

Corporate Construction

Tailor-made solutions for all your customers' needs



Zurich – leading the way in insurance for Corporate Construction

Zurich is one of the UK's leading insurers, providing global coverage and market-leading risk management across a broad range of sectors.

Our heritage and reputation are built on financial strength and stability, building confidence with brokers and customers that we provide reliability and are here for the long term.

We have continuously delivered strong financial performance irrespective of market conditions, continuing pressure on pricing and the rising impact of claims inflation on Business Operating Profit and Combined Ratio.

- In May 2009, Zurich achieved its 25th consecutive quarter of profitability.
- Zurich's UK business results for 2008:

Gross Written Premium (GWP)	£2,097 million (up 2% compared with 2007)
Business Operating Profit (BOP)	£295 million (£91 million in 2007)
Combined Ratio	95.7% (104.8% in 2007)

Underwriting integrity combined with a customer-focused ethos is what sets us apart.

We are a trustworthy partner for you and your customers, someone you can confidently place business with – even in turbulent market conditions.

Our broad footprint spans the needs of private individuals, SMEs and corporate businesses and includes specialist areas such as Construction, Property Investors, Marine Cargo and Engineering. So not only can we help you reach a wide customer base, we can also provide the depth of expertise that successfully supports both you and your customers. You can be confident you have access to valuable insight, experience and decision-making, whatever business you're looking to place.

Strength and reputation

- Global insurer with GWP of US\$37.2 billion in 2008.
- Third largest general insurer in the UK.
- UK's leading Employers' Liability insurer.
- Five-star Defaqto ratings for our Home and Motor products.

We have strong regional presence in the UK backed by global reach and capacity. With a network of UK branches and a UK-wide salesforce, we can work with you and your customers in a way that fulfils specific requirements.

Opportunities in Corporate Construction

Zurich has a specialist Corporate Construction market offering which recognises the complexity in the way large construction companies operate. A mobile and fluid workforce, remote supervision, interaction with the public, sub-contractor relationships and legal requirements that often work against the company all require distinct underwriting and claims approaches. Our market offering is based on understanding these complexities and building bespoke cover and service for customers across a complete product range. This service is delivered through dedicated teams of expert construction underwriters across the UK making Zurich's proposition competitive, compelling and unique.

Why are we targeting this business?

- The construction industry is one of the largest industries in the UK with an estimated GWP of £1.5 billion. The construction industry has complex insurance requirements and values expert knowledge – Zurich has built this insight and continues to develop and enhance offerings based on this specialist knowledge.
- HSE statistics continue to highlight that Health & Safety standards in the UK construction industry need to be raised. Zurich's depth of expertise is available to support a diverse range of customers with this.
- The procurement nature of the industry is driven by tendering and long-term partnership – Zurich's consistent approach to pricing supports customers who value premium and capacity stability to complement this ethos.
- The differing needs of SME and Corporate Construction companies require different insurance solutions – Zurich has adapted its approach to respond to the sub-segments within the industry.

Market size

Sourced from Internal Zurich research

- The overall UK construction insurance market is estimated at approx. £1.5 billion Gross Written Premium (GWP).
- 11.6% of UK businesses are classified as construction.

Market share

- Zurich is the third largest construction insurer and the market leader in corporate construction insurance, insuring a significant percentage of all UK construction companies.

Our view of the industry landscape

The impact of the current economic climate is evident within the construction industry. The industry is a volatile market even in a stable economic climate and it faces some significant challenges. Output from the industry is expected to shrink by up to 15% over the next few years. Zurich's understanding of the industry and its key components ensure we focus our expertise in the right areas and manage risks in the right way.

- Infrastructure work is still growing and companies associated with this type of work are a key target for Zurich.
- Civil Engineering is providing a bright spot for the industry with some strengthening in the flow of project starts.
- The London Olympic Games with its immovable deadline of 2012 is providing a reliable regular source of work for the industry. By the end of 2009 over 11,000 people will be directly employed on Olympic projects. With £4 billion contract work already awarded there is a further £10.7 billion still to be won.
- Construction work driven by public funding such as education and rail is expected to grow significantly over the next five years.
- The decline in the housing sector has been significant primarily driven by a sharp fall in private housing starts and the flow of new social housing schemes is also down.
- There remains a high focus on Health & Safety regulations in the UK, with a significant number of fatalities and a rise in large loss incidents and increased activity around plant and site security.

