### STRATEGIC REPORT, DIRECTORS' REPORT AND

FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2020

FOR

ARTHUR J. GALLAGHER INSURANCE BROKERS LIMITED



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### **COMPANY INFORMATION** FOR THE YEAR ENDED 31 DECEMBER 2020

L Patten (Non-Executive)
J Drummond-Smith (Non-Executive)
S Green (Non-Executive) DIRECTORS: M Bree D Cousins M Rea J Whittingham

SECRETARY: A Peel

Spectrum Building 7<sup>th</sup> Floor 55 Blythsw ood Street REGISTERED OFFICE Glasgow G2 7AT

REGISTERED NUMBER: SC108909 (Scotland)

INDEPENDENT AUDITOR: Ernst & Young LLP Statutory Auditor 25 Churchill Place

Canary Wharf London E14 5EY

#### STRATEGIC REPORT FOR THE YEAR ENDED 31 DECEMBER 2020

The Directors present their Strategic Report for the year ended 31 December 2020.

#### REVIEW OF BUSINESS

The principal activity of the Company in the year under review was that of insurance broking. It is expected that there will be no significant change to the nature of the Company's activities in the foreseeable future.

The Company is a wholly owned subsidiary of Arthur J. Gallagher & Co., a company incorporated in the United States of America and is included in the publicly available consolidated financial statements of Arthur J. Gallagher & Co. ("the Group"). The Group's strategic focus continues to be on the organic growth of existing core business, the acquisition of complementary businesses and improvements in operational efficiency.

The results of the Company for the year ended 31 December 2020 are set out in the financial statements on pages 11 to 24

The Company continues to benefit from both organic growth and past integration activity which has resulted in improved leverage with insurer partners allowing us to offer our clients better products at better prices and all round better service. As a result revenue has grown due to an increase in new clients and improved cross-selling of a wider product set. 2020 also saw the continuation of our M&A strategy and the Company successfully completed the integration of insurance Dialogue Limited and Purple Bridge Group Limited.

For the year ended 31 December 2020 the Company recorded turnover of £291,456k, an increase over prior year of £47,199k (19.3%) with a profit before tax of £66,045k, an increase over prior year of £32,622k (97.6%). The growth in turnover was principally driven by the impact of acquisitions, new customer wins, continued cross-selling and increased rate in the market. The improvement in profit before tax can be attributed to increased turnover and continued cost control and efficiency savings.

Given the external developments and geopolitical disruption in relation to the ongoing COVID-19 pandemic, future forecasts and projections have taken these conditions into account. The Company is fully operational, has deployed continuity protocols and has not been materially impacted by the COVID-19 pandemic. The Company has adequate resources to continue in operational existence for a period to 30 September 2022 and no material uncertainties related to going concern have been identified.

#### SECTION 172 STATEMENT

The Directors of Arthur J. Gallagher Insurance Brokers Limited have regard to the interests of the Company's stakeholders in accordance with s172 of the Companies Act 2006.

The Directors recognise their responsibility to act in good faith to promote the success of the Company for the benefit of its shareholder, the Gallagher Group, while also considering the impact of their decisions on other stakeholders. These stakeholders include clients, strategic partners (for example, insurance companies), employees, suppliers, our regulator, the environment and the wider community. Engagement with these stakeholders, to understand the issues and factors which are most important to them, is an important aspect of our decision-making process. In making key decisions, the Directors consider the outcomes of engagement with the relevant stakeholders. Set out below are three key decisions taken by the Directors during 2020, with details of the stakeholder engagement process undertaken in arriving at them, and how it influenced the decisions taken.

#### COVID-19 pandemic and our response

#### Context

During the 2020 financial year, the COVID-19 pandemic had far-reaching consequences for UK businesses, including Arthur J. Gallagher Insurance Brokers Limited. Throughout the year, the Board considered how the pandemic, and the resultant lockdowns, would impact the business, and each of its stakeholders, including clients, suppliers, our regulator, and the Company's employees. Decisions taken by the Company's board took into account the impacts of the pandemic on these groups, and sought to ensure that the Company could continue to act in all stakeholders' best interests.

How the Directors engaged with stakeholders:

The COVID-19 pandemic affected all our stakeholders. Employees are a key stakeholder group for the Company and, early in the year, the Board was quick to consider the potential impacts on employee well-being. Decisions were taken swiftly to assist the workforce in the move to home-working and this proved to be successful, with the whole business home-working by Q2 2020.

The Board identified potential challenges of engagement and motivation among employees, and actions were taken to address them, with regular weekly contact from line managers and teams through a number of interactions such as virtual social events, virtual team meetings and lunches, which helped our employees to maintain contact as well as a sense of belonging. The directors were aware of the need for regular communications with the workforce, and took a particular interest in supporting any staff who might be considered vulnerable.

#### STRATEGIC REPORT FOR THE YEAR ENDED 31 DECEMBER 2020

SECTION 172 STATEMENT - continued

#### COVID-19 pandemic and our response - continued

Flexible hours were offered to employees with childcare responsibilities. The aim of these initiatives was to keep our employees engaged and productive, communicating and assisting clients.

The Board was also interested to understand the position of key suppliers, one of which was the Gallagher Service Centre (GSC) based in India. The Board took an interest in the welfare of GSC employees, and was briefed on services levels, which remained high throughout 2020. Efforts were also made to keep our regulator updated, and an increased volume of data was requested by, and provided to, the FCA during the lockdown periods.

#### Outcomes:

The team remained resilient throughout 2020 and maintained a high level of service to our clients. Staff turnover at the end of the year was low and staff morale remained high, in the circumstances. Careful consideration of our stakeholders, including our valued employee base, and suppliers such as GSC, contributed to a strong performance by Arthur J Gallagher Insurance Brokers Limited in 2020, in spite of the many challenges resulting from COVID-19.

#### Employee Engagement Survey (Nov 2020)

#### Context:

Employees are a key stakeholder group for the Company, being the key producers of revenue for the Company.

