

Mint Sauce

Markel International staff bulletin

May 2012



Join the crusade

Help a charity while promoting our brand across the UK

Never mind the Olympics and Euro 2012. This summer, combining chivalry with charity, we have our own sporting challenge to fire the imagination and inspire armchair athletes across the land.

Called the Markel Insurance Challenge, our three triathlons are open to relay teams who will compete at Cholmondeley Castle on 24 June, Castle Howard on 22 July and Hever Castle on 30 September.

There is a £5K charity prize for the winning team at each castle, and teams are free to

enter one, two or all three competitions. The winners will also each receive the latest iPad.

These special competitions have been created as part of the Castle Triathlon Series, and they will help to raise our profile across the UK.

We are promoting our challenge heavily in the media and are keen to encourage as many participants as possible from the insurance industry.

If you want to form an in-house team, or best of all create a team with your insurance

contacts, here's your chance to go for charity gold in Olympic year.

There are three people in a team – a swimmer, a cyclist and a runner – and the distances should hold no fear for anyone with reasonable fitness and a hint of the 'right stuff'. The swim is 800 metres, the cycle 40 km and the run a very modest 8 km.

Want to find out more? Speak to Rob Holmes or Colleen Faughnan, or see our triathlon leaflet.



Engine tuning

Global agency to add power to retail division

We have hired Engine, a versatile marketing agency, to create an advertising campaign to raise our profile in the retail sector.

Engine will develop the campaign over the summer, first researching our markets and strategic objectives before creating the messages and visual identity that will help our retail products to stand out in the marketplace. See www.theenginegroup.com

Less is the new more

Mint Sauce is now being served in smaller portions. But the good news is there will be more helpings as we'll publish a four-page bulletin every two months. Each bulletin will summarise stories that you may have missed

on Mint Mine and ensure that we keep up-to-date with what's happening in the company.

If you have something for the next bulletin, please contact Colleen Faughnan, Rob Holmes or Siobhan Mullahy.



Munich on the map

Anglo Underwriting is our foundation for growth in Germany

Anglo Underwriting, with whom we formed a joint venture earlier this year, is a specialist insurer in Munich. The company has been operating in Germany and Austria since 2005, and we have taken an initial 50% stake in the business and will acquire the remaining 50% at a later date. Anglo Underwriting will therefore become a fully-owned Markel business.

The company was founded by Garlich Wulff and is now managed by his son, Frederik. There are seven people in our new office and they work with around 2,500 broking firms across Germany and Austria, with some 8,000 individual clients.

Our move into Germany follows the recent opening of a Markel office in the Netherlands. As with the Rotterdam business, we plan to build on our German base and fully exploit all the possibilities in the German marketplace, where premiums are worth more than €180 billion a year.



Planting the flag: from Munich we will expand across Germany

Rotterdam roundup

News from the Netherlands



Office welcome: Elbert-Jan Offereins

Our staff at Markel International Netherlands held a launch party in Rotterdam on 15 February. Although the business has been operating since the end of last year, the party was a chance to showcase Markel in the local marketplace and celebrate the successful opening of our first office in the Netherlands. Over 200 people attended the event, held in a yacht club close to our new office, including representatives from Markel in London and a wide range of local clients.



Sebastian Foo:
our man in Malaysia

Malaysia move

KL base will help to broaden our business in Malaysia

We have opened a marketing office in Kuala Lumpur, increasing our commitment to the Malaysian market and strengthening our Asia Pacific network.

After obtaining a licence in Labuan two years ago, we have steadily grown our premium income in the region and now write a range of business lines such as oil and gas, marine, product liability, professional

indemnity and directors' and officers' liability. The Kuala Lumpur office will help to distribute our growing product range and further open up the Malaysian market. As the business expands, lines such as trade credit and other financial products will be added.

Sebastian Foo, a Malaysian national, is our main contact for business partners in Malaysia. He is responsible for developing new opportunities and promoting insurance products within the local market.

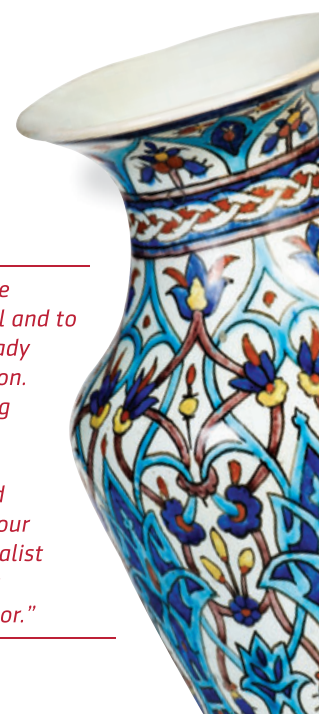
Quay to success

Fine art and collectables business boosts retail offering

We have acquired the renewal rights to Quay Underwriting (QU), a managing agent based in Dorset. QU provides a wide range of insurance products for fine art and collectables, including bespoke products for niche businesses and unusual risks.

The agreement, announced at the beginning of March, builds on an existing and very successful relationship with QU, as Markel has underwritten QU's entire book since the business started in 2009. Employing three people in Bridport, QU is led by Richard Norman, who has worked with leading insurance brands for many years.

