HSB
A Munich Re company

01

Issue 01



Engineering advantage

Transparent performance. Trusted delivery.

NEXT ▷

Foreword

Welcome to our first **Engineering advantage newsletter.** Our aim is simple: to give you greater visibility into our inspection services and keep communication clear, useful and relevant. We'd really welcome your **feedback** on what you'd like to see in future editions.

We understand how important inspection timeliness is to your relationships with customers, and we are committed to delivering a dependable, high-quality service you can rely on. I'm proud to say that HSB is delivering a strong on-time inspection performance, with a clear and continued focus on consistency, reliability and improvement across our portfolio.

Why HSB is different

What sets us apart is not just performance, it's how we work with you.

We take an open and proactive approach to communication, sharing insight into our service delivery and providing straightforward answers to the questions you ask most often in our **'Your Questions Answered'** section. You'll also have the opportunity to learn more about the people behind our service in our **'Meet the Team'** section, where we introduce the leadership team managing your inspection services day in, day out.

As a leading specialist provider of engineering inspection services in the UK and Ireland, HSB's network of competent, multi-disciplined Engineer Surveyors can examine a vast array of equipment across many different equipment categories, from everyday machinery through to more-complex and technically-demanding assets. Together with our experienced onboarding and contract management teams, we offer a truly service-led proposition with a strong focus on supporting SMEs and lower-complexity sectors, while retaining the technical capability to support more-complex inspection requirements.

Locally-planned inspections, a personal touch, and a one engineer, one visit approach means minimal disruption for your customers, and the confidence that you can trust HSB with new business volumes as your portfolio grows. To learn more about our trade appetite, **click here**.

I hope you find this newsletter informative. Most importantly, we look forward to continuing to work collaboratively with you by delivering flexible and reliable inspection services from people you can trust.



Derek Redmond
Managing Director
HSB Engineering Insurance Services
UK & Ireland



HSB
A Munich Re company

How HSB supports your customers

At HSB, our focus is simple: delivering a high-quality, reliable inspection service that helps your customers remain safe, compliant and operational.

The majority of the businesses we support are SMEs with lower-complexity operations, where dependable service, clear communication and minimal disruption are critical. These customers rely on consistent, high-quality service, and at HSB they are a clear priority because they deserve the same standards as any large organisation.

This is reflected in how we deliver our service. Through our national network of local, multi-disciplined Engineer Surveyors, we provide a flexible and efficient approach across a wide range of equipment and industry sectors, helping your clients meet their statutory obligations while minimising operational impact.

But just as importantly, this focus does not limit our capability. HSB has deep technical expertise across a broad range of plant and equipment, from everyday machinery through to complex and technically-demanding assets. Our engineers support a wide variety of inspection requirements, ensuring businesses remain compliant, regardless of complexity.

Multi-disciplined Engineer Surveyors

UKAS accredited

RoSPA President's Award 2025

Did you know?

HSB Engineer Surveyors inspect **'Big Carl'** – the world's largest crane. Able to lift 5,000 tonnes, and taller than Canary Wharf's One Canada Square when fully extended, 'Big Carl' is a remarkable feat of engineering and a great example of HSB's capability to support complex and technically-demanding assets.



We understand that every broker portfolio is different. That's why we take a flexible, consultative approach, working with you to support the right risks and deliver a dependable, high-quality service.

Whether it's high-volume SME portfolios or more technically-complex environments, HSB is well positioned to support your growth, delivering the capability, capacity and service you can rely on.

HSB
A Munich Re company

Your questions answered

How does HSB measure on-time inspection performance, and how transparent are you with that data?



That's one of the most important questions we're asked and rightly so.

At HSB, we take a very clear and uncompromising approach to measuring on-time inspection performance. Quite simply, if an item is overdue, we class it as overdue, full stop. We don't exclude inspections after a period of time, and we don't adjust figures to improve the headline number. Every item is accounted for, giving you a complete and accurate picture.