Corporate Construction customers you can target

Our core appetite is UK-based contractors and construction companies who have a turnover above £5 million and:

- Show a responsible attitude to Health & Safety and risk management at Senior Management level and this is applied by a well-trained and involved workforce
- Risks with predominant work away exposures, including installation, maintenance, building and groundwork, hire plant, heavy machinery and operators to third party sites.

We differentiate our service for major customers which are broadly defined as customers who have:

- £250K premium or more and generally have more than one line of business with Construction
- A relationship with Zurich as well as their broker
- A positive and proactive attitude to risk management.

Matching our cover to your customers

<p>Core Products</p> <p>Employers and Public Liability (including excess layers and Contractors Joint Indemnity)</p> <p>Contract works</p> <p>Contractors plant</p> <p>Motor fleet</p> <p>Professional Indemnity</p> <p>Financial lines</p> <p>Property</p>	<p>Specific construction policies and wordings aimed at UK-based contractors with a turnover in excess of £5 million.</p> <p>We underwrite a variety of contractors covering a broad range of activities and are capable of writing full packages as well as single lines of business.</p>
<p>Specialist Propositions (incorporating the above products)</p> <p>Premier Construction Insurance</p> <p>Construction Project Solution (CPS)</p>	<p>Suitable for larger Major Customers requiring bespoke solutions and understanding the benefit of insurer contact.</p> <p>Suitable for main contractors, joint ventures, owners and developers involved in new-build, renovation, major alteration or repair of property.</p>

Why choose Zurich for Corporate Construction?

Specialist service and cover built on strong principles

Our Corporate Construction cover is built on the following fundamentals:

- Strong specialist market reputation – unrivalled construction underwriting expertise delivered by regional teams
- Specialist in-house underwriters with industry knowledge and authority to make decisions able to handle the needs of construction companies across all classes of insurance
- Personalised service, flexible underwriting and tailor-made solutions to support specific industry activities
- A focus on consistent and competitive pricing
- Excellent reputation for expert claims handling
- Added value benefits such as performance bonuses and long-term deals demonstrating our long-term commitment to this sector.

Service that sets us apart

Zurich has a unique approach to working with brokers, with several initiatives in place to provide help and support.

Market underwriters

Brokers have direct access to market underwriters, who have the authority to make decisions. Our underwriters can assist you with customer visits.

UK-wide salesforce

Our dedicated salesforce is there to help brokers develop both Corporate Construction and their overall insurance portfolio. These are the people who can help develop your business plan, prospect and pipeline.

Claims

- Specialist Construction Claims team exclusively handling construction claims.
- An extensive knowledge of varying contractual arrangements associated with the construction industry.
- Access to our Occupational Disease Claims team, which is at the forefront of recent test litigation.
- A specialist Construction Claims Supply team from expert lawyers to specialist loss adjusters able to deal with litigation and provide support on complex points of law.
- Fraud identification – a market-leading fraud team to support reduction in fraudulent claims.
- A dedicated Claims Account Manager for larger major customers providing:
 - A bespoke claims offering including claims support and advice on complex claims issues
 - A single point of contact for liaison with the Zurich business teams
 - Face-to-face claims reviews identifying claims trends and solution provision as well as supplying claims management information and support on claims defensibility
 - Special claims handling arrangements and prioritised claims servicing.

Valued added support with market insight

Zurich is leading the market in helping to mitigate the impact of losses through sharing of our market insight with customers and brokers. You have access to specialist publications on:

- Underground Service Strikes – a best practice document for construction companies
- Escape of Water – an awareness guide for construction companies
- Plant Theft – Zurich supports the National Plant Intelligence Unit that collates information about plant thefts to identify patterns of criminal behaviour
- PL/PI Design Defects document – a guide to gaps in cover between PI and PL insurance for contractors.

Zurich also plays an active role on the Association of British Insurers Construction Panel and LEG (London Engineering Group), which shape many of the market's standard wordings.

