

# HAZARDOUS GOODS, TANKERS AND ENVIRONMENTAL INDUSTRIES

PROTECTING BUSINESSES IN THE REPUBLIC OF IRELAND FOR OVER 20 YEARS





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## › ABOUT US - A MESSAGE FROM OUR MD

**With over 30 years' experience, Pen Underwriting are specialists in providing insurance and risk management to the Hazardous Goods, Tankers and Environmental Industries.**

Due to our industry knowledge and long standing relationships with **A-rated capacity providers\***, we are able to offer **comprehensive support** to our brokers' clients, with one of the **most industry specific sets of policies in the market**, with our in house claims specialists mitigating loss and protecting our mutual clients brand when the worst happens.

During our 20+ year history of writing business in the Republic of Ireland, our product and proposition has continued to evolve, ensuring it remains relevant and tailored to the industries that we operate within and for the customer who we insure. We believe it is our experience and expertise that makes us unique.

Insuring with Pen provides you and your clients with **access to specialist people and services** that include:

- Specialist underwriters
- Dedicated Claims Experts
- 365, 24/7 Emergency Environmental Response Service
- Risk Management Support
- Crisis Response
- Motor Fleet Assistance

- Rehabilitation & Counselling services
- Preferential rates for environmental consultancy & training services

Whatever's needed, from risk management advice to managing incidents when the worst happens, the all-round services from Pen will **ensure your client is protected.**

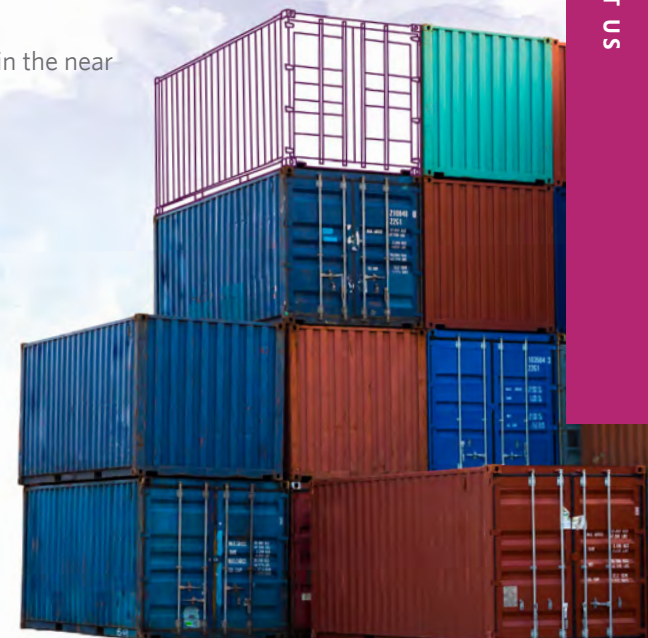
We look forward to working with you in the near future.



*Adam*

**Adam Shefras**  
Managing Director

*Adam has been with Pen's Hazardous Goods and Environmental business for over 25 years in a career wholly dedicated to supporting businesses operating in the sector. He now leads the business with a focus on developing strong relationships with our brokers, insurers and industry partners.*



*\*Independent ratings from third party rating companies. Correct as at July 2020.*

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## › ABOUT US - WHY PEN?

In a time of market instability, Pen can offer certainty, security and longevity.

### HAZARDOUS INDUSTRIES INCLUDE:

- Fuel & Oil Companies
- Chemical Companies
- Hazardous Goods Hauliers
- Tanker Hauliers
- Waste - Oil, Liquid & Hazardous
- Lubricant Companies
- LPG Companies
- Tank Wash
- Tank Installation
- Industrial Cleaning
- Environmental Contractors & Consultants

### OUR PRODUCTS INCLUDE:

- Motor Fleet for Hazardous, Tankers & Environmental Industries
- Commercial Combined for Petrochemical Industries

### WHO DO YOU WANT BY YOUR SIDE?

With **exclusive access** to the UK's largest independent environmental response consultant and other industry specialists, we can reassure your client with first-rate,

hands-on assistance pre and post loss.

