

GAB Robins

Surge Bulletin



9 August 2011

Current Surge Plan Status: RED

Areas of Britain burn as rioting spreads



Clapham – photo taken this morning by Mike Jones, COO, showing damage to the Debenhams store

Update

The rioting continued during yesterday afternoon and evening with incidents and flashpoints throughout London last night. New areas affected included Battersea, Hackney, Dalston, Woolwich, Peckham and Lewisham together with the areas targeted earlier in Enfield, Walthamstow and Tottenham. Last night the lawlessness spread to areas outside inner London to include Croydon, and even major towns and cities were added to list when youths in Birmingham joined in the destruction smashing shop windows and looting the contents.

Rioting also spread across northern England and to the West Country last night with police in Liverpool, Nottingham and Bristol reporting scenes of violence in copycat attacks.

A Fire Brigade representative advised there had been 1700 fires reported in London and other UK areas since the rioting began at the weekend.

Current Activity

Riot claims have been received from many areas of London, the suburbs and from other towns and cities. So far the majority of claims have been received from the following postcodes:

E8	E3	SE3
SE6	SE13	SE18
SE22	CR0	CR2
SW2	SW4	SW8
SW11	W13	W5
N7	N15	N17
N18	N22	EN1
EN2	SG6	B2
B43		

We are still having difficulty accessing some areas, particularly Tottenham High Road where access is only possible with a police escort. We are also receiving reports this afternoon relating to additional outbreaks in Birmingham, along with several areas of London being cordoned off by police to prevent further incidents. Our office in Bromley had to be evacuated today because of disturbances in the town centre.

We have received several Denial of Access claims for properties which have suffered little or no damage but which have been forced to close whilst areas are cordoned off by the police.

Further details relating to the areas most affected will be provided as the situation develops.

Actions

We have now received a considerable number of claims for both fire damage and looting/malicious damage. Most of these are in the London postcodes and there are several substantial losses.

We have moved our Surge Status to **RED** for the London area and additional adjusters from our property and Major Loss teams are now involved with others from outside the area on standby.

- Claims can be passed to our Manchester and Brighton Service Centres in the normal way but we are co-ordinating all riot claims, which will be managed and monitored separately.
- Data relating to these claims will be collated and provided to clients.
- Service Centres if required will provide extended working hours.
- Out of hours team extended to handle calls and appoint adjusters if the situation deteriorates further outside of core hours
- Additional adjusters have been made available from unaffected areas.
- Major and Complex team deployed to affected areas with additional members on standby.

- Support from our Technical team is being provided to ensure compliance with recovery procedures against the police in relation to the Riot (Damages) Act 1886.
- Our Recovery team in Manchester are fully prepared to progress recoveries under the Riot (Damages) Act 1886.
- Our contractor network, BRICS, is on standby to undertake emergency works

This is a time of enormous stress for those with properties and businesses affected by the violence. Our teams of adjusters will be on hand to deal promptly with these claims, to offer support and advice, particularly in relation to recovery procedures etc.

Current Surge Plan status

RED - Event occurred or occurring and disaster plan activated

We have changed our Surge Plan status to **RED** for the London area in view of the volume of claims and the continuing escalation of incidents around the capital.

Expected Activity

We will continue to monitor the situation and will issue further updates as the situation develops. Please feel free to contact your account managers if necessary, or me.

George Bentley

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Woolwich – The Great Harry, a Wetherspoon pub pictured before and after last night's riots.

("Before" image courtesy of StreetView, and "After" image taken by James Woolford, JD Wetherspoons)