



Allianz Insurance plc

Engineering Solutions

Your guide to engineering solutions with Allianz



Allianz 

For intermediary use only

Contents

Allianz Engineering is one of the UK's leading insurance and inspection providers. With this in mind, we are confident that we will be able to provide your clients with comprehensive insurance and inspection solutions whatever their requirements.

- **Welcome**
- **Why Allianz?**
- **Products and Services**
- **Claims**
- **Additional Benefits**
- **Contacts**

Welcome to Engineering Solutions with Allianz

As one of the market leading insurance and inspection service providers in the UK, we have developed a comprehensive portfolio of solutions and services. With many years of technical expertise, we want to ensure that we are your company of choice.

Why Recommend Us?

We pride ourselves in offering innovative engineering insurance cover, market leading inspection services and risk engineering solutions. All our people are highly focused, professional and passionate and want to work in partnership with you to ensure your customers receive the best possible service.

Daily, your customers are faced with complex engineering inspection risks that they need to be resolved. We are here with our focus on providing answers to these risks, through carrying out regular inspections, understanding health and safety regulations and offering expert advice where needed.

Our highly qualified underwriting team are able to offer assistance to you and your customers to understand the engineering risks their business face and provide a wide range of covers suitable for these risks.

We want your customers to operate in a safe working environment and by working with us we will do everything we can to ensure that this happens.

"At Allianz Engineering our focus is to provide our brokers and customers support, services and solutions within the Engineering insurance and inspection market. Our aim is to be the Engineering provider of choice, using a combination of outstanding technical skills, industry expertise and strong long term relationships built on trust."

Chris Little, Director of Engineering



Why Allianz?

We are committed to placing our customers at the heart of everything we do and this service ethic is embedded in our business.

144,000
employees
worldwide

78
million
customers

**Global
leader**
in insurance
and financial
services

In 2011 Allianz Commercial was the first of the major UK insurers to gain the prestigious Chartered Insurance Institute (CII) chartered insurer status. This accreditation is widely recognised as the industry gold standard and is awarded for professionalism, expertise and commitment to training and staff development. These values underline our approach of high professional and technical standards, and continuous improvement in everything we do.

Accreditation

As the leading engineering service provider, we are accredited by UKAS (United Kingdom Accreditation Service) and operate in line with SAFed (Safety Assessment Federation) ISO / IEC 17020. In addition to this, we are an approved contractor for NICEIC (National Inspection Council for Electrical Installation Contracting) and a member of RoSPA (The Royal Society for the Prevention of Accidents). This means we can confidently work in partnership with our brokers with the technical knowledge and expertise that is required to maintain safety on client sites at all times.

Financial Stability

We know that, now more than ever, it is important for our customers to trust that they work with a solid and financially strong partner. Allianz is now present in more than 70 countries and we are a global leader in insurance and asset management services. With over 100 years of consistent UK market presence, Allianz Insurance plc (Allianz UK) is one of the UK's largest general insurers and a top five Commercial insurer.

We are able to offer significant reassurance about not only the robust position of Allianz Insurance plc and our AA- stable outlook (Standard and Poor's rating 2013), but also the AA stable outlook rating of our parent company, Allianz SE. This is supported by the group's strong capital base and solvency position.

We are committed to ensuring we provide the right insurance and risk management programme for your clients' needs. A combination of our products, claims service, technical expertise and additional benefits are what we believe makes our engineering offering a compelling option for you to sell in a tough economic climate.



Claire White, Engineering Account Manager

Products

In a competitive environment, increasing emphasis is placed on the management of risks to a business. Identifying these risks often requires support. We pride ourselves in having the staff trained to the highest standards to offer the right insurance cover, inspection service and risk engineering solutions to customers.

Claims Service

Our UK-based claims team makes every effort to ensure the claims experience is as simple and as straightforward as possible. All of the team are highly trained and have a comprehensive understanding of the complex engineering market so they can deal with your clients' claims promptly and efficiently. Working closely with you, your clients and our underwriters, they will ensure all parties are kept well informed at all stages, costs are contained and settlements are fair and timely.

Technical Expertise

Our Engineer Surveyors are specialists within their field and offer the highest levels of technical skills and expertise. They are equipped with the tools and time to continually develop these skills and maintain knowledge through technical and non-technical training.

Additional Benefits

To further enhance our engineering offering, we provide a suite of online tools to help you and your clients manage their engineering inspection reports online. Updated daily, the system will assist with the management of plant and machinery.

Products and Services

Our technical expertise built over many years of providing engineering insurance and inspection products and services means your clients can trust us to be there when they need us.

Insurance

**dedicated
engineering
risk surveyors**

Our underwriters are specialists within the complex engineering field and are equipped with the highest levels of authority to make decisions on a local level. All our underwriters deal with both engineering insurance and inspection business making Allianz a 'one stop shop' for your customer's needs.

examinations through our market leading CII accredited Underwriting Academy. We strive for our staff to be the most knowledgeable in the market and encourage all staff to develop their skills.