In over 30 years and having dealt with over 100,000 claims, where Pen has provided the first response to an environmental incident, **not a single successful prosecution** has been made by the Environment Agency against our clients.

We can also offer specialist driver training in ADR, CPC and PDP at preferential rates via our in house training team, as well as many other Health & Safety and Risk Management Services through our partner companies.

### ONE QUOTE TO MARKET

Pen operate a 'one quote' to market policy, meaning that by coming to Pen, you could be in sole possession of exclusive terms.

Please speak to the Pen team to learn more.

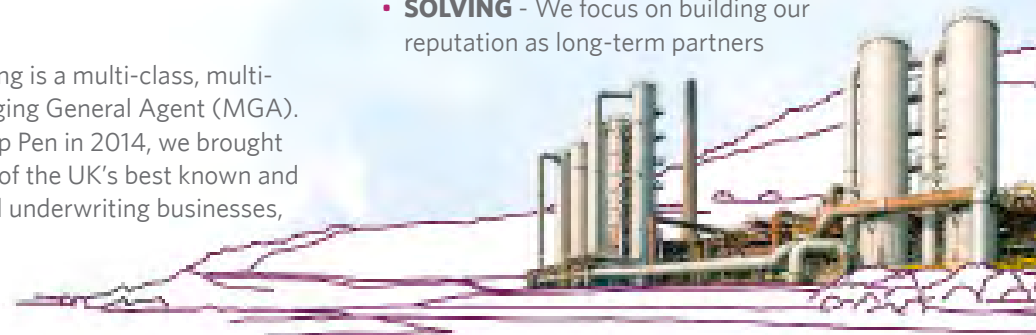
### ABOUT PEN

Pen Underwriting is a multi-class, multi-territory Managing General Agent (MGA). When we set up Pen in 2014, we brought together some of the UK's best known and most respected underwriting businesses,

many with decades of underwriting expertise. From a 'super start-up' of a dozen orso brands, to a single cohesive £650m GWP business, we're setting our sights on our next milestone - with a bold new vision to become a £1bn GWP underwriting & distribution business.

### OUR CORE VALUES ARE BUILT ON STRONG FOUNDATIONS

- **IDEAS** - We find smart ways to make the most of opportunities
- **AGILITY** - We are responsive people, empowered to make decisions
- **CONNECTING** - We work together to offer joined up solutions
- **FULFILMENT** - We deliver products, services, processes & infrastructure that provide a competitive advantage
- **SOLVING** - We focus on building our reputation as long-term partners



## > THE TEAM

### NEW BUSINESS

**Matthew Garis** | Property, Packages and Casualty - Development Underwriter  
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**Graham Baker** | Motor Fleet - Development Underwriter  
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### PORTFOLIO LEADS

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**Motor Claims - New** | pennotifications@zurich.ie | +353 1609 1190

**Motor Claims - Existing** | pennotifications@zurich.ie | +353 1609 1190

### MANAGEMENT TEAM

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**Ian Summerfield** | Commercial Director  
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### OUR NEW BUSINESS PROMISE

Our aim is that within two working days of receiving a risk submission, an underwriter will make contact to acknowledge receipt and agree clear next steps & confirm exclusivity if applicable.

### OUR EXISTING BUSINESS PROMISE

Two months ahead of the renewal date, you will receive an email containing details of your dedicated renewal underwriter, plus a copy of the most current schedule and statement of fact.

For policies €10,000 GWP and above, the underwriter will aim to make contact in person 25 workings days before renewal to discuss renewal strategy and agree clear next steps.

If you require an alternative approach, please contact your aligned underwriter ahead of renewal to discuss and agree.

