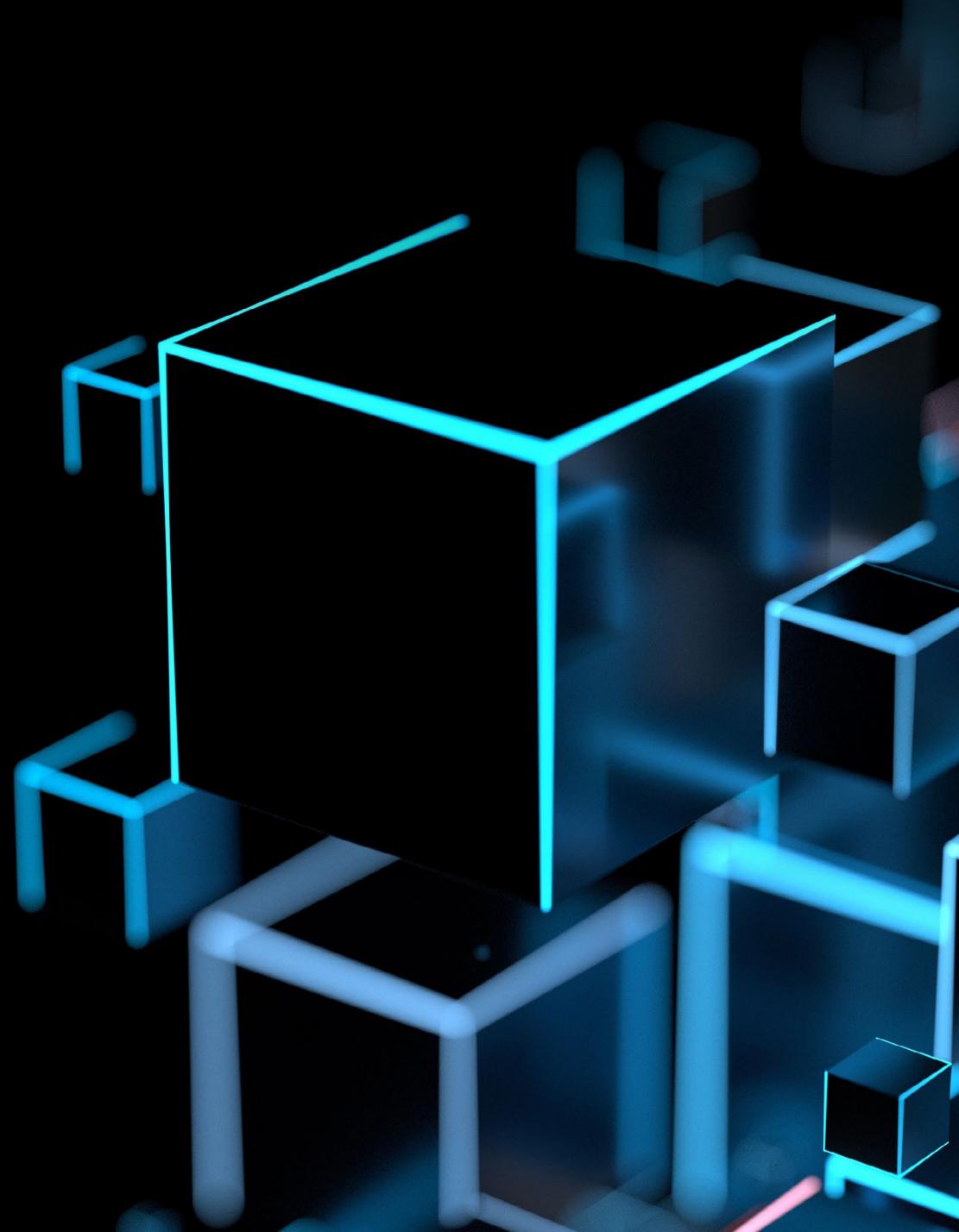


Professional and business services



Professional and business services macro trends



Talent

The need to retain, attract, and develop talent is essential. As businesses evolve and pivot, boosting new skills is a priority for future growth.



