

June 2024

McLarens People

Sharing news from McLarens UK & Ireland with colleagues and clients



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Martyn's Law

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Welcome

Another UK Conference and 'back on the lawn' in the East Midlands for the team photo during a fabulous couple of days of quality engagement, knowledge sharing and some fun with the 'McLarens Dragons Den' and the ever-competitive Karaoke! The Conference is coupled with our UK Annual Awards Ceremony, and it was truly a delight to present the McLarens Values Awards, the Trevor Latimer Award and a Special Recognition Award to our eight 2024 winners.

With Awards season upon us, it was so pleasing to secure Loss Adjuster of the Year, and for the third year in succession, the Major Loss Award, at the British Claims Awards 2024. A wonderful achievement for the UK team, quite superb to get this industry recognition for the two most significant awards of the evening!

And of course, it has also been conference season with the usual McLarens presence at BIBA, AIRMIC and ALARM, and we hosted our now annual European Real Estate Conference in

London in May, welcoming our friends and colleagues from across Europe to share with our clients some of the many challenges of managing a pan-European portfolio.

It was wonderful to have such brilliant McLarens support for my year as host of the CILA President's Luncheon at the Intercontinental, Park Lane, and an honour to have our CEO, Gary Brown, deliver a toast to CILA on behalf of the attending guests.

And whilst we have been busy with plenty of market facing activities, what makes us as a business are the unsung heroes who just deliver day in, day out – maintaining a market leading customer NPS of 92, quietly undertaking charitable and community work and driving the hugely important ESG initiatives. I am so proud to be part of this business.

Please enjoy this latest edition of McLarens People and whatever your plans, have a wonderful summer!



Steven Wallace ACII FCILA
Managing Director

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British Claims Awards – the results are in!

Hot on the heels of our 2023 success, we were delighted to pick up two further British Claims Awards at the June 2024 ceremony in London.

We collected the prestigious prizes for Loss Adjuster of the Year, and for the third consecutive year, we were presented with the Major Loss award. We fought off strong competition in both categories and were thrilled with our haul. This external validation, from a prominent industry judging panel, is a testament to the hard work and dedication of the entire McLarens team.

Steven Wallace, Managing Director EMEA was extremely proud, saying: 'This is a wonderful achievement for the UKI team, it was simply superb to get this industry recognition for the great work done day in and day out.'

With further award ceremonies on the horizon with the British Insurance Awards, International Compliance Awards and Women in Insurance Awards, we look forward to reporting more McLarens success in the coming months.



Real Estate Euro Conference Overview



Our second European Real Estate Conference, took place recently in London. Speakers from across the McLarens European network provided clients with presentations on a range of industry specific, forward-thinking topics such as Modern Methods of Construction, ESG, Climate Change and Claims Inflation.

Our Affiliate partners from across the continent provided country specific delicacies during the networking breaks with whisky from Ireland and pastries from France being particular favourites.

Victoria Jewell, Head of Real Estate commented: 'Having reflected on the conference and the amazing support we received from our clients and affiliate partners, I am truly overwhelmed by the kind words, huge support and belief in what we are striving to achieve.'

BIBA Conference & Exhibition

The BIBA Conference & Exhibition took place in Manchester in May with perfect mix of stand activity, client interaction and hospitality

We opened proceedings with a private dinner for 50 guests, an annual event giving us the opportunity to show our gratitude to our partners and clients we've worked with throughout the year. Early the following morning, we organised a charity 5k fun run in association with Insurance United Against Dementia (IUAD). The run saw us raise an impressive £500 for the charity, and we hope that it will be bigger and better next year!

Our stand in the exhibition hall drew much attention, but not only for the experts who were on hand to discuss burning issues with delegates. Our stand competition challenged visitors to 'Cycle for a Smoothie', giving them the opportunity to test their stamina and receive a healthy and nutritious drink when they were finished. There was a leaderboard for those who travelled the furthest distance in one minute, and a prize for the participant who topped the standings at the close of the conference. The final result was a stalemate! Congratulations to our two winners Jack Peacock of Towergate and Matthew Garvey of The Surveying Experts, both of whom received restaurant vouchers of their choosing.



McLarens CommUNITY in Action

Helen Walker, Executive Adjuster was recently invited to participate in a Careers Day at The Bishop's Stortford High School. She was one of three 'business' speakers, to present to a total of approx. 180 Year 8 students about her 30+ year career in the world of insurance and loss adjusting.

Helen spoke to six groups about how insurance works and the important role of a Loss Adjuster, giving examples of some recent high-profile events that have required Loss Adjusters' involvement.

No doubt this high-level introduction to insurance will plant a seed and inspire the next generation to consider a future in Loss Adjusting.



McLarens UK Conference

The McLarens UK annual conference took place on 22nd – 24th May with over 120 members of the UK team gathering in the East Midlands.