Core Product Choice

Zurich Construction underwrites all major lines of business for construction clients and includes the following products.

Employers' Liability cover

- Indemnity limits up to £25 million available.
- No standard height or depth restrictions.
- Corporate Manslaughter extension up to £5 million aggregate limit.
- Policy without conditions.
- Injury Management available to certain customers.
- Renewal Bonus of up to 20% available.

Specialist Support Products

- Construction Professional Indemnity.
- Crime.
- Directors' & Officers' Liability.
- Excess Directors' & Officers' Liability.
- Executive Assurance.
- Surety Bonds and Guarantees – supplied by Zurich GSG.
- 10 year warranty policy – supplied by Zurich Building Guarantee.

Public and Products Liability cover

- Indemnity limits of up to £10 million available.
- Corporate Manslaughter extension up to £5 million aggregate limit.
- Full contractual liability on Public and Products liability.
- No standard underground services endorsements.
- No standard sub-contractors warranties/restrictions.
- No standard hazardous work exclusion.
- No height or depth restrictions.
- Environmental statutory clean-up costs (Bartoline) can be included up to £1 million aggregate limit.
- For certain customers asbestos exclusion can be removed on completion of a questionnaire.

Premier Construction Insurance

Cover for Major Customers providing a bespoke product offering supported by structured contact through:

- Relationship Managers
- Claims Account Managers
- Dedicated Underwriting Contacts
- Nominated Claims Handlers
- Access and support from Zurich Risk Engineering.

Construction Project Solution (CPS)

CPS is a total solution package for main contractors, joint ventures, owners and developers involved in new-build, renovation, major alteration or repair of property.

It combines the full breadth of construction products into one seamless solution and is split over 3 phases:

1. Pre-development: Building control, legal indemnities and existing structures
2. Development: Contract Works, Latent Defects and Liabilities
3. Operational: Property Insurance, machinery and plant inspections.

Construction Risk Management

Our team of experienced occupational health and safety professionals, including Civil Engineers:

- Offers insight and guidance on the identification and implementation of risk control measures
- Is CITB trained
- Understands the positive impact of good health and safety management helping customers continue to benefit from their investment in the prevention accidents and ill health.

Contract Works cover

- DE3, DE4 and DE5 wordings available depending on trade.
- 'All Risks' cover available in the UK.
- CAR and EAR specific wordings.

Other core covers

- Motor Fleet.
- Contractors Plant.
- Excess, Public and Products Liability.
- Contractors' Joint Indemnity (21.2.1 or similar).
- Material Damage and Business Interruption.
- Goods in Transit.
- Money.
- Specified Items – 'All Risks'.

Making the most of Zurich for all your customers' needs

Ways to expand your business meet all your customers' needs and leverage opportunities from Corporate Construction

- Risk Management Services.
- Insurance for properties outside the UK.
- Directors' & Officers' Liability.
- Professional Indemnity.
- Legal Indemnities.

Zurich also provides expert and specialist solutions in the following markets:

- SME
- Corporate
- Engineering
- Professional & Financial Lines
- Property Investors
- Marine Cargo
- Community & Social Organisations.

Maximise your business potential by exploiting the full power of Zurich

Zurich – leading the way in Corporate Construction

- Market leader in construction insurance with clients in every sector of the industry.
- A fully integrated proposition covering every line of business.
- Layered benefits from performance bonuses to dedicated specific wordings.
- Long-term commitment to the industry through competitive, sustainable pricing.
- Access to local construction experts with the authority to make decisions and supported by market-leading publications.
- A market-leading claims service with a dedicated construction claims team giving seamless claims handling.
- Construction Risk Management support for all risk exposures.
- A UK-wide salesforce backed by market underwriters with an appetite for developing business.

By taking advantage of the full breadth and depth of our offerings you can be sure that you have access to wide market coverage, deep industry expertise and specialist capability. With a long-term commitment to the broker market, we're leading the way.

Get in touch with your Zurich contact or visit:
www.zurich.co.uk/brokerzone



For more information visit:

www.zurich.co.uk/brokerzone

Zurich Insurance plc

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