How the Directors engaged with stakeholders:

One of the key tools used by the Board in understanding employee sentiment is the annual Employee Engagement Survey, conducted in the third quarter of 2020, led by the HR function and facilitated by an external provider, kia. Areas covered by the survey included Manager Effectiveness, Communication, and Diversity. The response rate to the survey was very high, at 91%, and the engagement score was also high at 80%, six percentage points ahead of prior year. The Board noted that responses were overwhelmingly positive across the employee population, despite the many challenges which had arisen during 2020 as a result of the COVID-19 pandemic. The Directors reviewed the survey results, and actively challenged management on the findings, but were encouraged by the positive picture of employee engagement which they provided.

#### Outcomes:

It was agreed that, based on employee feedback, an action plan for employee engagement would be created and brought back to the Board for review.

#### Acquisition of the Bollington Wilson Group

#### Context:

During 2020, the Board of Arthur J. Gallagher Insurance Brokers Limited was presented with the opportunity to acquire the Bollington Wilson Group. Bollington was founded in 1973 as a local community broker and had since grown organically and through acquisitions to become a sizeable broker specialising in mid-market commercial, niche lines, and SME & micro-SME businesses as well as personal lines. The business is based in the North West of England, operating out of seven offices, and with over 230,000 customers. Among the stakeholders with an interest in the Bollington acquisition were our regulator, the FCA, Arthur J. Gallagher Insurance Brokers Limited's existing employees, and employees of the Bollington business.

How the directors engaged with stakeholders:

In evaluating the acquisition of Bollington, an important factor for the Board was the cultural fit between Bollington and the Company. Based on thorough due diligence work, it was determined that the cultural fit between the two businesses should be strong. Bollington employs over 400 people, and ensuring that these employees could transition successfully into the Gallagher group, and build careers with us, was an important consideration in evaluating the acquisition. Acquisitions such as Bollington can also provide new opportunities for existing Gallagher employees, another attractive aspect of the transaction.

Careful attention was also paid to Bollington's client base, located predominantly in the North-West of England. Due diligence showed that Bollington's book of business would be a good fit with Gallagher's, and that the range of services offered by each could be of benefit to the other's customer base.

The Company also engaged with its regulator, the Financial Conduct Authority, in seeking approval for the Bollington acquisition to proceed.

#### Outcomes:

The successful completion of the acquisition of Bollington was announced on 8 February 2021, following full regulatory approval. The integration of Bollington, and its employees and clients, into the Gallagher group is well underway, and the transaction has been well received by Gallagher's Retail staff.

#### STRATEGIC REPORT FOR THE YEAR ENDED 31 DECEMBER 2020

#### SECTION 172 STATEMENT - continued

These decisions underline the importance of consideration of a range of stakeholder interests to the Company's decision-making.

The Company, its Directors and its management remain fully committed to engaging effectively with the Company's key stakeholders as part of their decision-making process, and will continue to do so in future.

#### STREAMLINED ENERGY AND CARBON REPORTING (SECR)

The UK government's SECR policy was implemented on 1 April 2019 when "The Companies (Directors' Report) and Limited Liability Partnerships (Energy and Carbon Report) Regulations 2018" came into force. The legislation requires that large (as defined in sections 465 and 466 of the Companies Act 2006), unquoted companies report on UK energy use and associated greenhouse gas emissions relating to gas, electricity and transport fuel as well as an intensity ratio and information relating to energy efficiency action, through its annual report.

For GGB UK companies, the Directors decided to aggregate the report and consolidate the energy and carbon information under SECR. Detailed disclosures can be found within the Strategic Report of Arthur J Gallagher Holdings (UK) Limited year ended 31 December 2020 financial statements.

#### PRINCIPAL RISKS AND UNCERTAINTIES

The Group's international operations and debt profile expose it to a variety of financial and operational risks including the effects of change in foreign currency exchange rates, counterparty credit risks, compliance risk, liquidity and interest rates. The UK Group's Board of Directors are responsible for setting the UK Group's risk appetite and ensuring that it has an appropriate and effective risk management framework and monitors the ongoing process for identifying, evaluating, managing, and reporting the most material risks. To facilitate this, the UK Group maintains a risk framework, through which the key risks affecting the UK Group are identified, assessed and monitored. Each business entity also undertakes a similar process and these risk profiles help inform the overall risk profile of the UK business. This is reviewed by each business division's risk and conduct committee and in turn the combined risk profile is overseen by the GGB –UK Risk Committee, which is chaired and attended by independent non-executive members, and reports to the Board of Directors.

The UK Group has in place a risk management programme and policies in the context of the wider Group risk framework. This risk management programme seeks to manage any adverse impact upon the Group caused by the nature of its principal activity. The approach to the significant risks is noted below:

#### Borrowing facilities and liquidity risk

Operations for the Group are financed by a mixture of shareholders' funds, external borrowing facilities, inter-group borrowings and cash reserves. The objective is to ensure a mix of funding methods offering flexibility and cost effectiveness to match the needs of the Group. Forward looking cash flow projections are prepared on a regular basis to assess funding requirements.

#### Foreign currency risk

The Group's major currency transaction exposure arises in respect of transactions with fellow group undertakings and foreign currency revenue earned in the UK. As a consequence, the Group's results are sensitive to changes in foreign currency exchange rates.

In the management of its exchange rate exposures the Group utilises currency derivatives on a non-speculative basis to hedge future transactions and cash flows and is therefore party to a number of forward foreign currency contracts.

#### Interest rate risk

Interest rates on the Group's formal intra-group loans are fixed in nature and set in accordance with the wider Group treasury and transfer pricing policies.

#### Counterparty credit risk

The Group is exposed to credit related losses in the event of non-performance by counterparties to financial assets but mitigates such risk through its policy of selecting only counterparties with high credit ratings or arranging beneficial credit terms in accordance with the Group's investment and counterparty policy.