In addition to excellent internal speakers providing Practice specific talks, we were joined by Inclusive Employers for an interactive session on mental health.

One of the highlights of the conference was the annual McLarens Values Awards, a ceremony which celebrates the outstanding achievements of our UK team members. This year's winners were:

- Excellence: Sharon Defries
- Respect: Lee Hudson
- Knowledge: Rebecca Webster
- Thought Leadership: Richard Gough
- Teamwork: Karen Masters
- Accountability: Nigel Collins
- Trevor Latimer Award for Outstanding Contribution: Natasha Howles
- Special Recognition: Kim Alcock

The conference closed with a motivational talk from Richard Whitehead MBE. Our expectations were exceeded from the off with tales of his greatest sporting achievements, marathon world records, Paralympic and World gold medals and of course his incredible feat of running 40 marathons in 40 days. Even more impressive was Richard's commitment to giving back to the community, and setting up the Richard Whitehead Foundation, values which closely aligned with those of McLarens through McLarens COMMUNITY.



CILA President's Lunch

This year's CILA President, and McLarens Managing Director EMEA Steven Wallace hosted a fantastic CILA Lunch at the Intercontinental Hotel on Park Lane during April. The McLarens team were out in full force to support the association's flagship event, we entertained guests and colleagues who all had a brilliant afternoon.

Speaking at the event about the relevance of the loss adjusting industry, Steven said:

"As the industry wrestles with the ever-increasing impact of climate change, geo-political tensions, emerging risks, etc, it will increasingly look to support from the adjusting firms, who will continue to skill and resource up to meet the demands ahead."

As subject matter experts we will be increasingly engaged as experts and opine on technical matters whether claim-related or not."



Airmic Conference & Exhibition

The Airmic Conference & Exhibition moved to Edinburgh this year. We once again exhibited, and the team spent time meeting with the Risk Manager delegates and our insurer partners.

We invited clients to join us for a drink's reception, a brilliant opportunity to network in a relaxed environment, thankfully the sun shone for us too.

Our stand competition was won by Jenna Mallish of Amey who received £150 worth of restaurant vouchers.



McLarens CommUNITY in Action

Neil Baldwin, Executive Director, joined The Hiking Team (est. 2017) again in March 2024 to support the Alzheimer's Society/Insurance United Against Demetia. Each member of the group had or still have a close family member or friend who has been affected by this cruel disease, and so they wanted to combine getting some exercise with fundraising, to show their love and support.

Joining Neil was Garry Simmons (Covea/ Lockton), Jonathan Jones (Zurich/ Swiss Re), Amanda Norfolk (Novus Risk Solutions Ltd), Kath Fryer and Tracy Austin (Aviva). Over the years, the team have walked the Seven Sisters, Hadrian's Wall, Peak District, Suffolk coast and most recently Stonehenge – allowing for a few wrong turns they've clocked up an impressive 125+ miles. In total the group have raised an astonishing £15,000, with donations still trickling in.

Neil said: 'It's a great way to get some fresh air and to make some superb long-lasting friendships...will there be a sixth walk? Thanks so much to all who have donated over the years.' If you'd like to contribute to their running total, please click [here](#).



Join us on the Road to Resilience

The second of our Resilience & Sustainability Roundtable events took place recently and included representatives from our insurer partners and the McLarens Resilience & Sustainability committee. Discussions centred on the issues we're seeing throughout the industry and how we can work together to overcome them, including; the latest approach to claims handling, Green Clauses, Carbon Credits and the consideration on impact of disposal of green initiatives.

Gareth Bowers, Head of Major Loss and Resilience & Sustainability committee member said: "ESG is high on the agenda for both customers and clients alike and never more so following the devastating impact of a substantial loss. McLarens are leading the way in bringing the market together and have undertaken two market roundtable meetings recently with another scheduled for September 2024, where we seek to involve clients, brokers, underwriters and industry experts to ensure our approach to this important topic remains relevant.

Watch this space for more news in the ever-evolving world of Resilience and Sustainability in our claims approach as we further our support for green initiatives, not only in the world of flood and storm claims, but bringing to the table wider considerations to protect customers for the future."

We will be hosting a further roundtable session on 11th September, so please do [get in touch](#) if you'd like to join us on the Road to Resilience.



McLarens CommUNITY in Action

As part of our On Hand pilot, Team Bloomberg wanted to get together to do something practical. They looked at many on site volunteering opportunities, and with the McLarens UK Conference not too far away, thought they could harness collective charity from the business in some way.

They found the Buddy Bag Foundation, which was created in response to the rising number of children who enter emergency care after fleeing violent situations at home. Buddy Bag Foundation arranges donations of essential items into a bag for these children to make the transition into emergency care a little easier.