**Over
350
combined years of
experience within
the team**

Over 20 of our underwriting team are already ACII qualified with a further 50 actively undertaking

Our head office underwriting team are situated directly next to the claims team. This means that any issues regarding policy interpretation can be resolved quickly and efficiently.

**UKs
first
Chartered
insurer**

The type of cover we are able to provide:

Construction	Electronics	Machinery & Business Interruption
<p>We understand that a construction site is a busy site and that plant needs to be brought in specially depending on the project. Our construction policies protect against the cost of loss or damage to building works, contract materials and equipment involved in construction.</p> <p>Construction Projects All Risks (CPAR) Contractors All Risks Contractors Plant & Equipment Erection All Risks Machinery Movement</p>	<p>In this modern age all businesses rely on computer and electronic equipment. Should this be lost or damaged the consequences can have a huge impact and disrupt day to day operations.</p> <p>Computer Electronic Equipment</p>	<p>To protect against unexpected breakdown or loss of equipment as well as the option to cover the financial implications to their business.</p> <p>All Machinery (Breakdown) Machinery Options (Insurance for items we inspect) Deterioration of stock Machinery Business Interruption</p>



As a qualified specialist engineering underwriter I am able to support our clients fully with the daily risks they face.



Martin Ball,
Head of Engineering Inspection

Accredited
by UKAS –
United Kingdom
Accreditation
Services

Highly
skilled
and competent
engineer surveyor
teams

Offering
**customer
driven**
tailored inspection
solutions

Inspection

Our market leading inspection service, delivered by 570 engineer surveyors across the UK, more than any of our competitors, help our customers meet their health and safety obligations.

The team work remotely and cover the breadth of the UK, carrying out inspections for all types of customers, from large multi nationals to small SMEs. Placing plant and machinery under the close scrutiny of our engineer surveyors helps to ensure that equipment is fit for use and our policyholders meet their statutory, regulatory and operational requirements.

Types of equipment we inspect:

- Fork Lift Truck
- Lift
- Escalator
- Cafe Boiler
- Air Receiver
- Goods Lift
- Electrical Wiring
- Window Cleaning Equipment
- Guillotines
- Air Conditioning Equipment
- Steam Boilers
- Calorifier
- Gear Boxes
- Loading Shovels
- Mobile Cranes
- Manual Cranes
- Fume Cupboards
- Wood Working Machines

Our engineer surveyors are at the forefront of our business and deal directly with our customers. They need to be able to identify problems, have an acute awareness of workplace hazards and the safety requirements of the items being examined. In addition, they need the necessary professionalism and soft skills that Allianz is renowned for.

We are also able to support our customers technical requirements by offering advice through head office based Principal Engineers.

Types of industries we inspect in:

- Airports
- Stadiums & Arenas
- Restaurants
- Logistics
- High Street
- Manufacturing
- Construction
- Leisure Centres
- Dry Cleaners
- Road Haulage
- Pharmaceutical
- Health Services
- Local Authorities
- Refuse and waste
- Office
- Railways
- Quarries
- Coffee Shops

Our head office team offers advice and support when our clients need it most.

We are always only a phone call away.



Special Services

We are aware that our customers often require specialist support in order to reduce their risks. By working in collaboration with our Special Services team we can provide bespoke solutions tailored to customer's individual needs. This provides a 'one stop shop' solution for health and safety requirements.

Special Services include:

Electrical

The Electricity at Work Regulations (EaWR) states that "all electrical systems should be maintained so as to prevent danger." We can offer a variety of solutions, emergency lighting, fire alarm testing and thermal imaging in support of our core inspections.

Environmental

Through our extensive business partnering network, we are able to offer solutions for a variety of environmental requirements, including asbestos surveys, air emission monitoring and occupational health and hygiene.

Health and Safety

In recent years, there has been an increased focus on health and safety aspects in the workplace. We are able to offer specialist, industry specific services to assist with the regulations. These include risk assessments, audits, consultancy advice, eLearning and online solutions.

Lifting Plant

Utilising our highly skilled engineer surveyor workforce, we can offer a comprehensive suite of inspection and consultancy services in support of the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) and the Provision and Use of Work Equipment Regulations 1998 (PUWER).

Our specialist services include 'prior to purchase' inspections, the provision of our popular Tagcheck systems, which enable the user to see that the item has been satisfactorily inspected, lift passenger release training, full condition surveys of lifts, pre-handover inspections and end of defect liability inspections for lifts.

Non Destructive Testing (NDT)

We pride ourselves in providing the least obtrusive and most cost-effective solutions to ensure inspected plant is suitable for further service. This can range from something as simple as a visual inspection with the naked eye, to a remote automatic inspection system within the nuclear industry.



NDT inspections are used to support all types of testing and inspecting programmes, including Written Schemes of Examination (inspections on pressure plant, thorough inspections on cranes, and electrical inspections).