Richard said: "We are thrilled to join Markel and to build on what is already a very successful union. With Markel's backing we will enjoy much greater penetration of the UK market and can further enhance our reputation as a specialist insurer in the fine art and collectables sector."





The United Nations of Marketing

In March, London was the venue for the first international forum of Mint marketeers.

We are a growing international organisation with a wide range of marketing and PR needs. Reflecting this growth and the importance of working as a global team, we organised a marketing forum in London at the beginning of March.

It was the first time that we had brought marketing staff together from the UK and overseas, and the focus was very much on common goals, international

coordination and ways to build a consistent brand across the regions.

In addition to presentations from all our offices, the group heard from William Stovin, Steve Carroll, Jeremy Brazil and Simon Wilson, while an external speaker gave a presentation on social media.

The forum will now be an annual event and include guests from different parts of the business.



Leading by eggs-ample

How not to break an egg – that was the team-building challenge set by HR's Amanda Touhey during the two-day forum. The winners, pictured above, who can now add structural engineering to their marketing credentials, left the other teams with egg on their faces.

Marketing minds: (l-r) Siobhan Mullahy; Stephanie Shaw; Gerrie Tan; Katharina Turja; Anna-Karin Mangat; Darren Pegram; Colleen Faughnan; Famke Postema; Inés Augé; Rob Holmes; Nancy Costa; Paul Aveyard; Helen Walker

Hooray for hockey!

As well as sponsoring Hockey Club Rotterdam (HCR), we also sponsor Alliance Hockey Club. At the end of April, the girls' C2 team became the Dutch champions in their class. The ladies' first team have also taken top honours, winning the first division title. Both teams are sponsored by Schouten Insurance International, now part of Markel.

Dutch delight: the C2 team celebrates victory





Get set for Goodwood

As part of our sponsorship at Goodwood Racecourse, we have general admission tickets for Glorious Goodwood (1 August and 4 August) and for the Festival of Speed preview on 28 June. If you would like to find out about opportunities at any of this year's events, speak to Colleen Faughnan or Siobhan Mullahy.



Team tour

Markel International sponsored the Lloyd's Rugby Club on its recent North American tour. The team, which included our own Guy House, wore Markel-branded strip for a game in Vancouver at the beginning of May, which was preceded by a Markel reception. Staff from ESR and All Sport, our Canadian businesses, attended along with their guests.

Shipping news

In June we are taking part in an insurance sailing event called AssurMada. A flotilla of boats will sail from Holland to the UK, and Markel International Netherlands will be represented along with clients. The voyage includes a port-of-call dinner at Lloyd's. More in the next bulletin.

Trading places

The actuarial team has moved from the second floor at 49 Leadenhall Street, exchanging places with the marketing team on the third floor. The move brings the actuarial and information management teams together.

Anyone for cricket?

The marine and energy division is hosting a dinner at Lord's on 12 June for 60 guests. Matt Prior, Graeme Swann and Stuart Broad are among the celebrity cricketers attending.

Swedish soir  e

Fifty brokers will attend a drinks reception in our Stockholm office on 22 May. Hosted by Anne-Sofia Hedin and her team, the reception will include a presentation from Ewa Rose.

Welcome aboard



Marine team of four joins good ship ESR

Elliott Special Risks, our Canadian division, has hired a team of marine specialists for the Montreal office.

Our new staff are Diane Brisson, Anna Maria Tonin, Matthieu Laffeter and Andy Gordon. All have experience at AXA/Intact and will provide liability, hull and cargo coverage.

We look forward to the marine team strengthening our global reputation in the marine and energy sector and widening ESR's capability in Canada.

A change of environment

Green shoots are sprouting, reports the EnvironMINT Committee, and not just because it's spring

- Alongside the refurbishment of the Markel Building, the EnvironMINT Committee has been having its own upgrade. The intranet site has been revamped, the best practice guidelines have been rewritten and there is a new logo.



- The new Kangarillo handryers are more hygienic, consume 80% less energy, are 80% cheaper to run than conventional handryers, and are 98% cheaper than paper. And not least, it means no more paper towels.
- With the new coffee and water machines, and the stock of Markel mugs and glasses, we no longer need the paper cups and will ask the vending company not to supply them.
- The additional videoconference facilities in our meeting rooms mean that we can have 'face-to-face' meetings with our colleagues around the country and in the overseas offices and so reduce unnecessary travel.

- All of our meeting rooms (apart from the Galleria) are now fitted with Wyse terminals, which means logging on is far easier. Please use the screens rather than printing agendas and presentations. We are looking into the issues with the projector and installing a Wyse Terminal in the Galleria.
- The old-brand headed paper has been sent to be recycled into notebooks.
- Recycling and waste disposal has become a bit confusing with the different types of bins so we are simplifying the points and producing new signage.
- We are reducing the number of printers, faxes and photocopies and gradually introducing combined machines. All of the consumables for the Konica Minoltas are 100% recyclable and we will be saving energy by not running a number of machines.



Mug's game: no more paper cups

- We believe educating employees is key to reducing our environmental impact. If you have any suggestions on how to improve our environmental performance or would like to become a member of the committee then please email environmint@markelintl.com

We like Lucy

Lucy Alexander, a rising star of jump racing, has joined Sam Thomas and William Buick as a Markel-sponsored jockey. More in the next issue of *Mint Sauce*.