Donations were collected at the McLarens UK Conference and members of Team Bloomberg have sorted through the items, assessed what else they need to order with additional monetary contributions, and have packed bags for delivery.

Once complete, the Buddy Bags will be dropped to a nearby women's refuge for distribution. Details of the charity can be found [here](#).



The grass is always greener on the golf course

Our McLarens colleagues were delighted to partake in the [Lumley Insurance Limited Insurance Golf Day 2024](#), as the sun shone for a day of golf and Agriculture and High Net Worth networking.

Our colleagues [Stephen Smout](#), Head of Agriculture, [James Pitchell](#), Executive Manager, [Chris Pette](#), Head of Commercial Property South and [Timothy Carpenter](#), Head of Private Clients & Estates formed a strong team at the HNW Brokers Golf day at Windlesham Golf Club, finishing 5 out of 14!

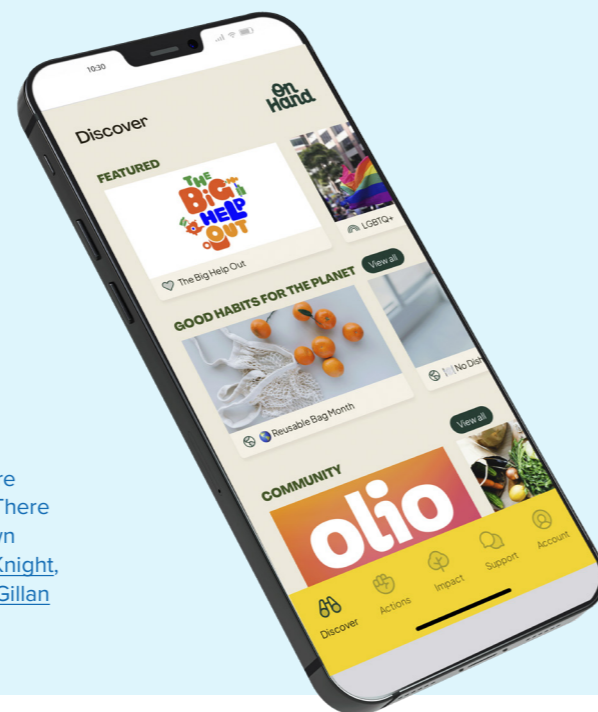
Great work team! Thank you to Lumley Insurance for having us!



McLarens join On Hand

Earlier this year we embarked on an ESG pilot with [On Hand](#) who provide access to an App through which corporate volunteering is made easy. It's done in such a way that it encourages an element of competition amongst employees/teams of employees through point scoring activities. On Hand provides local access to volunteering schemes but also includes sustainability ideas and opportunities.

We have over 50 volunteers and have formed these into six teams all of whom are named after philanthropists, this internal rivalry is certainly driving engagement. There is also an individual leader board which is currently headed by McLarens very own Superwoman [Liz Tubb](#), Group General Counsel, whilst Team Nobel, led by [Toby Knight](#), Property Practices Director is the first placed team as it stands. Hear from [David Gillan](#) as he explains the pilot.



Introducing the McLarens Accelerate Programme

Last week saw the launch of McLarens' Accelerate programme, which reflects our commitment to talent management and succession planning and supports our employee value proposition to provide growth and individual progress, whilst contributing to global purpose and development.

The Accelerate programme is a multi-faceted schedule of learning for candidates who, having been identified through a rigorous selection process, will receive personal and professional development in readiness for future management and leadership opportunities.

The 12-month programme will see the candidates receive bespoke training in communication and growth planning, gain exposure and insight into McLarens' operational leadership, and attain a formal accreditation via the Chartered Management Institute.

Congratulations to the current cohort of [Aaron Burrows](#), [Kim Higson](#), [Natalie Ellwood](#), [Amy Shedden](#), [Neil Kellaway](#), [Michelle Greenwood](#), [Tom Spencer](#), and [Isla Croissant](#).

Focus on Private Clients & Estates

Team News

The Private Clients & Estates team is growing, with several new members joining over the past 12 months including: [Paul Taylor](#), who services the Midlands and [Paul Goring](#), leading our Jeweller's block cases. Rosie Jones utilises her specialism in Agriculture alongside High Net Worth, she joins Stephen Smout, Head of Agriculture in this area of our business.

We have filled our Trainee Adjuster role and are very excited for our experienced Claims Technician, [Saffron Box](#), to enter the Adjuster world. Saffron has transitioned roles seamlessly, learning & developing from our experienced team of Adjusters & has received many compliments relating to her claims handling from policyholders and clients.

We have also welcomed an in-house conservation specialist in Lisa Usman. Lisa has a fascinating wealth of experience. During the course of a career spanning 27 years, Lisa has spent several years working on excavation in the Middle East, including a position at Qatar Museums in Doha, Qatar. For those who are interested in conservation, a day in life of Lisa's role at McLarens can be viewed via [Insurance Post article](#).