#### STRATEGIC REPORT FOR THE YEAR ENDED 31 DECEMBER 2020

#### PRINCIPAL RISKS AND UNCERTAINTIES- continued

#### Compliance risk

The Group is exposed to regulatory risk from the potential failure to comply with the relevant laws and regulations for insurance intermediaries. To mitigate this, the Group has a risk and compliance function, comprising members with experience of working at regulators, insurers, brokers and other financial institutions and has a control framework that has been rolled out and embedded within the culture throughout the Group to reduce the risk of non-compliance. This includes regular assessments within the business to gain assurance on compliance and monitoring of the compliance and regulatory requirements, with regular reporting to the Risk Committee and Board of Directors, and the Group has a proactive, open relationship with the regulator.

#### Operational risk

The Group has identified the key operational risks to which it is exposed, principal among which are errors or omission leading to the incorrect placement of client insurances, the protection of client information, the prevention of cyber and financial crime, suppliers, facilities and IT resilience, M&A, compliance with regulations and not least employees. An appropriate control framework has been deployed to manage and mitigate these key operational risks. The overall operational resilience of the Group was demonstrated by managing a significant test in 2020, the Covid 19 pandemic. There is a defined risk framework for the assessment of the risks through the acquisition of organisations and their integration into the Gallagher organisation. The assessment of risks also includes elements of stress testing and assessments of operational and financial resilience.

BY ORDER OF THE BOARD:

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A Pee	- Secretary	
Date:	5 August 2021	

### DIRECTORS' REPORT FOR THE YEAR ENDED 31 DECEMBER 2020

The Directors present their report with the audited financial statements of the Company for the year ended 31 December 2020. The results for the Company for the year ended 31 December 2020 and future developments are discussed in the Strategic Report.

#### DIRECTORS OF THE COMPANY

The Directors who have held office during the period from 1 January 2020 to the date of this report are as follows:

- L Patten (Non-Executive)
- J Drummond-Smith (Non-Executive)
- S Green (Non-Executive)
- M Rea
- J-Whittingham

Other changes in Directors holding office are as follows:

- C Grint resigned 18 September 2020
- M Bree appointed 5 December 2020
- C Richmond resigned 1 January 2021
- C Scott resigned 1 January 2021
- D Cousins appointed 21 June 2021

#### DIVIDENDS

No dividends will be distributed for the year ended 31 December 2020 (2019: £nil).

#### EVENTS AFTER THE REPORTING PERIOD

Information relating to events after the reporting period is given in note 20 to the financial statements.

#### **EMPLOYEES**

The Company is an equal opportunities employer and bases all decisions on individual ability regardless of race, religion, gender, age or disability. The s172 statement on page 3 in the Strategic Report provides further details on employee engagement.

#### DIRECTORS' INDEMNITY PROVISIONS

The Directors have benefited from qualifying third party indemnity provisions during the financial year and to the date of this report.

#### DIRECTORS' RESPONSIBILITIES STATEMENT

The Directors are responsible for preparing the Strategic Report, Directors' Report and the financial statements in accordance with applicable law and regulations. The s172 statement on page 2 of the Strategic Report provides further details of Directors responsibilities.

Company law requires the Directors to prepare financial statements for each financial year. Under that law the Directors have elected to prepare the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland". Under company law the Directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the Company and of the profit or loss of the Company for that period. In preparing these financial statements, the Directors are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Company will continue in business.

The Directors are responsible for keeping adequate accounting records that are sufficient to show and explain the Company's transactions and disclose with reasonable accuracy at any time the financial position of the Company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

#### DIRECTORS' REPORT FOR THE YEAR ENDED 31 DECEMBER 2020

#### STATEMENT AS TO DISCLOSURE OF INFORMATION TO AUDITOR

So far as the Directors are aware, there is no relevant audit information (as defined by Section 418 of the Companies Act 2006) of which the Company's auditor is unaware, and each Director has taken all the steps that they ought to have taken as a Director in order to make themselves aware of any relevant audit information and to establish that the Company's auditor is aware of that information.

#### **AUDITOR**

The auditor, Ernst & Young LLP, will be proposed for re-appointment in accordance with section 487(2) of the Companies Act 2006.

Alistair C. Peel
Alistair C. Peel (Aug 5, 2021 17:14 GMT+1)

A Peel - Secretary

Date: 5 August 2021

BY ORDER OF THE BOARD:

### INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF ARTHUR J. GALLAGHER INSURANCE BROKERS LIMITED

#### Opinion

We have audited the financial statements of Arthur J. Gallagher Insurance Brokers Limited for the year ended 31 December 2020 which comprise the Statement of Comprehensive Income, the Statement of Financial Position, the Statement of Changes in Equity and the related notes 1 to 20, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the company's affairs as at 31 December 2020 and of its profit for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

#### Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

#### Conclusions relating to going concern

In auditing the financial statements, we have concluded that the directors' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the company's ability to continue as a going concern for a period to 30 September 2022 from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this report. However, because not all future events or conditions can be predicted, this statement is not a guarantee as to the company's ability to continue as a going concern.

#### Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The directors are responsible for the other information contained within the annual report.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in this report, wie do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of the other information, we are required to report that fact.

We have nothing to report in this regard.

### INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF ARTHUR J. GALLAGHER INSURANCE BROKERS LIMITED - continued

#### Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the strategic report and the directors' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
  - the strategic report and directors' report have been prepared in accordance with applicable legal requirements.

#### Matters on which we are required to report by exception

In the light of the knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified material misstatements in the strategic report or directors' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

#### Responsibilities of directors

As explained more fully in the directors' responsibilities statement set out on page 6, the directors are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the directors determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the directors are responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

#### Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

### INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF ARTHUR J. GALLAGHER INSURANCE BROKERS LIMITED - continued

#### Explanation as to what extent the audit was considered capable of detecting irregularities, including fraud

irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect irregularities, including fraud. The risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below. However, the primary responsibility for the prevention and detection of fraud rests with both those charged with governance of the entity and management.