**YOU CAN FIND ALL PEN CONTACTS AT- [www.penunderwriting.co.uk/contacts](http://www.penunderwriting.co.uk/contacts)**

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## > OUR CLAIMS PROMISE

### BEFORE

- The key to quality claims management is regular communication. Our teams are keen to work with you to ensure they understand your needs and requirements.
- **We don't have a one-size-fits-all approach**, instead, our claims service is tailored to the niche markets we operate in and our customers requirements.

### DURING

- Dedicated Claims Experts always on hand to help
- 24/7 Emergency Environmental Response - as a Pen client you are able to utilise our 24hr environmental emergency service
- Access to Specialist Suppliers -Solicitors / Loss Adjusters / Engineers, to name but a few
- Uninsured Loss Recovery Assistance as part of the Insured Recovery process
- Early Intervention Employer Liability Service -Bespoke early intervention service to support injured employees and employers in the period immediately following an incident

### AFTER

- You will have access to our Claims Relationship Manager, who will provide you with claims insights and help you understand any trends to assist with mitigating the chances of events reoccurring
- Management Information - This can be provided on an agreed frequency basis.





## > ADDED VALUE

We add value for our customers beyond the standard policy cover

### 24/7 EMERGENCY ENVIRONMENTAL RESPONSE (ALL POLICIES)

As a Pen client you are able to access a 24hr environmental emergency response facility. **You can call up any time of day and get environmental specialists** instructed to take instant control of the situation, acting rapidly and effectively during the vital first few hours to minimize the effects of the incident, including the authority to effect emergency work and contain the impact on the environment. If you suffer a major out-of-office-hours incident when brokers or insurers are not contactable, your response could be significantly delayed. A fast response is vital, not only for containing the situation, but a late or poor response can boost claim costs.

### MOTOR FLEET ASSISTANCE

To assist our customers when the unexpected happens, we, in conjunction with our assistance company will provide Roadside Breakdown Assistance\* in the Republic of Ireland via 24 hour, 365 day Emergency Helpline.

If your vehicle is immobilised more than 2 kilometres from your driver's home address, we will provide 30 minutes Roadside Assistance free of charge.

Should this prove unsuccessful we will organise and pay the cost of bringing your vehicle to the nearest garage capable of effecting repairs or to any garage of your choice if it is nearer.

If immobilisation occurs more than 50 kilometres from your driver's home address and roadside assistance proves unsuccessful you may choose one of the following options:

- (a) The cost of returning home by public transport,
- or
- (b) The cost of accommodation for one night only,

### DRIVER TRAINING

Pen Driver Training has provided **specialist training for over twenty years** and has trained thousands of delegates and organises hundreds of training days each year both in the UK and abroad. All our services are **delivered by in-house specialists** supported by a network of associates who have expertise in their field and have practical in-depth experience of the industry. Our services are all designed to meet current legislative requirements relating to the storage and distribution of hazardous and general goods and general haulage industries. Plus, our friendly and professional instructors are easy to work with.



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## > CRISIS RESPONSE

This service is included in Commercial Combined policies and is designed to look after the legal and business needs of your clients business in a coordinated and timely fashion with the aim of decreasing the threat to your clients via a flexible and responsive management approach to an event.

We provide our insureds with a 24/7 Crisis Support service which is available to use 24 hours a day, every day of the year.

### FEATURES

#### REHABILITATION

If the worst happens and either members of staff or the public have been injured, we will work with you to provide the appropriate medical assistance or trauma counselling to those involved or those who may have witnessed the incident.

#### CUSTOMER SERVICE AND GENERAL ASSISTANCE

We will be able to assist and explain to you the serious procedures involved with inquests and repatriation of bodies from overseas, if relevant, so that you can in turn explain this to third parties as necessary. We are able to provide assistance to you in

suggesting wording which should be used in any letters of condolence to families of employees, customers or members of the public.

#### LEGAL ADVICE AND ASSISTANCE

Your Crisis Support, if required, will include assistance from one of our panel lawyers who head up the Crisis Team and have had experience of managing significant incidents for over 10 years. The team will assist in ensuring your legal liability and any director's corporate responsibility is protected. They will also consider whether a recovery can be made against any third party insurers on notice of a claim, if appropriate.

