



DAC Beachcroft Claims Ltd (the company) – s172 statement for the year ended 30 April 2022

Section 172 statement

The Company forms part of the DAC Beachcroft LLP Group (the Group). The Group governance framework delegates decision making authority to the Company up to defined levels of significance and materiality which allows the Company Board to take account of the needs of their own stakeholders in decision making. Decisions above the defined levels are escalated to the LLP Group Executive (Group Executive) and the LLP Group Board (Group Board). The Company's Board currently comprises seven Directors, some of whom are also members of the Group Executive and/or the Group Board.

The Company provides the Group Board with updates about the strategy, performance and key decisions taken which also gives the Group Board assurance that key stakeholders have been identified and proper consideration is given to their interests in decision making in accordance with section 172.

Stakeholder engagement is managed at both Group and Company level. The Group and Company foster effective stakeholder relationships with key stakeholders in the following ways:

Client engagement

The Company participates in the Group's Client Engagement Programme. The programme is designed to forge effective and sustainable client relationships and in so doing to gain insights enabling the delivery of a supportive, value-added and bespoke service now and in the future.

The Company participates in the Group's Client Listening Programme. Under this programme, formal feedback is sought from clients at all stages in their relationship with the Company (tender debriefs, on-boarding reviews, relationship reviews and post-matter reviews). Feedback is considered and actioned at an individual client level after each review supporting a cycle of continual learning and improvement. Aggregated feedback and insights are shared with the Board to inform and support the Company's strategic decisions. The results of the most recent Client Listening Programme, published in 2022 have been extremely positive, with 95% of clients rating their ease of engaging with the Group as good or excellent. Such insight also helps to drive and support innovation to ensure continued alignment with client requirements.

Specific innovative activities implemented in response to client engagement have included:

- Launch of a new online platform to support insurers' claims teams in navigating their way through the new rules and procedures introduced as a result of the Government's new package of "whiplash" reforms that went live in 2021.
- With insurtech Automated Insurance Solutions (AIS), the launch of ACE, an automated digital solution for gathering evidence and preparing compliant witness statements quickly, to enable motor insurers to dispute liability in the Official Injury Claim (OIC) portal.
- Increased engagement with a number of intelligent automation specialists, building on the existing relationship with our strategic partner Rainbird, and exploring new opportunities with other providers, to enable the agile development of AI-powered solutions for our clients.



- Exploring the use of effective digital solutions in the preparation of Court bundles and attendance at Court to minimise administration activities.
- In May 2022 the launch of a new Corporate Insurance and Risk division to service and manage liabilities and risk for corporate clients.

Supplier engagement

Fostering strong relationships with supply chain partners is of great importance to helping deliver one of the principal objectives of the Company strategy: operational excellence. Executive-level engagement is part of the supplier relationship framework, with Board and Group Board oversight on matters of strategic importance.

New suppliers are engaged according to the internal procurement process, with emphasis placed on ensuring appropriate commercial terms are in place to support a mutually beneficial relationship. Detailed due diligence seeks assurance on a wide range of matters, including modern slavery, diversity, sustainability and payment of the Living Wage. The Modern Slavery Act statement applicable to the Company is available on the [Group website](#). Annual revalidation of critical supplier relationships is on-going, with plans to broaden such activities in due course, to ensure that there is greater assurance surrounding supplier relationships at all levels.

Supplier relationships are managed by the Company with support from the Procurement Team through regular governance meetings, providing opportunities for both parties to provide feedback on the relationship and discuss innovations and developments in the products and services available.

Analysis of the sustainability and resilience of the supply chain is undertaken by the Group's governance team and any significant risks or issues are elevated to the Group Executive and the Group Board.

As required, the Company's payment practices are published on a half-yearly basis on the Government's online facility.

Engagement with the Company's Regulators

In making strategic decisions, due consideration is given to the relevant regulatory environment in which the Company operates to ensure it is compliant with local legislation and regulation. There is regular dialogue with the Law Society as the Company's representative body and the SRA as its regulator. The Company works with them in respect of changes and initiatives impacting on the profession and the community.

Horizon scanning is undertaken to check for changes to other law and regulation which impact the Company to ensure that compliance is maintained through effective planning, response and implementation.

Community/environment engagement

The Company pursues the Group's Responsible Business Strategy. The Group has developed the Strategy with wider sustainability objectives, in recognition of its role in society. The strategy is available on the [Group website](#). The Group Board (which includes a Director of the Company) monitors progress against the Responsible Business Strategy.



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The Company's responsible business activities are reflected in the way the Company conducts its business with clients and suppliers, its impact on local communities, and its environmental footprint, and supports delivery of the Group's wider ESG objectives.

The Group's energy and carbon report can be found in the Group report and accounts.

The Board of the Company meets at least quarterly to monitor performance of the business, assess risk and take strategic decisions, including agreeing recommendations to the Group Executive or Group Board where applicable. The Board is also supported by an executive management committee.

The Directors of the Company are aware of their statutory duties and, in their decision making as members of the Board, do so in the best interests of the Company having regard to the stakeholder factors set out in the Companies Act 2006. The documentation and governance structure which supports the functioning of the Board has also been developed to promote individual and collective consideration of these factors when they are relevant and material.

The Company did not have any employees in the year. In accordance with an agreement between DAC Beachcroft Services Limited ("Services") and the Company, employees are provided to the Company by Services. As such, the Group governance ensures employee interests are given due consideration.

In progressing the Company strategy, the Board has given consideration to stakeholder interests. Set out below are a number of examples:

- The introduction of further innovations in technology to continue to provide cost effective and efficient solutions for the benefit of clients, including in artificial intelligence, and process automation.
- Having listened to existing corporate clients across a number of sectors and in response to their requirements, the creation of the new Corporate Insurance & Risk division which has brought a fresh approach to dealing with corporate 'claims' and risk, combining bespoke client service and creative solutions.
- The Board of the Company supported its Executive's decision to invest in moving from legacy case management platform, "Solcase" to a more stable system, VisualFiles, removing the need for multiple servers and access points on the basis of improving colleagues' experience and removing frictional administrative burden, and in readiness for migration to a future wholesale upgrade of process and case management system.