Data and Insight

Organisations need clear and concise data and insight to enable them to run their businesses effectively.



Climate change

Organisations need to implement the right climate resilience procedures to manage their own risks and to continue to serve clients.



ESG

Companies need to accelerate sustainability efforts with a greater commitment to environmental, social, and governance (ESG) and reporting regimes.



M&A

Market demands and changes to business models will inevitably stimulate mergers and acquisitions (M&A) activity in the sector/and increasing collaborations across the sector.



Reputation

Brand and trust have always been important, but in a highly competitive environment, protecting reputation becomes critical — to prevent revenue loss by losing clients, or potential fines and penalties, or third-party suits from any regulatory action.



Margin / inflationary pressure

There is significant pressure to increase margin whilst tackling inflationary challenges. Competition is increasing with new market entrants diversifying to grow their revenue share.



Technology

Adoption of technology such as automation and artificial intelligence is required to increase productivity whilst enabling the workforce to work flexibly and smarter.



Regulatory and Compliance

Regulatory risks remain constant and complex and as organisations expand globally and into new jurisdictions, increasing risk exposure.

Who we work with

We serve clients locally and globally across the whole Professional and Business Services landscape, from small and medium-sized enterprises (SMEs) to international conglomerates, providing industry-specific solutions that match our clients' risk and insurance needs.



Professional and technical consultancy

Accountants, management consultancy, surveyors, architects, civil engineers etc.



Lawyers

Barristers and Solicitors



Business outsourcing

Facilities management, security companies, information technology-business process outsourcing (IT-BPO).



Recruitment consultancy – generalist and specialist



Charities and religious orders



Business services

From administrative support, rental and leasing to funeral care, repair and laundry services to personal care services



Delivering value to the professional and business services sector

Our proposition to our clients is centred around three key areas:



Our size and scale means that we can bring together local and global solutions, connecting experts across multiple disciplines to help you understand, measure, and manage this exciting risk environment

Taking a strategic approach to your industry

Protecting your assets

- Reputation and brand
- Cyber security and data management
- Key operational risks

Unlocking skills and building future capacity

- Attracting and retaining talent
- Talent diversity and management
- Creating the right size and scale of team

Building resilience by staying ahead of emerging trends

- Emerging risk landscape and industry disruptions
- Data and analytics
- Climate change and social impact

Taking care of your day to day



Operational Risks



Professional Indemnity

The potential for mistakes in the performance of a professional service organisation is very real. Financial security can depend on how well protected you are from a lawsuit or claim.



Regulatory and Governance

Businesses are subject to a wide range of laws and regulations, including health and safety, employment, data protection, anti-bribery and corruption legislation. As organisations expand globally, the risk of cross-jurisdictional investigations and enforcement actions continues to increase.



Board scrutiny

Those who accept leadership roles as directors or senior managers, take the same liabilities as those in public corporations. People in high-profile roles need the confidence and support so they can lead.



People risks

Employment related risks are among a business' most potentially damaging exposures. There is a risk for employers of all sizes from employment practices liability lawsuits, with potential consequences that include financial disaster and/or irreparable damage to an organisation's reputation.



Cyber and data security

Cyber attacks can lead to personal data being compromised, providing substantial business interruption and reputational harm. Many companies in this industry also use third party vendors which can make them more vulnerable to cyber attacks.

Our value to you

We provide regular updates and insight on industry trends and regulatory developments to ensure our clients are well informed on the subjects that matter to them.

When clients join us, they access our global services. We organise conferences and seminars not only to share knowledge and information, but also to encourage active networking and collaboration with industry peers — stimulating debate and challenge for your sector.