#### HEALTH AND SAFETY

Support from health and safety industry professionals are able to provide immediate assistance or attendance at your premises, or can provide advice in the aftermath of an incident.

#### ONE CALL - ONE POINT OF CONTACT

Whatever your business and the nature of the crisis, our assistance will be provided by one point of contact, whether it be a loss adjuster, health and safety professional or lawyer experienced in your

field of expertise. Your nominated contact will manage and coordinate all the other providers of our Crisis Service so you don't have to, ensuring that you receive the support you need, when you need it

#### EMERGENCY RESPONSE & ASSISTANCE

If appropriate in the wake of an incident, we can arrange for the injured party's family members to be brought immediately to the scene of the incident to be with injured loved ones and these expenses can be covered together with hotel and other incidentals, if required.

## › MOTOR FLEET FOR HAZARDOUS INDUSTRIES

Specialist insurance for companies involved in the carriage of hazardous goods or general tankers haulage.

### WHO QUALIFIES?

Motor fleets with at least 25% of turnover relating to the carriage of hazardous goods and/or where tankers make up at least 25% of the fleet.\*

Target industries include:

- Fuel & Oil
- Chemical
- Lubricant
- LPG
- Waste Oil
- Tank Installation
- Hazardous Goods Hauliers
- Tanker Hauliers
- Milk Haulage

### KEY DIFFERENTIATORS

- Liability arising out of accidental spillage or crossover of product during loading or delivery either on or off the public highway, subject to driver error
- Liability for damages caused by accidental contamination of 3rd party product as a result of driver negligence
- 3rd party property damage: commercial vehicles inc. hazardous goods €6.5m, cars €30m and unlimited bodily injury
- New vehicle replacement within one year of registration where repair costs exceed 50% of recommended retail price
- Full lease/residual value settlement basis in the event of total loss within one year of registration up to a maximum of 20% of the market value shortfall
- Hire of replacement vehicle following theft
- Environmental statutory liability up to €1m any one period of insurance
- Theft of keys up to €650
- Breakdown Assistance Cover for Car & Light Commercial Vehicles

\* We can consider clients with between 10-25% Turnover and/or Tankers





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## › COMMERCIAL COMBINED FOR THE PETROCHEMICALS INDUSTRIES

### WHO QUALIFIES?

Companies involved in the manufacture, blending, wholesale, import/export, storage, haulage, installation and/or servicing in the following sectors:

- Fuel and oil
- Biofuel
- Lubricant
- Gas
- Waste oil
- Chemical Companies
- Hazardous and liquid waste companies excluding asbestos
- Environmental tankers
- Environmental/Remediation and Spill Response consultants
- Fuel tank and boiler installation, servicing and decommissioning companies
- Tankers and hazardous goods hauliers

We can also consider contractors to any of these industries.

### KEY DIFFERENTIATORS

- Statutory Environmental Protection up to the Public Liability limit of indemnity (in the aggregate)
- Bulk Stock Fluctuation protection
- Crisis Response
- Business interruption is extended to cover loss of tankers following a loss at a premises shown on your policy
- Clean-up of Own Land (following a sudden and unforeseen spillage of product) up to €100K as standard
- Financial Loss to €25K limit of indemnity
- Fire Brigade charges to €15K limit of indemnity
- Rehabilitation & Counselling Services
- Non declaration based



