk topics including:

- Accident reporting, evidence gathering and investigation
- The liability claims environment and claims defensibility
- Business continuity test scenarios
- Property risk and fire safety
- Health and safety management and leadership



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Independence changes everything.

As a family-owned organization, we're not driven by the quarterly pressure of financial markets. This kind of independence frees us to always act in the best interest of our clients and creates an entirely different dynamic—one that's focused on your success.



Stay connected



UNCOMMONLY INDEPENDENT

Lockton Companies LLP is authorised and regulated by the Financial Conduct Authority.