

GLOBAL CONSTRUCTION SERVICES (GCS)

Willis

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WHO ARE WE?

GCS is the leading international insurance broker and professional risk consultant to the global construction industry. We employ over 80 professional Associates based in London, responsible for arranging and providing insurance and risk management services to contractors, project owners, project managers, professional consultants and insurers throughout the world and placing over USD 350 million of insurance premiums annually. This ensures a significant market position producing and commanding influence and respect from the market.

With specialist technical expertise and the ability to leverage the market, we offer a wide range of solutions to clients, such as annual global programmes for construction groups, Owner Co-ordinated Insurance Programmes (OCIPs) for single projects and stand-alone specialist covers.

CORE SERVICES

Services on which this work may focus include the following:

- Bid and document reviews
- Risk analysis
- Insurance costings
- Lender interfacing
- Global marketing
- Customised policy wordings
- Local service delivery co-ordination
- Project documentation management and servicing
- Web based 'e rooms' for real time communication

GCS also provides additional services that complement and provide real value to the construction sector.

ADDITIONAL SERVICES

Products on which the above services may focus include the following:

- Claims consultancy
- Risk engineering/risk management
- Global Construction and Global Declarational Programmes
- Latent/inherent defects
- Environmental insurance
- Private finance initiative and public/private partnership concession (PFI/PPPs)
- Professional Liability
- Operational risk interfacing
- Terrorism

GCS also has two specialised Global Practices that have been set up to coordinate Willis' expertise in these industry sectors. Our Power/Utility and Energy Practices work closely with the network offices to increase our visibility globally through product development, investment research and new sales skills.

GLOBAL CONSTRUCTION PRACTICE GROUP (GCPG)

GCS is also the guardian of Willis Global Construction Practice Group (GCPG), a pivotal driving force behind the unique Willis approach to global construction, bringing access to global insurance markets, products and skill sets unparalleled within the construction insurance broking arena.

Willis has in excess of 700 construction specialists globally responsible for the placement of over USD 2 billion of insurance premiums in the market each year, providing us with unrivalled market profile and leverage.

The Global Construction Practice initiative specifically:

- Dramatically enhances Willis' service capability for our construction industry clients
- Enables the creation, strengthening and linking of our specialist construction units worldwide
- Is driven by and monitored from London utilising a master database containing information on the construction industry, local markets and practices for each territory
- Enables us to blend effectively the local and regional market solutions with those available via GCS in London, via our Global Marketing approach.

Although its focus is global, GCPG does not include North America, which has its own highly successful practice group with which GCPG liaises and fully interacts.

WILLIS GROUP PRACTICES

WILLIS ENERGY PRACTICE

Willis is one of the leading professional insurance consultants within the energy industry. With global revenues in excess of USD 50 million, we have 135 dedicated energy Associates working in ten offices around the world. The specialist Willis Energy unit is designed to deliver a thorough understanding of our clients' technical and operational needs, together with the provision of independent consultancy on risk and insurance issues.

The Willis Energy Construction Practice is part of this global Energy unit and is responsible for downstream onshore construction projects. The team comprises highly experienced insurance professionals who have a proven track record of delivering the highest standards of service and products to our clients over a number of years. They have worked together as a collective resource on numerous energy sector projects over the past 15 years and the synchronicity, experience and strong teamwork ethic will continue to be the driving force in our service to clients in the future.

WILLIS POWER AND UTILITIES PRACTICE

To meet the insurance and risk management needs of companies that will construct and operate power plants necessary for global growth, Willis has a dedicated Power and Utilities Practice, comprising experts from a team who has extensive experience and knowledge in all power and utility sectors, namely power generation, water distribution and transmission. Recognised as market leaders, we focus on innovative and creative solutions to risk and insurance issues in what is a hugely diverse industry, from renewables to the more challenging coal, gas and nuclear sectors.

We are insurance intermediaries for some of the world's largest power and utility companies and our Practice Group includes more than 200 Associates around the world developing new products as the industry evolves.

ENGINEERING AND RISK MANAGEMENT

Our services extend to include our Engineering and Risk Management team, which is staffed by professionally qualified engineers with broad industry experience, skilled in the identification of hazard, risk assessment and control.

The scope of activities under the direction of the Engineering and Risk Management team includes:

- Identification of exposure to major hazards such as fire, explosion, boiler and machinery breakdown, natural perils; assessment and evaluation of loss scenarios (including EML/MPL studies)
- Development of risk improvement measures designed to prevent or minimise the risk of loss
- Safety reviews at planning/design stage; advice on loss control features such as plant layout, spacing, process safety systems design and fire protection systems
- Risk management surveys in conjunction with the lead reinsurers and their in-house engineers
- Assistance in the development of the Underwriting Information Presentations
- Technical support to clients on a range of issues including review of plant modifications, fire protection, safety management systems and preparation of procedures relating to performance of surveys and scheduling.

CLAIMS MANAGEMENT

Willis GCS has a specialist claims team that is able to respond to any claims issues that a project could encounter.

Facts that we would like to bring to your attention are:

- Our claims team consists of 10 specialist full-time Associates
- This team works side-by-side with the client service and marketing teams in London. This is the key feature that differentiates us from our competitors
- We can assist you in the preparation and presentation of claims documentation
- Our claims consultants have solid experience in managing complex and contentious claims on a broad range of projects around the world and have the technical knowledge necessary to grasp the nature of loss and the implications and complications that arise therefrom

From first advice to final settlement, we are actively involved in claim discussions with all parties to achieve a settlement – our client, the market, loss adjusters and legal representatives. A fundamental part of our service is prompt settlement of claims.

In summary our Claims Management Service would:

- Ensure the appointment of a competent Loss Adjuster (or panel of adjusters) with adequately qualified and experienced people locally and with key personnel also based in London
- Provide an Insurance Manual and a Claims Procedures Manual, detailing the scope of coverage and procedures to be followed by all parties in the event of a claim. The interface contacts between you, Willis, Insurers/Reinsurers, Loss Adjusters and the EPC contractors would be clearly defined
- Set up a shared claims management and recording system and consider the option of using an extranet generated reporting system
- Ensure the prompt and accurate filing of claims with reinsurers and monitor submission of the proper claim forms, survey reports, bills, receipts and other required documents
- Monitor each claim for prompt and fair settlement, and protect your contractors by developing technical responses and negotiating with insurers/reinsurers in the event of disputes
- Provide regular loss status reports on all claims
- Negotiate with insurers/reinsurers for interim payment pending final adjustment of claims
- Actively assist your Finance and Risk Management Teams in dealing with any crisis situation

CONTACT THE TEAM

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