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## › OUR APPETITE

### RISKS IN APPETITE

- Fuel & Oil Distribution (Commercial & Domestic)
- Marine Fuel Delivery
- LPG / Gases Storage & Distribution
- Forecourt Portfolio
- Hazardous Goods/Tanker Hauliers/ Warehousing/Storage
- Tanker Hauliers of Non Hazardous Goods
- Tanker Hauliers of Food & Beverages
- Waste Oil Recovery/Processing /Storage/Transportation/Recycling
- Sewage/Slurry/Cess Pitts Risks
- Liquid Waste Including Hazardous
- Environmental Consultants/Contractors/Remediators
- Lubricants & Solvents
- Chemical Supply, Manufacturing, & Distribution
- Adhesives/Sealants/Resins/Waxes/Acids/Inks & Dyes/Paints & Coating
- Water Treatment Chemical Manufacture and Supply
- Emulsifiers / Detergents and Cleaning Products Manufacture
- Polymers and Synthetic Rubber Manufacturers
- Tank & Ancillary Equipment Manufacture Installation & Servicing
- Internal & External Tank Cleaning and Tank Wash Facilities
- Tank & Ancillary Equipment Manufacture & Servicing

### CAN CONSIDER

- Airside Exposure
- Explosive & Radioactive Hauliers
- Building Contractors for Fuel Premises
- Drum Reconditioners
- Incidental Non-Licensed Asbestos Work
- Hazardous Haulage Less than 25% of Turnover
- Bio fuels Processing/Generation
- Drainage & Environmental Contractors

### RISKS OUT OF APPETITE

- Pharmaceutical Manufacture (End Product)
- Cosmetics Manufacturing
- Dry Waste
- Recycling Risks other than Liquid Waste
- Motor Trade Risks
- Anaerobic Digestion in Isolation
- Licensed Asbestos Removal/Processing/Disposal
- Tippers Including Refuse
- Aggregate Contractors
- Vehicle Transporters
- First Tier Food Stuff Manufacturing
- Water Treatment Contractors
- Pressure Jetting Including High & Ultra High Pressure Jetting



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## › TESTIMONIALS

### BROKER TESTIMONIAL

“Pen Hazardous Industries were instrumental at helping us win a new Chemical Company in a challenging insurance climate. We worked in exclusive partnership to deliver a proposition that met the client’s needs at a cost effective premium.

It wasn’t just the breadth of specialist covers that helped us win the business, but the tenacity and engagement from the Pen Underwriter throughout our discussions and negotiations. Our new client now has an insurance solution that is fit for purpose with wider cover and risk management support – Thanks Pen Hazardous Industries, I look forward to working with you again soon.”

**- Independent Broker - 2020**

### BROKER TESTIMONIAL

“Having worked closely with Pen Underwriting (Hazardous and Environmental) for many years they are without doubt the first port of call where risk placement is dictated by extensive levels of cover in this specialist industry sector whilst ensuring cost effective pricing. The engagement and consistency by their underwriters in an ever evolving insurance market is extremely refreshing alongside the expert advice which puts client risk protection paramount to the proposition. It is reassuring to know that both brokers and clients benefit from the highest levels of service, sustainable pricing and reassurance of consistent capacity.

I’d like to extend our thanks to Pen Hazardous on this most recent occasion for once again providing flexibility and excellent response times assisting us to secure a high value client whilst not only meeting but enhancing all set client review parameters”.

**- Independent Broker - 2020**

### BROKER TESTIMONIAL

“We have been dealing with OAMPS (now Pen) for over 30 years. We had clients in the Petro-Chemical, Hazardous business with conventional covers placed in the mainly composite insurance market. There was no particular enthusiasm for this type of business and little understanding of the specific exposures involved.

The coverage offered was wider than any current insurance and competitively priced. In addition their enthusiasm for this type of business was refreshing and appreciated.

Over the years we have developed a close relationship with the management though personnel have changed the philosophy has not. This has been maintained particularly through Adam Shefras who has been involved since the early days of the UK operation.

Their success is demonstrated by their continued presence offering specific coverage and expertise (especially on spillage response).

They have provided a stability for the industry over a long period which unfortunately is all too rare. Long may it continue.”

**- Independent Broker - 2020**



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## > CLAIMS CASE STUDIES

### NON-MOTOR CLAIM - A CASE STUDY

#### INCIDENT SUMMARY

We were notified of a large loss of Gas Oil at an Oil Depot late in the afternoon in early December. On investigation it was found that a delivery of Gas Oil had been accidentally made to an already full Kerosene bulk storage tank causing an overflow of 12,000 litres.

