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## OFFICE MOVE

We are pleased to announce that our office has moved location to St Katharine Docks, London. The new office address is as follows:

**Concordia Consultancy Ltd**  
**46 - 48 East Smithfield**  
**St Katharine Docks**  
**London**  
**E1W 1AW**  
**Telephone: +44 (0) 207 623 8461**

Existing contact numbers, eFax, web address and emails remain unchanged.

Our new premises are within walking distance of Lloyd's of London, enabling us to maintain close connections with Insurer clients.

We have also attached for your convenience a Concordia Consultancy Ltd business card.

## CONCORDIA'S MARINE PRACTICE



Remote Operating Vehicle

The Marine Practice continues to be successfully involved with the handling of losses occurring worldwide with a number of assignments involving ROV's, towed-arrays and oceanographic equipment. We have seen damage to equipment that has included contact and thruster type incidents.

Our Marine Practice includes a qualified Master Mariner, Offshore Yacht Masters and experienced scuba divers.

Concordia is experienced and involved in:

### **Marine Liabilities;**

Stevedores, Ship Repairers, Protection & Indemnity, Pollution

### **Marine Property;**

Jetties, Wharfs, Marinas, Quays, Dolphins, Berths, Piers

### **Marine All Risks;**

Remote Operated Vehicles (ROV), Underwater Unmanned Vehicles (UUV), Autonomous Underwater Vehicles (AUV), Seismic Sonars, Transponders, Cargo

### **Marine Risk Services;**

Crew Procedures, Reporting Guidelines, Emergency Procedures, Securing at Sea, Anchoring, Water Tight Integrity, Special Sea Dutyman, Environmental Impact

### **Marine Transport**

Goods in Transit, Jewellers Block and loss of license and Offshore Personal Accident

Marine Practice Leader, James Gee can be contacted as follows:

Email: [james.gee@concordiaconsultancy.com](mailto:james.gee@concordiaconsultancy.com)

Telephone: +44 (0) 207 623 8461



## INTERIM REPORT NO 15 - BY PAUL MAY, CHAIRMAN

2016 is flying by and we remain busy with assignments in the UK and many countries around the world.

The Specialist and Geographical Associates within the Concordia Global Network continue to work seamlessly with our team to provide cost effective and comprehensive services.

Our Multi-National Practice has been especially active dealing with several major property and business interruption cases.

If you think we may be able to assist in any way we would be happy to discuss and propose sensible solutions.

Email: [paul.may@concordiaconsultancy.com](mailto:paul.may@concordiaconsultancy.com)

## TECHNICAL RESTORATION – KEEPING UP TO DATE WITH STATE OF THE ART RECLAMATION PROCEDURES

Ian Woodhead, Managing Director of Concordia Chartered Loss Adjusters and Ben Carroll, Managing Director of Concordia Global Network, attended a two day residential course at Belfor laboratories in Munich on 7<sup>th</sup> and 8<sup>th</sup> April 2016.

This was a hands on training workshop, covering the latest technical and scientific restoration procedures that are available for the mitigation of damage arising from fires, floods and industrial contamination. It was also possible to review the impact of chemical contamination to different materials and current development procedures.



Image: Ian Woodhead, Ben Carroll and Manfred Linz (Belfor)

Restoration techniques for buildings included live tests using the Belfor SRF (Soot Removal Film) technology. We took the opportunity to provide constructive feedback, drawing on our many years of field experience handling complex and major losses, in different environmental conditions. In particular, we were pleased to identify the potential for an early deployment of specified sprayed procedures for use in a pre-loss mitigation capacity. This would significantly increase the flood resilience of structures on a temporary basis, following the announcement of high risk flood warnings. It would be possible to restrict the progress of water seepage in flooded properties and thereby, considerably reduce drying times. Consequential savings in indemnity spend were identified.

Special procedures for the decontamination of Machinery and Stock were also covered, with interactive feedback from all attendees.

# CONCORDIA GLOBAL NETWORK NEWS

## South Asia



Image source: mesa.ucdavis.edu

Concordia and its staff have a long history of claims handling in South Asia dating back to 1983. Our subsidiary company Concordia Consultancy South Asia (CCSA) based in Colombo, Sri Lanka, has dealt with cases, in Sri Lanka, India, Maldives, Mauritius and Pakistan.

Contact [Anushki.Goonetilleke@concordiaconsultancy.com](mailto:Anushki.Goonetilleke@concordiaconsultancy.com)

CCSA continues to thrive and provide assistance to many Insurers, Reinsurers and corporate clients. The Concordia Global Network (CGN) has recently welcomed new Specialist Associates, whose experience and expertise is a welcome addition to the CGN network and services provided across South Asia.

For further information about the Concordia Global Network and services provided by Concordia internationally, please contact Ben Carroll, Managing Director - Concordia Global Network Ltd, at [ben.carroll@concordiaconsultancy.com](mailto:ben.carroll@concordiaconsultancy.com)

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## TEAM APPOINTMENT

Concordia Consultancy Ltd is pleased to announce the appointment of Savrina Texeira as Team Assistant for Concordia Chartered Loss Adjusters Ltd based in our London Office.

Savrina brings years of experience to the role having held past positions within Loss Adjusting organisations and other Insurance related companies.



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## GIVING AND SUPPORT

Concordia Consultancy has donated to St Giles Trust this year instead of sending out printed Christmas cards.

