

Focus on the Most Successful Insurance Brokers to the Recruitment Industry

Recruitment Companies Need To Check Cover...says Robin Kirkland, Managing Director, Dallas Kirkland (Professions) Limited.

Most recruitment companies will be aware of the Employment Agencies Act as well as the Agency Workers Directive stemming



Robin Kirkland

from Brussels. Not many companies though, will have considered how these will affect their business in terms of insurance. Fortunately for the recruitment industry one proactive industry specialist has already been working closely with advisors and the REC is confident that DKPL can provide the solutions.

Dallas Kirkland (Professions) Ltd has long been associated with the recruitment industry, Managing Director, Robin Kirkland and his fellow Director, Andrew Prescott have been synonymous with the sector for the past 15 years. They spearhead a company that is professional and respected

whilst still having that friendly and approachable quality.

Building Experience

Robin and Andrew met whilst working at Allied Insurance Brokers back in the late 80's. At that time AIB provided the only real recruitment industry focus. The two split when AIB became Jardine but joined up again at TL Dallas (City) Ltd and forged a relationship which has benefitted thousands in the recruitment sector.

Kirkland says that even in those pioneering days the goal was to provide a service tailored to the needs of the industry. "The recruitment industry is totally unique in its requirements, as there are major areas to consider, including the legal status of temporary staff supplied-insurance issues arising from contracts - unusual indemnities assumed by agencies such as drivers' negligence which are beyond traditional insurance issues."

A Growing Partnership

Within the TL Dallas Group, a specialist division was formed to provide solely for recruiters and in 2003 the division was bought out by Kirkland and Prescott. "It

was a natural development for us to buy out the brokerage from the Group and to continue with our specialisation whilst maintaining a close business relationship with our ex-parent."

Today the business is thriving on the back of partnership that has supported the industry in more ways than just providing excellent insurance services. DKPL is a staunch supporter of the sector, it works closely with the REC. Such is its reputation and the trust it enjoys in the insurance arena over 700 other brokers including the world's two largest, Marsh and AON, all use the



Andrew Prescott

company's expertise. That's why DKPL is a clear market leader handling around £16 million of premiums from over 3,500 recruitment firms. With around 25% of the

Insurance Risk Checklist

If you do not have adequate cover for the following risks or would like a competitive renewal quote contact us on 0500 49 7777

Bodily injury or illness to:
- Employees
- Temporary Staff
- Others (including damage to property)

Damage to customers' vehicles

Customers' financial loss following alleged agency wrongful supply

Negligence of Temporary Workers supplied (if Limited Company Contractor)

Theft by Temporary Workers supplied

Supply of temporary workers to gas/oil industry (offshore)

Office based property assets of company

Increased costs in reinstating above

Costs involved in the pursuit or defence of your rights via the legal system

Personal liability of Directors following insolvency or an illegal act.

Customer insolvency or protected default

Injury or death of Temporary Worker whilst on assignment

Call 0500 49 7777 or visit www.dallaskirkland.com

Recruitment Companies Need To Check Cover...

industry using its expertise the company has the necessary weight of account to ensure top policy cover and competitive pricing.

"Our knowledge of the sector has enabled us to give invaluable guidance to clients to reduce their risk and in turn arrange for them the most robust cover available in the market over a wide range of risks. This ability has been our strength and the reason why we have built up such an excellent reputation in the industry."

Among its blue-chip client base DKPL deals with over 50% of the largest agencies and can therefore use its knowledge to the benefit of recruitment businesses of all sizes.

Expanded Services

As the insurance needs of the recruitment sector have become more diverse, DKPL has developed suitable services;

Cover For Contractors

DKPL was one of the first brokers to introduce bespoke insurance services to professional contractors trading as limited companies or otherwise. DKPL works closely with the British Computer Society, The Institute of Interim Managers and other associations.

Having recognised that these individuals needed cover DKPL now provide policies for over 6,000 contractors across the country.

The breadth and depth of expertise that they can call upon is considerable, for example they have a database of thousands of non-standard contracts maintained in their own electronic registry which is updated daily.

As the largest independent recruitment company in the UK Pertemps believes it is of vital importance that the partnerships that have been forged with its suppliers are of the highest standard. Insurance in particular is an integral part of a partnership that guarantees the overall service that the company provides. Both Robin and Andrew have taken time out to totally understand the culture, modus operandi and raison-d'être of Pertemps thus a valuable partnership has been forged over a long period, with Dallas Kirkland almost acting as a 'back office' at times, in assisting with contract terms and sourcing the best possible insurance cover."

Mike Owen FREC. Director. Pertemps.

Gareth Osborne, Managing Director, REC, commented, "we are pleased to have DKPL at hand for expert advice."

But for Robin and Andrew the key to their success isn't paper-based it's all about people; working within a great team and dealing with the individuals that make the recruitment industry such an interesting market to service.