Expert Witness

We are pleased to announce that [Alex Wakefield](#) & [Stephen Smout](#) have achieved the Cardiff University/Bond Solon Expert Witness Certificate. Several others within the McLarens family of businesses have also reached this level of qualification.

Alex Wakefield is Chair of the CILA HNW Specie & Specie SIG, will be presenting at the next [CILA Conference in Bath](#) and has also been involved in a very interesting [HNW podcast](#) via Insurance Post and contributed to CILA's talk on [Alternative Accommodation](#).



[Tim Carpenter](#),
Head of Private Clients & Estates



10 Questions with:

[JAZZ SCOTT](#)
Private Clients Loss Adjuster

Q1 - How long have you been working at McLarens?

A - I started working for McLarens Private Clients as of February 2022 – 2 ½ years

Q2 - What's your role with the company?

A - I'm a private clients loss adjuster handling High Net worth and Private clients claims.

Q3 - What has been the highlight of your career so far?

A - Successfully achieving over 12 years of Loss adjusting, progressing into a niche division of the industry, and continuing to provide support to vulnerable people who have suffered a loss.

Q4 - What advice would you give to your younger self?

A - Complete my exams sooner and knowing my worth as a person and a loss adjuster.

Q5 - What would you call a film about your life?

A - "At peace in a lost world" I don't know why just seems fitting.

Q6 - Tell us an interesting fact about yourself?

A - When I was 18, I was made paralysed following an operation for correction of scoliosis which severed a nerve in my spine. I then

spent just under two years rehabilitating after being told I might never walk again.

Q7 - What job did you aspire to when you were growing up?

A - I wanted to be a fireman as I've always enjoyed helping people - plus I was never very good at football!

Q8 - What's your go-to karaoke song?

A - I'm trying to forget, but I have been known for ruining 'I Want You Back' by Take That.

Q9 - If you could travel to anywhere in the world, where would it be and why?

A - Japan – I love Japan for many reasons. The culture, (Not the tradition of eating KFC on Christmas Day) but more the temples, Buddhism, mountains and forest areas and Matsuri. It seems like a very peaceful country. Anti-ninja floors (it's a thing) and of course Tokyo's bright light and technology.

Q10 - If you won the lottery tomorrow, what would be your first purchase?

A - Young Jazz would have bought a Porsche GT2RS first, but now, a house with a lot of land...and then a Porsche GT2RS.



Market Insights

Looking at the hot topics ongoing and coming up in the market.



Click on the links to find out more.

Martyn's Law

Martyn's Law is a draft bill which follows a campaign by the mother of 29-year-old Manchester bomb victim Martyn Hett. The Bill places a statutory duty on qualifying premises and events to take proportionate and reasonable measures to improve public safety and protect against the threat of terrorism. It was mentioned in the King's Speech on 7 November, signalling the Government's intention to pass it into law in 2024. A public consultation is currently underway.



Read full article here

Carbon Reduction Strategy underlined with Planet Mark certification

The Planet Mark Business Certification is an internationally recognised sustainability certification for all organisations acknowledging continuous progress, encouraging action, and building an empowered community of like-minded individuals. As one of 10 global partners of the UN Race to Zero, Planet Mark's process and mark is recognised by government and business standards, driving assurance in sustainable progress.



Read full article here

Did you miss...



(Click on the titles to view article)

Post 30th April 2024

[McLarens expand UK and Ireland team with the appointment of Michael Ledgerton](#)

Claims services provider McLarens has appointed Michael Ledgerton as its new executive adjuster as it looks to expand its UK and Ireland major loss team.

Post 9th May 2024

[Planet Mark certification interview with Liz Tubb](#)

McLarens has achieved the Planet Mark Business Certification, recognising the business's efforts in carbon footprint measurement and reduction. The global claims services provider said it is the first insurance sector business.

Post 14th May 2024

[Steven Wallace hits the top 40 in Insurance Post's Power List](#)

Steven Wallace is managing director of EMEA for global claims services provider McLarens and is the current president of the Chartered Institute of Loss Adjusters.

Post 14th May 2024

[Listen to what it takes to join the Insurance Post Power List](#)

To find out who made it into the Top 10 of Insurance Post's Power List for 2024, make sure you listen to the latest Insurance Post Podcast.

Post 14th May 2024

[Rebecca Webster discusses how Hospitality brokers focus on indemnity periods](#)

To mitigate issues of underinsurance and ensure coverage adequacy in the hospitality sector, extended indemnity periods should be introduced. Rebecca Webster, broker development lead at McLarens, suggests a minimum of two or three years to cover the timeframe often required for a full recovery.