Energy Services

In Line with the Energy Performance of Building Regulations 2007 (EPBR), we are able to provide a suite of energy services specifically aimed at helping your clients become compliant and provide bespoke advice on reducing future energy usage thereby maximising corporate social responsibility (CSR) credentials, these include:

- Air Conditioning Energy Inspections
- Energy Audits
- Energy Performance Certificates

Pressure

In support of our inspection contract we are able to provide a variety of services including:

- Written Schemes of Examination
- Advice, risk assessments and detailed bespoke examination schemes that can assist in compliance with the Control of Major Accident Hazards Regulations (COMAH) 1999.
- Inspection of storage tanks.
- Advice relating to the repairs and modifications of pressure systems, including the necessary review of all documentation provided by the repair company.

For further information on our Special Services, please contact us on:

Tel: 0845 076 0138

Fax: 0870 060 5307

Email: special.services@allianz.co.uk

**Tailored
engineering
consultancy
solutions**

**Dedicated
customer focused
Special
Services
team**

**Suite of
bespoke
training
options**

Claims

As a specialist engineering insurer, we consider it particularly important that engineering claims are handled within a team that is used to dealing exclusively with engineering related claims.

Experienced
engineering
claims handlers

Our claims handlers understand the needs of the engineering industry and have many years experience in handling large Contractors Plant claims.

Engineering claims department

Allianz Engineering
Haslemere Road
Liphook
Hampshire
GU30 7UN

Tel: 01483 265825

Fax: 0870 0605329

Email: claims@allianzengineering.co.uk

Specialist loss
adjusters to
support
claims service

Our in-house team are supported by a select group of specialist risk surveyors and loss adjusters who can enhance the claims service. This enables the team to make accurate, swift decisions to move claims forward with minimum disruption to your client's business.

When a claim arises, our dedicated team will work hard to ensure your clients can get back to business as quickly as possible and with minimum disruption.

Swift
decisions to
move claims forward
with minimum
disruption

Additional Benefits

We know how difficult it can be to keep on top of inspections – that’s why we’ve developed a suite of tools which allows you and your clients to manage their reports online once registered.

Manage inspection
reports online

eServices

Updated daily, our eServices system can assist with the online management of your inspected plant and machinery, and provides the following facilities:

Enhanced
MI reporting

InTerFACE

Provides quick and secure access to examination records and historical data. Features of the system include:

- View, print and email inspection reports
- Defect analysis
- Plant Not Available (PNA) report
- Inspection programme details
- Download data into spreadsheets
- View individual plant item details
- Search facility to locate items of plant and reports
- Ability to add item and report related notes
- Dedicated customer support helpline.

Support
towards identification of plant and equipment

Email Notifications

Your clients are sent a summarised email once their reports are available detailing the location of the plant and any defects that have been highlighted from the inspection.

1. Link directly into InTerFACE to view and manage those inspection results
2. Monthly Plant Not Available summary
3. Monthly summary of inspections due.

eReporting

Inspection reports are sent in PDF format via email as they are available.

Report Data Transfer

Report data transfer allows our system to “talk” to the customers’ asset management system directly which allows users to access all their asset information in one place.

Management Information

Our management information area is provided in two sections:

1. Your clients can access commonly requested reports to download as required, such as:
 - Gap analysis – shows the discipline inspected at each location
 - Reports issued between dates
 - PNA report, including reasons the examination was not possible.
2. Custom reports can be built to suit individual management requirements and saved for periodic use.

Our electronic reports systems have dramatically reduced any inefficiencies making inspection programme management both simple and effective.

Contact us Today

We are here to help you help your clients. If you have any further questions about our engineering products and service offering, or want to discuss how you can develop your engineering business with us, please contact one of our branches:

London

Allianz House
60 Gracechurch Street
London EC3V 0HR
Tel: (0207) 264 1530
Fax: 0844 893 9672

Birmingham

10th floor,
Colmore Plaza
20 Colmore Circus
Birmingham B4 6AT
Tel: 0121 780 4027
Fax: 0121 767 6320

Manchester

3rd Floor
One Piccadilly Gardens
Manchester
M1 1RG
Tel: (0161) 831 3000
Fax: (0161) 836 5700

Liphook

Haslemere Road
Liphook
Hampshire
GU30 7UN
Tel: (01428) 722407
Fax: (01428) 724824

Products and Services

We provide insurance solutions for all areas of your clients' businesses, large or small. To find out more, please contact your local Allianz branch or visit:

allianzbroker.co.uk

Motor

Motor trade
Motor fleet
International motor fleet

Property & Casualty

Property owners
Construction
Employers and public/product liability
Material damage and business interruption
Professional Indemnity
Directors and Officers

Accident & Health

Group personal accident and business travel

Small business

Office
Flatowners
Retailers
Property owners
Business
Contractor



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www.allianz.co.uk

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