The Growth of DKPL

Year	Premium Value
2001	£3.6 million
2002	£7.8 million
2003	£12.5 million
2004	£16.0 million

Working With The REC

Dallas Kirkland Professions Ltd is one of the approved suppliers to members of the Recruitment and Employment Confederation. Gareth Osborne, managing director, REC describes DKPL as; "the most proactive and supportive of these."



DKPL has built up a close relationship with the REC and together they have been able to help the recruitment industry in several distinct areas.

In 2002 a national contract was issued by the NHS Purchasing and Supply Agency for the supply of locum doctors. Within the contract a number of clauses related to insurance cover. The NHS Indemnity Authority had a strong policy line that agencies supplying staff to the NHS should be liable for acts or omissions (e.g. medical malpractice) of those staff.

DKPL was involved and prepared a briefing note for NHS PASA and as a result an emergency meeting was called for the parties to discuss the way forward. The outcome thanks largely to DKPL's input was that a change was made to the insurance requirements giving recruitment companies substantial saving on premiums.

Whilst addressing a meeting of the REC Drivers' Section Robin was made aware of a shortage of drivers especially as the minimum age required for drivers'

negligence insurance was 25. On behalf of the industry DKPL put forward the case to their insurers that younger drivers could carry out the work and the age limit was immediately lowered to 23. Instantly agencies had a much wider candidate pool from which to choose.

As well as looking after the insurance protection of its members, DKPL is a regular sponsor of the REC and is proud to have been associated with the REC's award, Outstanding Contribution To the Recruitment Industry. An accolade given to an individual who has demonstrated a commitment over and above the norm to the sector.

Robin, however, never loses sight of the company's mission; to maintain their leading position as specialist providers to the recruitment industry. He has recently managed to secure members an extra 5% saving on all policies accepted through DKPL. Gareth Osborne adds, "DKPL has given the REC support in many areas."



Bright Young Things

As part of their support to the REC, Robin and Andrew regularly sponsor, address and attend REC functions. At a recent event money was being raised for the Children's Wish Foundation through an auction.

The prize for the highest bidder was a walk on role in the movie, Bright Young Things which, has now enjoyed its release on DVD.

Robin recalls, "I placed my bids but kept getting outbid from a person at the other end of the room. As the bidding rose I put in what turned out to be the winning bid. Having secured the prize and raised some well deserved funds for the Charity I was surprised to learn that my 'opponent' actually turned out to be Andrew!"

Robin confirms that Hollywood has yet to be on the phone so for the time being he will stick to his insurance hat.

Dallas Kirkland shortlisted for Insurance Age Award

The team at Dallas Kirkland were delighted to hear this month that the firm had been shortlisted for the specialist 'scheme broker of the year award'. This is the first time that DKPL has entered the Awards.

The Insurance Age Awards recognise the important role that brokers play in industry sectors, such as recruitment, where there are specialist risks.



Teamwork Is The Key At DKPL

To be a successful supplier to what are, people businesses, Robin and his fellow directors believe it is essential that they too recognise the people element within their own company.

There are 14 full time



employees at DKPL and each has a key role to play in the running of the business. Since taking full ownership Robin has established a bonus pool for all staff. Everyone gets an equal share of the profits in a system which is transparent and engenders a terrific team spirit.

The offices are bright and spacious with staff having access to the latest technology, all making for a great working atmosphere.

Great emphasis is placed on the on-going development of staff with regular training both on a personal level and in areas such

as customer care and specialist industry knowledge.

Associate Director, Steve Smith, is responsible for staff development and he has in place training programs for all employees.

One of Steve's initiatives has just gone into its second year after an extremely successful baptism. DKPL is continuing its program to train and develop an undergraduate Business Studies student from Bournemouth University. Peter

Williamson was the first student on the scheme and in September the second, Scott Harris, joined the company.

Steve Smith explains, "We have been delighted with Peter's progress and his ability to add value to our business. He had the skills to undertake research projects and brought a fresh approach to our processes. In return we involved him in client visits, meetings with underwriters and introduced him to standard office and commercial practices. Peter has returned to University with a solid grounding in how real business functions. Who knows

in the future he may return to work with us."

Keith Brundish, Placement Development Advisor at Bournemouth University, praised DKPL. "I have been most impressed with the way the company has considered and appreciated the objectives of a placement year. Peter has gained more confidence through knowledge and experience."

The experience was beneficial for all and serves as an excellent illustration of how DKPL remains true to the ethos that it's the people who are the key to success.

STOP PRESS

In January 2005 all insurance companies will be approved by the FSA. The process will involve applying, approval and ongoing regulation. DKPL is confident that its best practice policy will be "approved" by the FSA.

The company is already registered with the GISC - General Insurance Standards Council.



Dallas Kirkland (Professions) Ltd. specialists in

Insurance for recruitment agencies

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