#### Our approach was as follows:

- We obtained an understanding of the legal and regulatory frameworks that are applicable to the company and determined that the most significant are those that relate to the reporting framework (FRS 102) and the elements of the Companies Act 2006 and tax legislation. Our consideration of other laws and regulations that may have material effect on financial statement included permission and supervisory requirement of the Financial Authority Conduct.
- We understood how the Company is complying with those frameworks by making inquiries of management and those responsible for legal and compliance matters. We also reviewed correspondence between the Company and the regulatory bodies; reviewed minutes of the Board; and gained an understanding of the Company's approach to governance;
- We assessed the susceptibility of the company's financial statements to material misstatement, including how fraud might occur by considering controls the Company has established to address the risks identified by the entity, or that otherwise seek to prevent, detect, or deter fraud. These procedures included testing manual journals related to revenue and were design to provide reasonable assurance that the financial statement are free from fraud or error.
- Based on this understanding we designed our audit procedures to identify noncompliance with such laws and regulations. For direct laws and regulations, we considered the extent of compliance with those laws and regulations as part of our procedures on the related financial statements items. For both direct and other laws and regulations, our procedures involved: making inquiry of those charged with governance and the senior management for their awareness of any non-compliance of laws or regulations, inquiring about the policies that have been established to prevent non-compliance with laws and regulations by officers and employees, inquiring about the Company's methods of enforcing and monitoring compliance with such policies, and inspecting significant correspondence with Regulators.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at https://www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

#### Use of our report

This report is made solely to the company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company and the company's members as a body, for our audit work, for this report, or for the opinions we have formed.

John Headley (Senior Statutory Auditor) for and on behalf of Ernst & Young LLP

Erst & Young LLP

Statutory Auditor

Date: 6 August 202

# STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 31 DECEMBER 2020

	Notes	2020 £'000	2019 £'000
TURNOVER	2	291,456	244,257
Administrative expenses		(232,435)	(211,676)
Other operating income	· 3	6,754	
OPERATING PROFIT	6	65,775	32,581
Interest receivable and similar income	7	270	842
PROFIT BEFORE TAXATION	.·	66,045	33,423
Tax on profit	8	(21)	27
PROFIT FOR THE FINANCIAL YEAR		66,024	33,450

### ARTHUR J. GALLAGHER INSURANCE BROKERS LIMITED (REGISTERED NUMBER: SC108909)

## STATEMENT OF FINANCIAL POSITION 31 DECEMBER 2020

	•		2020		2019
	Notes	£'000	£'000	£,000	£,000
FIXED ASSETS	•				
Intangible assets	9	. *	9,459	•	13,151
Tangible assets	10	•	7,781		9,078
Investments	11		413	•	890
· · · · · · · · · · · · · · · · · · ·	• •		•		
			17,653		23,119
•			•		
CURRENT ASSETS		•			
Debtors	12	373,673		279,511	
Cash at bank	13	188,576		175,803	•
					•
		562,249		455,314	·
CREDITORS	·		•		
Amounts falling due within one year	14	373,203		339,803	
					•
NET CURRENT ASSETS	• •		189,046		115,511
				•	
TOTAL ASSETS LESS CURRENT	· · · · · ·	•	•		
LIABILITIES			206,699		138,630
					•
PROVISIONS FOR LIABILITIES	16	•	11,061	•	9,016
				-	·
NET ASSETS		•	195,638		129,614
•			<del></del>		
			•	•	•
CAPITAL AND RESERVES	•	•			
Called up share capital	17		98,680	•	98,680
Share premium	18		775		775
Retained earnings	18		96,183	.•	30,159
· · · · · · · · · · · · · · · · · · ·				•	<del></del>
SHAREHOLDERS' FUNDS			195,638		129,614
					<del></del>

The financial statements were approved and authorised for issue by the Board of Directors on and were signed on its behalf by:

5 August 2021

James Whittingham
James Whittingham (Aug 5, 2021 17:16 GMT+1)

J Whittingham - Director

# STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 31 DECEMBER 2020

	Called up s hare capital £'000	Share premium £'000	Retained earnings £'000	Total equity £'000
Balance at 1 January 2019	98,680	775	(3,291)	96,164
Changes in equity Profit for financial year	 	<u> </u>	33,450	33,450
Balance at 31 December 2019	98,680	775	30,159	129,614
Changes in equity Profit for financial year			66,024	66,024
Balance at 31 December 2020	98,680	775	96,183	195,638

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2020

#### 1. ACCOUNTING POLICIES

#### **Accounting convention**

These financial statements have been prepared in accordance with applicable United Kingdom Accounting Standards, including FRS 102 "The Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland", and with the Companies Act 2006.

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

#### Basis of preparation

The Company has taken advantage of Section 401 of the Companies Act 2006 in not preparing consolidated financial statements on the basis that the results of the Company are included within the consolidated financial statements of Arthur J. Gallagher & Co., a company incorporated in the United States of America and for which results are publicly available from the Company's registered office.

The Company has also taken advantage of the exemptions, under FRS 102 paragraph 1.12(b) & (e) respectively, from preparing a Statement of Cash Flows and disclosure of key management compensation, on the basis that it is a qualifying entity and its ultimate parent company, Arthur J. Gallagher & Co., includes such disclosures in its own consolidated financial statements.

The financial statements have been prepared on a going concern basis, under the historical cost basis. Given the external developments and geopolitical disruption in relation to the ongoing COVID-19 pandemic, future forecasts and projections have taken these conditions into account. The Company has adequate resources to continue in operational existence for a period to 30 September 2022, and no material uncertainties related to going concern have been identified. The Company is fully operational, has deployed continuity protocols and has not been materially impacted by the COVID-19 pandemic. The Directors therefore continue to prepare the accounts on a going concern basis.