Only a small volume of product was found to be present in the tank bund. A culverted stream ran below the site and large volumes of product were found to be present within the stream as it exited the site and entered farmland from the culvert. It was determined that the most likely cause of loss being the tank bund had failed.

#### EMERGENCY RESPONSE

A Consultant and approved Sub Contractor attended the site in the early evening of 4th December. Booms and oil absorbent material was placed in several strategic locations along a 4km section of river.

Following the emergency response to contain the situation, a Vacuum tanker was used to remove accumulations of Gas Oil from six locations along the river where booms had been installed. Over the next few weeks the boom locations were monitored for accumulations of product and oil absorbents replenished as necessary. In conjunction with this work investigations were carried out at the oil depot. Following a loss adjuster investigation the loss was determined to be a Non-Motor Claim.

The Northern Ireland Environment Agency (NIEA) had been made aware of oil within the river downstream of the site

by 3rd parties and the site owner. They completed investigations and obtained statutory samples which were to be used as evidence should the Agency decide that enforcement action relating to the water pollution was to be pursued.

#### OUTCOME

The rapid emergency response and deployment of booms and absorbent material limited the impact to the river.

The NIEA were impressed with the fast response and the ongoing containment and recovery actions that were carried out throughout the incident. Subsequently the site was not prosecuted, this is most likely owing to the speed of response and effective containment and recovery of the product.

## > CLAIMS CASE STUDIES

### MOTOR CLAIM - A CASE STUDY

#### INCIDENT SUMMARY

Consultants were instructed by Pen Underwriting to respond to an incident involving one of their client’s domestic oil delivery tankers.

The tanker had swerved off the road whilst avoiding another vehicle, run down a wooded embankment coming to rest on the bed of a disused railway line adjacent to a river. Fortunately, the driver was not seriously injured.

The diesel running tank had been ruptured and one of the lids of the three pots was leaking, posing an immediate risk to the nearby river.

#### EMERGENCY RESPONSE

Consultants arrived on site within two hours of instruction, the loss from the tanker pot was reduced and oil absorbents placed to stop any further loss to ground. Booms were placed in the river as a precautionary measure.

The tanker had three pots containing Kerosene and Gas Oil totalling 8,600 litres. Accredited UK Spill contractors carried out transhipment of the product to a second tanker without any additional loss of product to ground.

The tanker was recovered during the evening by Crane when there was less traffic and the road could be closed.

#### COMPLETED REMEDIATION WORKS

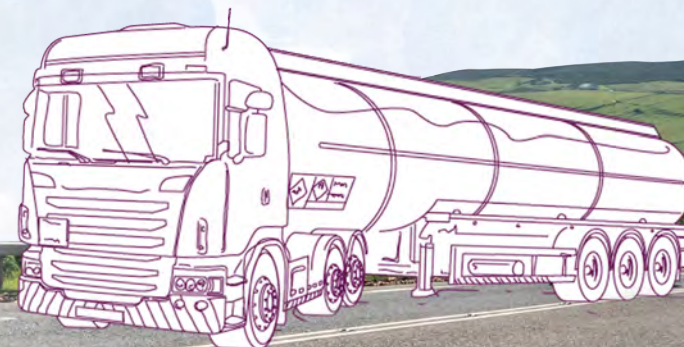
Consultants carried out a survey of the impacted soils around the tanker and prepared a scope of works for the remediation works. Pen Underwriting approved the scope and costs allowing works to proceed without delay.

Contaminated soils were excavated over an area of 8.3m x 4.3m to a depth of 0.40m. Validation soil sampling confirmed no further works were necessary.

#### OUTCOME

A rapid emergency response led to loss of product from the tanker to ground being minimised and nearby receptors being protected. Consultants liaised with local landowners to remove the contaminated soils over the river and through their land for licensed disposal.

