

## Storm Christoph

- Storm Christoph, the third named storm of the current season, is hitting the UK this week bringing heavy rain, snow and flooding.
- Reports state that rainfall ranging from 70 – 200 mm is expected in places throughout England, additional rainfall that will fall on already saturated ground.
- There are Amber Alert warnings in place throughout Northern and Central England: Yorkshire; Lancashire; Lincolnshire; Northamptonshire. With a major incident declared in South Yorkshire.
- There is a significant threat of flooding, with 9 flood alerts currently in place which we are monitoring.

## McLarens Response

- Our Surge is on Amber Status, given the possibility of widespread nature of damage across England and we will continue to monitor the progress of the storm.
- We have a tried and tested plan which is in place to ensure we control and respond to surge incidents in an appropriate and structured manner. This allows us to deliver the highest level of service and technical response for our customers, minimising the impact of claim stress.
- Usage of the McLarens App, providing real-time, digital, video/still image capture, and drones where aerial photography adds value, will enhance our response to determine size and complexity and identify loss mitigation.
- COVID-19 restrictions will not hinder our approach and we have proven procedures in place, with all staff fully trained on how to perform essential site visits safely.
- Our operational response is being led by Kieran Gallagher, (CAT & Surge) and assisted by David Gillan, (Operations).
- Assistance with flood damages are likely to be our initial focus with our team working with damage reclamation contractors installing dehumidifiers and rehoming individuals if required.

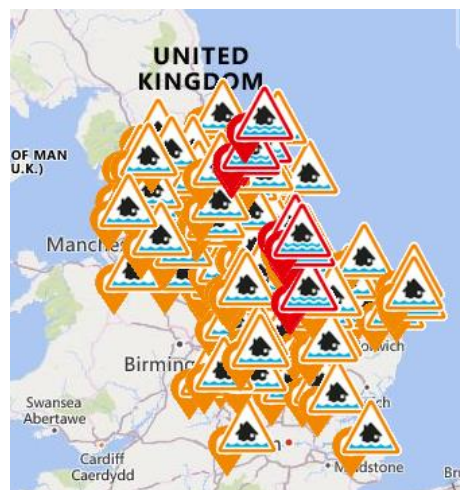
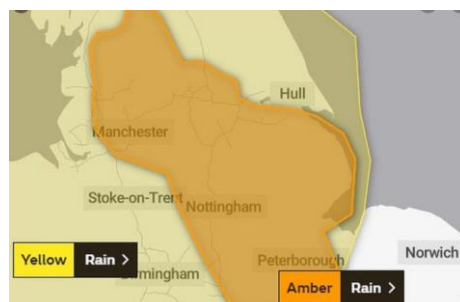
## Outlook

- Our Surge Plan status remains at Amber, which signifies that an incident is likely to occur. At this juncture, we are not envisaging a material change of BAU SLAs but we will monitor this throughout the forthcoming weeks.
- Storm Christoph will be followed by heavy snowfall across the North of England and Scotland at the weekend.

### AMBER ALERT

AMBER

Significant threat of event



### McLarens Surge Management Team

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