#### Significant judgements and estimates

The preparation of financial statements in conformity with FRS 102 requires the use of certain critical accounting estimates. It also requires management to exercise its judgement in the process of applying the Company's accounting policies. The areas involving a higher degree of judgement or complexity, or areas where assumptions and estimates are significant to the financial statements include:

#### i. Goodwill and intangible fixed assets

The Group establishes a reliable estimate of the useful lives of goodwill and intangible assets arising on business combinations. This estimate is based on a variety of factors such as the expected use of the acquired business, the expected useful life of the cash generating units to which the goodwill is attributed, any legal, regulatory or contractual provisions that can limit useful life and assumptions that market participants would consider in respect of similar businesses.

#### ii. Useful economic lives of tangible fixed assets

The annual depreciation charge for tangible assets is sensitive to changes in the estimated useful economic lives and residual values of the assets. The useful economic lives and residual values are re-assessed annually. They are amended when necessary to reflect current estimates, based on technological advancement, future investments, economic utilisation and the physical condition of the assets.

#### iii. Impairment of debtors

The Group makes an estimate of the recoverable value of trade debtors. When assessing impairment of trade debtors, management have considered an appropriate formula for calculating the bad debt provision based on the ageing of the trade debtors.

### NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 DECEMBER 2020

#### . ACCOUNTING POLICIES - continued

#### iv. Supplemental commission accrual

The Group calculates an estimate at the year end to ascertain the accrued supplemental commission income not yet billed. Supplemental commission is recognised when an agreement is in place with a panel of insurance carriers. Management have considered appropriate formulae for calculating the year end accrual based on analysis of transactions subject to the insurance service agreements, which are amended when necessary to reflect previous experience with the estimate.

#### v. Provisions

Where a provision is required the Group will perform calculations based on a policy regarding each individual category of provision. Each of these policies will be based on a degree of estimate and judgements. These policies are included within note 16.

#### Turnover

Turnover represents brokerage and fees associated with placing insurance and reinsurance contracts. It is recognised net of commission payable and allowable discounts. It is recognised at the later of inception date and the date the placement is completed and confirmed. Where there is an expectation of future servicing requirements, a proportion of income relating to the policy is deferred to cover the associated obligations under the policy contract.

#### Interest receivable

Interest receivable is recognised in the Statement of Comprehensive Income on an accruals basis based on the terms of the underlying contracts or agreements.

#### **Operating leases**

Rentals under operating leases are charged to the Statement of Comprehensive Income on a straight line basis over the lease term. Benefits received and receivable as an incentive to sign an operating lease are also recognised on a straight line basis over the period of the lease.

#### **Taxation**

Provision is made at current enacted rates for taxation. Deferred tax is recognised in respect of all timing differences that have originated but not reversed at the Statement of Financial Position date where transactions or events have occurred at that date that will result in an obligation to pay more, or a right to pay less or to receive more, tax in future periods.

Deferred tax assets are recognised only to the extent that the Directors consider that it is more likely than not that there will be suitable taxable profits from which the future reversal of the underlying timing difference can be deducted.

Deferred tax assets and liabilities are not discounted.

#### Goodwill and intangible fixed assets

Intangible fixed assets arising on the acquisition of teams, other business and software have been capitalised, classified as assets in the Statement of Financial Position and amortised over their useful economic lives. They are reviewed for impairment if events or changes in circumstances indicate that the carrying values may not be recoverable.

Assets under construction are software development costs which meet the recognition criteria defined in FRS 102 section 18. These assets are included at cost. Once the assets become usable they are amortised over their useful economic lives. They are reviewed for impairment if events or changes in circumstances indicate that the carrying values may not be recoverable.

Amortisation is provided on all intangible fixed assets at rates calculated to write off the cost of each asset evenly over its expected useful life, as follows:

Goodw ill

over a maximum of 10 years

Expiration lists

- over a maximum of 5 years

Computer software

- over 3 to 5 years

#### Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost less depreciation. Depreciation is calculated using the straight-line method based on the assets' useful lives.

### NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 DECEMBER 2020

#### 1. ACCOUNTING POLICIES - continued

The useful lives of the following tangible fixed assets are:

Leasehold improvements- to lease expirationFixtures and fittings- over 3 - 10 yearsMotor vehicles- over 3 - 4 yearsComputer equipment- over 3 - 5 years

#### Fixed asset investments

Fixed asset investments in the financial statements are stated at cost less provision for any impairment in value.

#### Insurance broking debtors and creditors

Insurance brokers usually act as agents in placing the insurable risks of their clients with insurers. As such they are generally not liable as principals for the amounts arising from these transactions. Notwithstanding these legal relationships, debtors and creditors arising from insurance broking transactions are shown as assets and liabilities, respectively.

Debtors and creditors arising from a transaction between clients and insurers (e.g. premiums, claims etc.) are recorded simultaneously. Consequently, there is a high level of correlation between the totals reported in respect of insurance broking debtors and creditors.

The position of the insurance broker as agent means that generally the credit risk is borne by the principals. However, there may be circumstances where the insurance broker acquires credit risk, through statute, or through the act or omission of the insurance broker or one of the principals. There is much legal uncertainty surrounding the circumstances and the extent of such exposure which, consequently, cannot be evaluated. The total of insurance broking debtors and creditors appearing in the Statement of Financial Position is therefore not an indication of credit risk.

It is normal practice for insurance brokers to settle accounts with other intermediaries, clients, insurers and market settlement bureaux on a net basis. Thus, large changes in insurance broking debtors and creditors can result from comparatively small cash settlements. For this reason, the totals of insurance broking debtors and creditors give no indication of future cash flows.

The legal status of this practice of net settlement is uncertain and in the event of insolvency it is generally abandoned. Offset of assets and liabilities should be recognised in financial statements where, and only where, the offset would survive the insolvency of the other party. Accordingly, only such offsets have been recognised in calculating insurance broking debtors and creditors.