All parties were extremely pleased with the emergency response and remediation works carried out.



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## › **OUR CAPACITY PARTNERS**

### **QBE**

The QBE relationship with Pen extends to over fifteen years and has succeeded through Pen bringing to the table in depth sector knowledge across all lines of business and an extensive distribution network that has allowed us to grow and continue to support a market leading proposition for clients and brokers alike.



### **ZURICH**

We have a longstanding successful relationship with Pen (previously OAMPS) going back to 2000 as our exclusive partner for the Fuel and Hazardous Goods sector. The proposition is built on customer centricity with risk management and a strong professional claims service, key to the ongoing success and development of the partnership.





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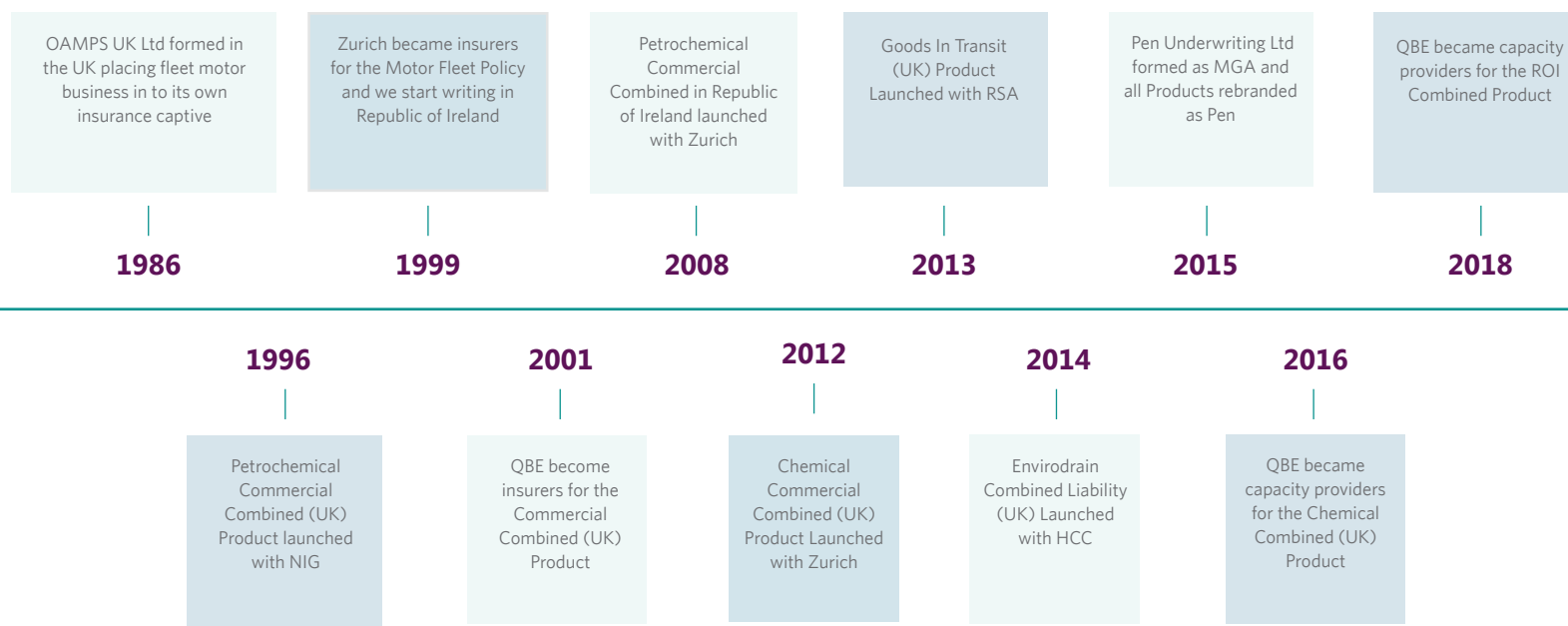
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## > OUR HISTORY



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