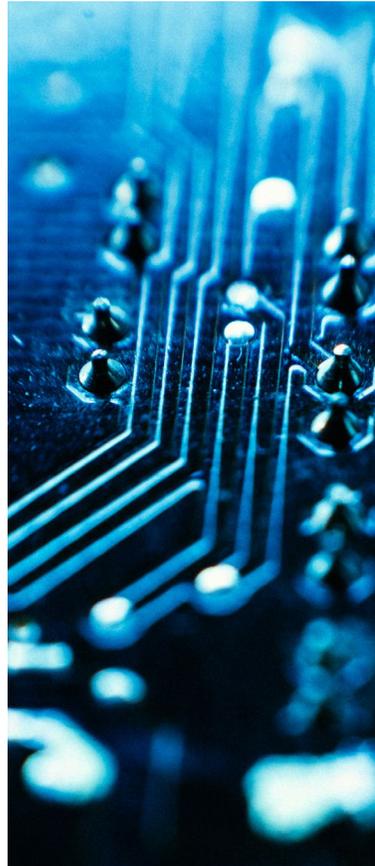
We assist our clients to understand how macro trends and issues have the potential to affect their business and can offer advice and strategies to help.

Our thought leadership goes hand in hand with our approach in helping you achieve your goals.

Your priorities are our priorities. We help organisations achieve their goals and deliver profitable growth. We focus on:

- Understanding your industry, needs, requirements, and challenges.
- Helping you solve problems and seize opportunities, through structured advice, relevant services, and experienced teams.
- Keeping you up-to-date on industry megatrends and the resultant impacts on the evolving risk landscape.

This will provide you with:



Our experience in your industry

Our proven credentials demonstrate our professional and business services sector expertise.

We work with over

40%

of the **top 20** UK lawyers

We support over

70%

of the **leading outsourced** services companies

We represent

30%

of the UK's **largest charities**

50% of the

top 10

accountancy firms are clients

We work with 4 of the

top 5

UK staffing firms

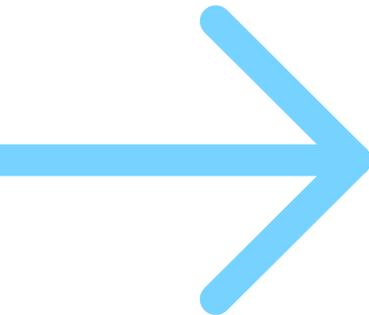
We place

USD 1bn

in insurance premium in the UK and Ireland

USD 3.2bn

globally on behalf professional and business services clients



**For more information, please
contact me or your regular Marsh
representative.**



Rory Cobb

Professional and Business Services
Industry Leader UK & Ireland



+44 (0)7385 517232
rory.cobb@marsh.com





About Marsh

Marsh McLennan (NYSE: MMC) is the world's leading professional services firm in the areas of risk, strategy and people. The Company's 81,000 colleagues advise clients in 130 countries. With annual revenue over \$20 billion, Marsh McLennan helps clients navigate an increasingly dynamic and complex environment through four market-leading businesses. [Marsh](#) provides data-driven risk advisory services and insurance solutions to commercial and consumer clients. [Guy Carpenter](#) develops advanced risk, reinsurance and capital strategies that help clients grow profitably and pursue emerging opportunities.

[Mercer](#) delivers advice and technology-driven solutions that help organizations redefine the world of work, reshape retirement and investment outcomes, and unlock health and well being for a changing workforce. [Oliver Wyman](#) serves as a critical strategic, economic and brand advisor to private sector and governmental clients. For more information, visit marshmclennan.com, follow us on [LinkedIn](#) and [Twitter](#) or subscribe to [BRINK](#).

Marsh Ltd is authorised and regulated by the Financial Conduct Authority for General Insurance Distribution and Credit Broking (Firm Reference No. 307511). Copyright © 2021 Marsh Ltd. Registered in England and Wales Number: 1507274, Registered office: 1 Tower Place West, Tower Place, London EC3R 5BU. All rights reserved.

This is a marketing communication.

The information contained herein is based on sources we believe reliable and should be understood to be general risk management and insurance information only. The information is not intended to be taken as advice with respect to any individual situation and cannot be relied upon as such.

Statements concerning legal, tax or accounting matters should be understood to be general observations based solely on our experience as insurance brokers and risk consultants and should not be relied upon as legal, tax or accounting advice, which we are not authorised to provide. Copyright 2022. 22-866963094