We don't just measure performance. We evidence it, clearly and without adjustment.

The reason we measure performance this way is simple: it starts with compliance. Your customers need full visibility of their inspection status to manage risk effectively, not a filtered version of reality.

Reporting performance in a more selective way might make figures look stronger, but it doesn't help brokers or customers understand their true position or manage their responsibilities. By giving you a true, unfiltered view, you and your clients can clearly see where you stand, make informed decisions and take action where needed.

Just as importantly, once something is identified as overdue, we don't simply report it, we actively manage it. Our teams work closely with customers to prioritise and resolve overdue inspections, using local planning, flexible engineer deployment and proactive communication to bring programmes back on track as quickly as possible.

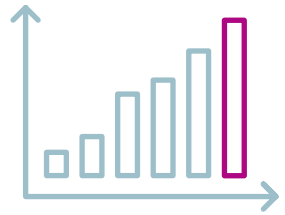
We know some providers talk about being '99%' or '100% up to date', but what's often less clear is how that's calculated. Our view is simple: clear, comparable and honest data builds confidence and supports better outcomes.

For us, it's about giving you a clear, accurate view, so you and your clients can make informed decisions with confidence.



Your questions answered

How does HSB support new business and ensure consistent service delivery as volumes grow?



We completely understand why that question comes up, and it's an important one for us to answer clearly. Our approach is simple: we only take on work that we know we can deliver.

Every new opportunity goes through robust capacity and resource checks before we commit. If we cannot deliver to our standards, we won't quote for it. That discipline is key to maintaining our service performance.

We don't take on new business at the expense of service. We only commit when we know we can deliver.

From a delivery perspective, we've invested in multi-disciplined engineers, strengthened our field capability and focused on local planning. Our one engineer, one visit approach supports efficient inspections with minimal disruption for your customers.

We've also built a structured onboarding process, from light touch onboarding for smaller businesses through to dedicated contract management for larger or more complex customers. Our teams remain visible, accessible and responsive throughout.

Accountability starts with us, our senior leadership team, and is demonstrated through proactive, visible communication.

That's reflected in how we work, how we engage with brokers, and even in this newsletter.

We are also clear about where we add the most value. We're not trying to be the biggest provider in the market, we're focused on being the best. Our strength lies in supporting SME and lower-complexity environments, while retaining the technical capability to support more complex risks.

Ultimately, we focus on showing, not telling by operating consistently, onboarding seamlessly and giving you confidence that when we commit, we deliver. If there are questions you'd like us to address in future editions of this newsletter, please **let us know**.



HSB
A Munich Re company

Meet the team - Tony Gibbs

Meet the leadership team shaping HSB's engineering inspection services, combining technical expertise, proactive support and a relentless focus on delivering a seamless experience for brokers and their customers.



Tony Gibbs
Field Operations Director

"Throughout my career, my focus has always been on delivering high quality, dependable services that customers can rely on. My engineering background began in the motor trade and subsequently in the management of inspection bodies. I have also worked for leading field-based service organisations, such as The AA and Miele.

At HSB, I lead our field operations with a clear priority: ensuring every customer receives a consistent, high-standard inspection service that helps them remain safe, compliant and confident in their operations. Our engineers are multi-disciplined, highly trained and committed to going the extra mile, not just completing inspections, but supporting customers in understanding and managing their responsibilities.

I empower our engineers to take ownership and deliver the right outcomes on site, whether that's adapting to minimise disruption or providing practical guidance to help customers stay compliant. That accountability and flexibility are key to the service we provide.

We've made significant improvements in service delivery and continue to drive towards our ambition of 100% on-time inspections. Ultimately, our focus is simple: delivering a reliable, professional service that supports customers every step of the way."

What you can expect from me:

> Ensuring a dependable, high quality inspection service delivered by engineers who take pride in going the extra mile to keep your customers safe and compliant.



