

# Ontarget

The Activities Industry Mutual Newsletter

Autumn 2008



## From the AGM

**A fundamental strength of AIM is its member based structure. Members elect the board of directors who in turn operate the mutual to benefit members. Elected board members have unique experience in the outdoor industry that leads them to make informed decisions regarding claims management and scope of cover.**

Earlier in the year, AIM's second AGM was chaired by Chris Bayliss of the Field Studies Council in the absence of Andrew Gardiner, who was leading an Acorn Venture school group in India.

Steve Taylor was elected to the Board, succeeding Val Khambatta, following her retirement as manager of the Horstead Centre. In addition to his duties as chief executive of Castle Climbing Centre in North London, one of the busiest climbing venues in Europe, Steve is also a founding member of the Association of British Climbing Walls (ABC). During his time with ABC he served as secretary and expert advisor on the outdoors industry to a number of government bodies, including the HSE and the British Standards Institute. Although no longer an officer of the ABC, Steve is still actively involved in a number of joint projects between the ABC and the BMC. They aim to improve and standardise admissions policies and safety documentation throughout the industry.

Steve commented "I'm sure I will learn a great deal as a director of AIM and hope that my experience in the climbing sector will benefit the wider membership as well as those involved with climbing walls."



### NEWS

- Steve Taylor elected as director at second AGM
- 17th October - AIM to sponsor IOL Annual Conference, Keele University
- 3rd December - AIM National Seminar at Watermen's Hall, London
- We've moved - AIM is now based at Regis offices, Lamberhurst

### FEATURES

- Chairman's comments
- Director profile - Glyn McAulay, former senior partner of Mazars
- Livery Companies' Mutual - another Regis managed Mutual
- Post Accident Procedures Checklist



ACTIVITIES  
INDUSTRY  
MUTUAL



## Chairman's Message

**It's been an exciting year for AIM and we are pleased to report that our membership has grown to over 135 members. After a year of great growth we look forward to a successful future.**

A big thank you to Val Khambatta for her valuable contribution to the successful start of AIM, as a founding director and supporter of the original initiative. We all send Val our best wishes for an enjoyable retirement. Also, a warm welcome to Steve Taylor, our new Director, whose input we look forward to.

Both myself and board member Tricia Rawlingson-Plant are actively involved with The British Activities Holiday Association. To encourage AIM members to demonstrate due diligence and uphold the highest standards, AIM will pick up the cost of a BAHA inspection. Simply send in a copy of the completed report to AIM for reimbursement.

We have transferred the AIM management function from the Regis / CTBS association to Regis. The board would like to thank CTBS for providing the initial stimulus in getting AIM successfully launched. Management is now under one roof as James Willis has relocated to the Regis offices in Lamberhurst.

I thank you for your support and interest in AIM. Through hard work and safe practices by its members, AIM should become the leading provider of cover for the activities industry.

Warm regards,

*Andrew Gardiner*

Andrew Gardiner, Chairman

# Profile of other Regis managed Mutuals - Livery Companies' Mutual

**Livery Companies form a little known, but influential and enormously important, part of the UK commercial establishment. Originally formed in the 14th century, livery companies became central players in the history of commerce in the City of London and the UK. Over the years, they have amassed substantial property assets and fine arts treasures.**

The Livery Companies' Mutual was founded in 1999 with a membership of just four. Since then it has grown to forty-two members with assets covered in excess of £1.2 billion, primarily located in the City of London.

The mutual started with modest risk retention of just £10,000 per claim. This retention has now increased to £1 million. Despite a number of claims handled by the managers (including a jewellery heist and a number of property damage incidents), the

mutual has generated a substantial surplus every year and has accumulated surpluses of over £2 million. Significant sums have been returned to the members in the first three years of operations and additional returns are expected to continue in the future.

Like AIM, the Livery Companies' Mutual's directors are elected from the mutual's membership, which in recent years has expanded its horizons. The mutual now includes the Royal Society and a few additional major London Clubs that have been carefully chosen for having similar risk profiles to Livery Companies.

Although the risk profile of the Liveries Companies' Mutual is different to AIM's, the long-term benefits for members are very similar for both groups of members. For a closer look at a Livery Companies' hall, please note that AIM is holding its national seminar at the Watermen's Hall on Wednesday, 3rd December.



Goldsmiths' Hall in London – covered by the Livery Companies' Mutual

## Director Profile -

# Glyn MacAulay

**With a career as a practising accountant specialising in insurance, Glyn MacAulay adds significant financial experience and knowledge to the AIM Board.**

### **What kind of work were you involved in as an accountant working with the insurance industry?**

I worked for Mazars [formerly Neville Russell] for over 30 years and spent most of my time on insurance related matters, particularly with Lloyds of London. Getting overseas insurance companies registered and licensed in the UK was quite a speciality of mine. I lectured around the world on a lot of insurance related topics, particularly Lloyds issues but others as well – things like captive insurance companies. I was saturated in insurance really. I was also senior partner during my last five years at the firm.