#### Short term debtors and creditors

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in the Statement of Comprehensive Income in other operating expenses.

#### Loans to/from group undertakings

Loans to/from other group undertakings are initially recognised at transaction price, less any transactional costs unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future payments discounted at a market rate of interest. In subsequent years the loans are carried at amortised cost, using the effective interest rate method.

Where loans are repayable on demand they are classified as short term debtors/creditors and recognised at the full amount payable. The loans are derecognised when the liability is extinguished, that is when the contractual obligation is discharged or cancelled.

#### **Provisions**

A provision is recognised where there is a present obligation, whether legal or constructive, as a result of a past event for which it is probable that a transfer of economic benefits will be required to settle the obligation and that the economic benefit can be reliably measured.

#### Foreign currencies

Transactions in foreign currencies are recorded at the rate ruling at the date of the transaction. Monetary assets and liabilities denominated in foreign currencies are translated at the exchange rate ruling at the date of the Statement of Financial Position. All exchange rate differences are taken to the Statement of Comprehensive Income.

## NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 DECEMBER 2020

#### 2. TURNOVER

The turnover and profit before taxation are attributable to the one principal activity of the Company.

		2020 £'000	2019 £'000
	An analysis of turnover by class of business is given below:		•
	Net Brokerage	189,014	151,051
	Fees	78,255	70,256
	Commission	24,187	22,950
			<del></del>
•		291,456	244,257
			<del></del>
		2020	2019
		£'000	£,000
	An analysis of turnover by geographical market is given below:	2.000	: .
•	UK	284,759	238,712
		3,202	2,635
	Europe	2,520	1,468
	North America	2,520 975	1,442
	Other Countries	<u>975</u>	. 1,442
•		004 450	044.057
		291,456	<u>244,257</u>
		•	
3.	OTHER OPERATING INCOME		
		2020	2019
		£'000	£'000
•	Gain on sale of business to fellow group subsidiary	5,578	-
	Other income	1,176	-
		. •	
•		6,754	-

#### 4. STAFF COSTS

The amounts relating to staff costs were incurred by Arthur J. Gallagher Services (UK) Limited. An amount of £143,482k (2019:£125,468k) was recharged back to the Company, and is accounted for in administrative expenses.

#### 5. DIRECTORS' REMUNERATION

Directors' remuneration Directors' pension contributions to money purchase schemes		2020 £'000 2,602 43	2019 £'000 2,216 26
	•	2,645	2,242
The number of Directors to whom retirement benefits were accrefollows:	uing was as		
Money purchase schemes		5	4
Information regarding the highest paid Director is as follows:	.,		
Director's remuneration Director's pension contributions to money purchase schemes	•	2020 £'000 1,079 13	2019 £'000 1,072 13
		1,092	1,085

The above amounts represent remuneration allocated to the Directors based on their directorships of entities within the Group. This is on a different basis to which Directors' remuneration are recharged to the Company and accounted for in administrative expenses.

# NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 DECEMBER 2020

### 6. **OPERATING PROFIT**

•	The operating profit is stated after charging	α· '					
	The operating profit is stated after charging	g.				2020	2019
						£'000	£'000
•	Goodwill amortisation			• •		1,860	1,055
	Expiration lists amortisation					1,564	1,031
	Computer software amortisation					268	260
	Depreciation – owned assets		•			2,011	. 1,412
	Disposal of investment				,	477	-
	Auditors' remuneration						
	- statutory audit					222	238
	- audit related assurance services	•	••	٠		. 168	175
٠.	Land and building operating leases					8,973	8,953
	Foreign exchange differences					<b>78</b> .	29
			•	•			· -V
•			•				
7.	INTEREST RECEIVABLE AND SIMILAR	INCOME					
			: .			2020	2019
						£'000	£'000
	Bank Interest		•	• •	٠,	196	842
	Interest on loans to group undertakings					74	<u>-</u> _
						· .	
	•	•			•	27.0	842
			•	•	•		
			•	,	, .		
8.	TAXATION	:				•	
٠,						•	
•	Analysis of the tax charge		•			• •	
	The tax charge/(credit) on the profit for the	year w as	as follows:				
		•			•	2020	2019
• . •			:	• .		£'000	£'000
٠	Current tax:			: .			(005)
•	Adjustment in respect prior years					<u> </u>	(225)
					:	•	(005)
	Total current tax			•		<del></del> .	(225)
						•	
		•	•			• •	
	Deferred tax:			•		o'co	400
	Origination and reversal of timing different	ces			**	356	106
	Effect of changes in tax rates			-		(331)	· 62
,	Adjustment in respect of prior years	:		•	*	(4)	<u> </u>
	Total deferred to:						400
	Total deferred tax	•		•	* .	21	<u>198</u>
	Total tay abarra/(aradit) an arafit		•			21	. (27)
	Total tax charge/(credit) on profit		<u> </u>			====	<u>(27)</u>
	•		. ,			•	

## NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 DECEMBER 2020

#### 8. TAXATION - continued

The tax charge/(credit) for the year can be reconciled to the profit per the Statement of Comprehensive Income as follows:

Profit before tax				<b>2020</b> <b>E'000</b> 6,045	2019 £'000 33,423
Profit multiplied by the standard rate of co	orporation tax in	the UK of 19%	1	2.549	6,350
Effects of:	•	•			
Expenses not deductible for tax purposes Non-taxable gain on sale of business to for	·	idiarv		595 1,060)	556
Effects of group relief/other reliefs Transfer pricing adjustments			•	1,703) (25)	(6,561) (238)
Adjustment from previous periods Tax rate changes				(4) (331)	(196) 62
Total tax charge/(credit)			-	<u>(001</u> ) <u>21</u>	(27)

The Company profits are taxable in the UK under the standard rate of corporation tax being 19% (2019: 19%). The Company is expected to continue to attract the standard rate of UK corporation tax. During 2020 the UK Government cancelled a previously legislated reduction in the main rate of corporation tax to 17% which had been reflected in the prior year closing deferred tax balance. The restatement of the 19% rate has been reflected in the closing deferred tax balance. Subsequent to the balance sheet date the UK Government legislated to increase the main rate of corporation tax to 25% as of 1 April 2023. This increase has not been reflected in the 2020 closing deferred tax asset, as it was not enacted until 11 June 2021, after the balance sheet date.