Meet the team - Mark Burrows



Mark Burrows
Commercial Director

"I've spent over 35 years in the engineering insurance and inspection industry. Throughout that time, my focus has always been on understanding what brokers and their customers genuinely need from an inspection service provider, and making sure we deliver against it with exceptional service levels.

At HSB, I lead our commercial strategy and work closely with brokers to develop solutions that meet the specific needs of their customers, which centre on compliance. My team has extensive experience in onboarding and managing large national contracts, ensuring every transition is carefully planned, well communicated and delivered with minimal disruption.

We've developed a strong, service-led proposition built around what matters most to brokers and their customers — reliable, on time inspections and a consistent, transparent, high-quality experience.

Through our national network of local, multi-disciplined Engineer Surveyors, we're able to deliver a flexible and efficient service that keeps customers compliant while minimising disruption to their business.

Our one engineer, one visit approach is a key part of that and provides a cost-effective, practical solution for many businesses, particularly in the SME and lower complexity space.

For me, it's about working in partnership with brokers, understanding their challenges, supporting their growth, and giving them complete confidence that when they place business with HSB, we'll deliver on our promises."

What you can expect from me:

> "Ensuring we remain a collaborative, experienced partner who understands your needs and delivers practical, reliable solutions that support your customers and your business."



HSB
A Munich Re company

Meet the team - Gareth Bendelow



Gareth Bendelow
Technical Director

"I've spent more than 25 years in the engineering inspection industry, and as Technical Director at HSB, my responsibility is to ensure everything we deliver is underpinned by strong technical expertise, robust standards and a clear focus on safety, quality and maintaining compliance at all times.

I lead on our technical strategy, training and accreditation, making sure we consistently meet, and exceed, the requirements of standards such as ISO 17020 and ISO 45001, including representing HSB in various SAFed technical committees and at board level.

I also lead our Engineering Consultancy Services and Loss Control Engineering teams which brings complimentary and value-added services to our customers in addition to supporting our core insurance division with risk management engineering.

As part of my role, I've had the opportunity to work closely with both HSB's UK and global engineering teams, which means we bring a broad and forward-thinking perspective to the services we provide.

I'm passionate about maintaining high standards but also about evolving our services, whether that's through innovation, new risk solutions or supporting emerging technologies across the industries we serve."

What you can expect from me:

> "The assurance that HSB's inspection services are technically robust, fully compliant and continuously improving to meet the needs of you and your customers."

HSB
A Munich Re company

Meet the team - Kieran Kelly



Kieran Kelly
Director of Business Services

"I've been with HSB for over 16 years, and my role is all about making sure the journey from onboarding to inspection delivery is seamless for our customers and broker partners. I lead our Engineering Business Support Team, who are often the first point of contact for customers once they come on board, whether that's coordinating inspections, answering queries or providing updates on service delivery.

I spend a lot of my time working with senior stakeholders, both customers and brokers, to understand exactly what they need from us. This could be anything from bespoke reporting, data integration or a more tailored service solution. One of the real strengths I bring is being able to draw on the wider HSB and Munich Re network to solve problems and deliver practical, high-quality outcomes.

For me, it's about being honest, proactive and focused on delivering what we say we will. We're very open about our service performance and proud to share that data because we believe that's how you build trust."

What you can expect from me:

> "A responsive, solutions-focused approach, and a team that will keep your customers informed, supported and confident in our service at every stage."



HSB
A Munich Re company



© 2026 HSB Engineering Insurance Services Limited. All rights reserved.

HSBEI-2639-0626

Picture credits: AndrewParkerPhotography

HSB Engineering Insurance Services Limited, registered in England and Wales: 03010292, Chancery Place, 50 Brown Street, Manchester M2 2JT.
Registered as a branch in Ireland: 906105, The Reflector, East Wing, 8 Hanover Quay, Dublin 2, D02 R573.

www.hsbeil.com

HSB
A Munich Re company