### **Why did you decide to become involved with AIM?**

I understand that the chairman, Andrew Gardiner, was keen to have a director with a commercial financial insurance background on the board to compliment the other directors from the activities industry, drawn from the membership. James Willis, one of the managers, who was a client of mine in my accounting practice days, arranged for me to meet Andrew and discuss my role.

The attraction to becoming involved with AIM was two-fold really. One was that, in retirement, I was still doing a few bits and pieces on boards, and when James rang me, this one sounded really interesting. But secondly, I'd been pretty heavily involved in youth work until more recent years – it's something I've been involved in all my life. So I'm aware of the need for insurance when running activities for young people. And it seemed to me, that when James spoke about AIM, it was something that could be of significant value, particularly to young people.

### **What would you say are some of the benefits AIM offers to its members?**

I think there are a number of benefits. One of them is members dealing with their own people. People that speak their language and are interested in what they're doing, rather than a mighty insurance company that just sees them as another small client.

Secondly, the profit element which the insurance company has to make – if they're not making a profit they're going to go out of business – over a period of time is significantly taken away from the insurance company and kept in the mutual. And therefore it should mean that premium rates are kept at a lower level. Some mutuals have been outstandingly successful for their members, growing to a significant size, insulating members from the uncertainties of the conventional insurance market, as well as providing members with a forum to help assist and support best practice in the industry.

So I would say the two key benefits are; firstly, you're dealing with your own people who understand what you're doing. That can challenge you if you aren't doing it very well but can be sympathetic if you are doing it very well and a claim arises. And secondly, there is the potential to flatten premium rates as the mutual grows in membership and in mass.



## Post Accident Checklist on AIM website

Best practice in the management of risk, accidents and claims is of the utmost importance to us all. Please look at the highly useful accident checklist from City of London solicitors Berryman Lacey Mawer on the AIM web site. Claims involving minor slips, trips and falls of varying merit can be expensive to resist and highlight the importance of complete documentary evidence in mounting a successful defence. After reviewing the suggested procedures it may be beneficial to examine and compare your own systems. Find out more at [www.activitiesindustry mutual.co.uk](http://www.activitiesindustry mutual.co.uk).

**Photos are a very important part of capturing the particulars of an incident. AIM are offering you the chance to win a camera – competition details on back page.**

# News and Events

## AIM's National Seminar - 3rd December

Our National Seminar will be held on Wednesday 3rd December at the Watermen's Hall, 16 St Mary-at-Hill, London EC3R 8EF.

We will be welcoming delegates from 10.30am for a prompt 11.00am start and a light buffet lunch following the presentations.

This year's programme looks at the issues surrounding accident related claims including the reliability of witness statements, collecting documentary evidence and recent legal developments. The seminar aims to be both thought provoking and practical and contributors will include risk management professionals, legal experts and senior investigators. We are grateful to the Company of Watermen and Lightermen (members of the Livery Companies' Mutual) for the use of their magnificent hall.



The Watermen's Hall - venue for AIM National Seminar

## IOLE UK Conference - 17th October

AIM is sponsoring The Institute for Outdoor Learning (IOL) Annual Conference on Friday 17th October at the Keele Management Centre, Keele University, Staffordshire ST5 5BG.

This is billed as a day of thought provoking insights and discussions for outdoor managers, leaders and teachers. For further details visit the IOL website [www.outdoor-learning.org](http://www.outdoor-learning.org).

We hope to see those of you who will be attending on the day and will endeavour to field any questions you may have about AIM and any other related matters.

## Streamlining AIM's Management

The AIM project began in 2003 with a risk assessment survey of all AALS licensed providers conducted by James Willis at CTBS Ltd. Since then AIM management has been with Regis in association with CTBS. This summer both parties decided to consolidate the management at the Regis offices in Lamberhurst. Please note our new contact details below.

## Promoting lessons learned from others

Lessons Learned is a small group of professionals and practitioners in adventure activities brought together by a common aim to incorporate any lessons that can be learnt from outdoor incidents into ongoing good practice. Please visit their new web site [www.lessonsllearned.org.uk](http://www.lessonsllearned.org.uk).

## Competition prize draw - Win a camera

The value of photographs which illustrate the circumstances of an incident cannot be overstated. So **AIM is giving away cameras**. First prize is a Kodak Easyshare C713 Digital Camera and for runners up; Fujifilm Quicksnap Superia one-time-use cameras.

**How to enter: Please email us your name and the name of your organisation. The draw will take place at our National Seminar.**



## Further information

For more information or quotations please contact:

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