#### 9. INTANGIBLE FIXED ASSETS

	Goodwill £'000	Expiration lists £'000	Computer s oftware £'000	Totals £'000
COST			•	•
At 1 January 2020				
and 31 December 2020	124,480	<u>17,273</u>	3,680	145,433
AMORTISATION	•			
At 1 January 2020	120,112	9.151	3,019	132,282
Amortisation for year	1,860	1,564	268	3,692
At 31 December 2020	121,972	10,715	3,287	135,974
NET BOOK VALUE				
At 31 December 2020	2,508	6,558	393	9,459
At 31 December 2019	4,368	8,122 ′	661	13,151

# NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 DECEMBER 2020

#### 10. TANGIBLE FIXED ASSETS

		Fixtures			
	Leasehold improvements £'000	and fittings £'000	Motor vehicles £'000	Computer equipment £'000	Totals £'000
COST		•			
At 1 January 2020	10,424	3,589	1,209	7,280	22,502
Additions	655	104	-	111	870
Disposals	(148)	-			(148)
Transfer in	15	89	5	<b>332</b> .	441
Transfer out	(324)	(112)	. <del></del> .	·	(436
At 31 December 2020	10,622	3,670	1,214	7,723	23,229
DEPRECIATION		:	•		
At 1 January 2020	4,121	2,472	643	6,188	13,424
Charge for year	895	125	. 233	581	1,834
Disposals	(148)		<del>-</del> .	-	(148
Transfer in	15	67	_	271	353
Transfer out	<u>(9</u> )	*, <u> </u>	<u>(6</u> )		(15
At 31 December 2020	4,874	2,664	870	7,040	15,448
NET BOOK VALUE				•	
At 31 December 2020	<u>5,748</u>	1,006	344	683	<u>7,781</u>
At 31 December 2019	<u>6,303</u>	1,117	566	1,092	9,078
	1	•			
FIXED ASSET INVESTME	NTS			•	Shares in
	•	•	•		group
	•				undertakings £'000
COST			•		2 000
At 1 January 2020	•			··.	890
Disposal	• .		• .		(477
At 31 December 2020	•		•	·:	413
		• • •			
NET BOOK VALUE					
At 31 December 2020					413
At 31 December 2019					890

The Company's investments at the Statement of Financial Position date, in the share capital of group undertakings, comprise the following:

			i i opolition oi
Name of Company	Registered Address	Holding	shares held
Carrick Neill and Co. Limited *	Spectrum Building	Ordinary Shares	100.00%
CBG Group Limited	The Walbrook Building	Ordinary Shares	100.00%
CBG Insurance Brokers Limited ***	The Walbrook Building	Ordinary Shares	100.00%
Flysure Limited **	The Walbrook Building	Ordinary Shares	100.00%
Dickson Insurance Brokers Limited	The Walbrook Building	Ordinary Shares	100.00%
Robinson Leslie Limited ***	The Walbrook Building	Ordinary Shares	100.00%
Igloo Insurance PCC Limited	Heritage Hall	Ordinary Shares	100.00%

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<sup>\*</sup>Dissolved 6 October 2020

<sup>\*\*</sup>Dissolved 13 October 2020

<sup>\*\*\*</sup>Dissolved 16 March 2021

## NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 DECEMBER 2020

#### 11.: FIXED ASSET INVESTMENTS - continued

Registered Address	Street Address
Spectrum Building	7 <sup>th</sup> Floor, 55 Blythswood Street, Glasgow, G2 7AT
The Walbrook Building	25 Walbrook, London, EC4N 8AW
Heritage Hall	PO Box 230, Le Marchant Street, Guernsey, GY1 4JH

#### 12. DEBTORS

DEBTORS		
	2020	2019
	£'000	£'000
Amounts falling due within one year:		
Trade debtors	180,348	·· 156,301
Amounts ow ed by group undertakings	168,651	102,278
Other debtors	1.694	2,012
Corporation tax	·	241
Deferred tax asset	3,416	2,801
Prepayments and accrued income	13,911	15,878
		<del></del> -
	368,020	279,511
Amounts falling due after more than one year:		
Amounts owed by group undertakings	5,653	<u>.</u> .
Aggregate Amounts	373.673	279,511
33 3		

Contained within trade debtors is £2,485k (2019: £748k) relating to trading with group entities.

Amounts owed by group undertakings due within one year are unsecured and repayable on demand. All loans are interest free with the exception of:

Aggregate loan value	Interestrate	Interestterms	Repayment period	Aggregate carrying value
£6,088k	0%	Non-compounding. Interest charge up to 31 Dec 2017. Thereafter from 1 Jan 2018	Repayable on demand.	£6,780k
•		interest at 0%.		
£1,399k	0%	Compounded annually. Interest at 0%.	Repayable on demand.	£1,399k
£7,432k	0%	Compounded annually. Interest at 0%.	Repayable on demand.	£7,432k

Amounts owled by group undertakings falling due after more than one year are unsecured and have the following terms and conditions:

Aggregate loan		· ·		Aggregate
value	_ Interestrate	Interestterms	Repayment period	carrying value
£5,578k	4%	Compounded annually.	10 years from	£5,653k
,	•		commencement	
			(2030).	

	· .			Delei	reatax £'000
Balance at 1 January 2020	•		•		2,801
Adjustment in respect of prior years		•	•		4
Deferred tax charge	•	•			(25)
Movement arising from the transfer of trade				•	636
Balance at 31 December 2020		•	<i>:</i>	:	3,416

#### Deferred tax

The above deferred tax asset represents fixed asset timing differences of £2,000k (2019: £1,956k), short term timing differences of £869k (2019: £845k) and losses of £547k (2019:£nil). The amount of deferred tax that will unwind in the following accounting period is uncertain at this stage and therefore not quantifiable.

## NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 DECEMBER 2020

#### 13. CASH AT BANK

			•	2020	2019
				£'000	£'000
Restricted cash		•		172,573	163,349
Other cash and cash equivalents				16,003	12,454
	• .	•			
			•	188,576	175,803

The Company holds restricted cash balances in respect of its insurance activities, held principally in respect of insurance trade creditors. This cash is held in client money bank accounts and cannot be used for general corporate purposes.

#### 14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

			•	2020 £'000	2019 £'000
Trade creditors			,	252,470	206,149
Amounts ow ed to group undertakings				112,956	125,008
Other creditors				552	49
Accruals and deferred income	•			7,225	8,597
•		•			
	,			373,203	339,803
•					

Contained within trade creditors is £50,712k (2019: £41,576k) relating to trading with group entities.

Amounts owed to group undertakings are unsecured and repayable on demand. All loans are interest free with the exception of:

Aggregate loan value	Interestrate	Interestterms	Repayment period	Aggregate carrying value
£1,509k	0%	Compounded annually. Interest charge up to 31 Dec 2017. Thereafter from 1 Jan 2018 interest at 0%.	Repayable on demand.	£1,802k
£3,072k	0%	Compounded annually. Interest charge up to 31 Dec 2017. Thereafter from 1 Jan 2018 interest at 0%.	Repayable on demand.	£3,289k
£20,421k	0%	Compounded annually. Interest at 0%.	Repayable on demand.	£20,421k
£2,581k	0%	Compounded annually. Interest at 0%.	Repayable on demand.	£2,581k
£8,333k	0%	Compounded annually. Interest at 0%.	Repayable on demand.	£8,333k

#### 15. OPERATING LEASE COMMITMENTS

Minimum lease payments under non-cancellable operating leases in the name of the Company fall due as follows:

						£'000	£'000
Within one year						 462	703
Between one and five years						1,659	1,871
In more than five years		•	•		•	1,003	1,294
	•				•		
•			, •	,		3,124	3,868

### NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 DECEMBER 2020

#### 16. PROVISIONS FOR LIABILITIES

							2020	2019
						•	£'000	£'000
Provisions	•	•		٠	,		11,061	9,016
;	:		•					

	Errors and omissions provision £'000	Future servicing and claims handling costs £'000	Onerous lease provision £'000	Policy cancellation reserve	Property dilapidation provision £'000	Total £'000
At 1 January 2020	826	2,252	862	967	4,109	9,016
Incurred during year	2,610	2,550	1,007	276	. 188	6,631
Released during year	(31)		(136)	(307)	(713)	(1,187)
Utilised during year	(801)	(2,090)	(652)	-	(76)	(3,619)
Transferred during the year	82		<u> </u>	151	(13)	
At 31 December 2020	2,686	2,712	1,081	1,087	3,495	11,061

#### Errors and omissions provision

The Company faces a number of litigation and other claims, the resolution of which is uncertain, which have arisen in the ordinary course of business. Having taken appropriate legal advice and having regards to the Group's errors and omissions insurance arrangements, the Directors have provided amounts which they consider to be a realistic appraisal of the ultimate likely cost of these various claims against the Company. The provision is subject to regular review by the Group's legal department, external legal advisers and the Directors. The timing of outflows relating to these liabilities is uncertain as at the end of the reporting period.

#### Future servicing and claims handling costs

The provision for future servicing and claims handling costs is an estimate of the cost to run-off claims on policies previously placed by the Company. The provision is based on a projection of future claims applying a trend extrapolated from historical claims data. The timing of outflow's relating to these liabilities is uncertain as at the end of the reporting period.

#### Onerous Lease provision

The Company has provided for a provision based on the remaining costs of the leases for the unoccupied space on its leased properties. The unoccupied space is not generating any economic benefit and it is deemed to be prudent to make a provision for this.

#### Policy cancellation reserve

The provision for policy cancellation is based on a calculation in which the percentage of cancelled policies, relative to the previous year, is applied to current year income as a projection of likely cancellations in respect of business written in the current year. The timing of outflows relating to these liabilities is uncertain as at the end of the reporting period.

#### Property dilapidation provision

The provision for dilapidation is based on a calculation supplied by an external property management consultant, and applies to the current lease that the Company holds. The timing of outflows relating to these liabilities is uncertain as at the end of the reporting period.

## NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 DECEMBER 2020

#### 17. CALLED UP SHARE CAPITAL

Allotted, is s	ued and fully paid:	•				
Number:	Class:			Nominal	2020	2019
•				value:	£'000	£'000
98,680,168	Ordinary shares		•	£1	98,680	98,680

The Ordinary shares shall confer on each holder thereof the right to receive notice of and to attend, speak and vote on all matters at all general meetings of the Company.

#### 18. RESERVES

Called Up Share Capital - represents the nominal value of shares that have been issued.

Share Premium - this reserve records the amount above the nominal value received for shares issued, less transaction costs.

Retained Earnings - includes all current and prior period profits and losses.

#### 19. PARENT COMPANY AND ULTIMATE HOLDING COMPANY

The immediate parent company is Rio 588, a company registered in England and Wales. The largest group of undertakings of which the Company is a member and for which financial statements are prepared, is headed up by Arthur J. Gallagher & Co., a company incorporated in the United States of America, which is the ultimate holding company. The registered address of Arthur J. Gallagher & Co. is 2850 W. Golf Rd., Rolling Meadows, IL 60008. A copy of these consolidated financial statements is available from the registered office of the Company.

#### 20. EVENTS AFTER THE REPORTING PERIOD

The Directors confirm that there are no events after the reporting period that are required to be disclosed.