**IAIN MACLEAN**

**PERSONAL INFORMATION**

Iain MacLean Date of Birth – 30 June 1953

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**Qualifications** – Honours Degree in Civil Engineering and Chartered Engineer.

- B.Eng. [Hons.], C.Eng, M.I.C.E., M.Inst.R.E.

* I am a founder member of The Subsidence Forum, formerly chairing the Supplier and Procurement interest group and I was elected Vice Chairman of The Subsidence Forum in May 2011 and elected as Chairman from May 2013 until May 2015.
* Along with other senior figures in subsidence I was a contributing author to the RICS Practice Standard – *Subsidence in* *relation to insurance claims* – published in September.
* I wrote “A Practical Guide to The Procurement of Subsidence Claims Handing and Related Services” for The Subsidence Forum.
* I was co-author of the ABI Protocol for dealing with claims related to pitch fibre pipes.
* In March 2015, I was elected as the first Associate Member of the Association of Specialist Underpinning Contractors [ASUC+].

**PROFILE**

* **I am a recognised senior figure in the subsidence/buildings claims market having recently been a contributing author to the RICS Practice Standard – *Subsidence in* *relation to insurance claims* – published in September 2011.**
* **I was Vice-Chairman of The Subsidence Forum from May 2011 –> May 2013 and was elected as Chairman of The Subsidence Forum for May 2013 –> May 2015.**
* **I have a proven track record over his career of achieving targets across a wide range of challenges, including growing revenue and increasing profitability, even in difficult market conditions.**
* **I am a highly motivated individual who provides sincere and inspirational leadership to his colleagues, leading by dynamic example whilst gaining respect.**
* **I am a Chartered Engineer with 41 years experience, 24 years of it in the subsidence/buildings insurance market.**
* **I have the skill sets and experience to meet a wide range of challenges, with a proven record of making a major contribution to the business units and businesses I have held senior management roles with.**

**EMPLOYMENT HISTORY**

**Iain MacLean Consultancy August 2013 – Present**

* Provision of a wide range of independent consultancy services centred on subsidence and building related claims, together with all associated aspects.

**Davies Chartered Loss Adjusters February 2012 – August 2013**

**UK Technical Manager – Davies Project Managed Services**

* Excessive workloads lead to Iain taking a step down to a technical/training role
* Dealt with high profile/VIP claims, complex complaint cases and all technical issues

**Reason for Leaving –** Redundancy

**Davies Chartered Loss Adjusters November 2006 – February 2012**

**Head of Subsidence/Surveying/CDM Unit**

* Recruited to set up a project managed subsidence product to supercede the traditional subsidence claims handling process operating at Davies.
* Created the new claims process, recruited all staff and suppliers, including setting up 2 networks of contractors.
* In the 4 ½ year period following launch in June 2007 doubled the claims volumes, secured new clients and created a £3.5m turnover, high profit centre for the Group, which itself changed from a LLP to a VC owned business in March 2008, followed by a change of ownership to another VC in September 2011.
* Davies Project Managed Subsidence has significantly increased revenue, cash flow and profitability for the Group and is seen as a market leading product of its type for subsidence claims handling.

Following the success of the new project managed subsidence product, Iain was charged with setting up a new in-house and surveyor lead project managed perils product. Again he created the new claims process linked to the core adjusting business, recruited all staff and carried out a full procurement and assessment process to select a surveying business to provide overflow capacity.

* In the 3 year period following its launch this business unit has grown to £3.5m turnover with a high profit return and has meant that only in exceptional circumstances have any claims had to be outsourced for surveying services, thus increasing revenue and profit for the Group.
* Following a number of presentations to the Executive, in 2009 Iain was tasked with setting up an in-house CDM process.
* He initially recruited a qualified CDM practitioner and they jointly developed and piloted the process with the business units providing project managed services.
* Once the process had been trialled and assessed, additional trainee staff were recruited.
* The new CDM unit ensures compliance with legal requirements and retains revenue within the business and now has a turnover approaching £1.25m and is highly profitable.

**Crawford and Company [UK] Adjusters Limited October 1999 – November 2006**

**U.K. Chief Engineer – National Building Services**

* Responsible for all aspects of management of a Field Force of building professionals, technical and support staff.
* Iain was also responsible for supplier chain management and a number of key client accounts.
* Increased staff by 150% over 6 years to nearly 100, claims volumes by 400%, revenue by 550% and profitability by 700%.
* Iain was a key senior manager in developing a market leading product.

**Ashworth Mairs Group – became Merlin claims March 1998 – October 1999**

**Regional Project Manager – Bristol**

* Responsible for handling mainly project managed subsidence, traditional subsidence and various material damage claims with a caseload in excess of 300 losses.
* Exceeded all financial targets set and developed the profile of the company nationally as well as in the South-West.
* Also project managed a full audit of subsidence panel engineer`s performance for a key client.

**Ellis and Buckle – now Cunningham Lindsey January 1991 – March 1998**

**Regional Subsidence Manager – Bristol**

* Originally employed as Engineer/Adjuster in Cardiff, until promotion to Regional Subsidence Manager in December 1995.
* Then had full responsibility for a regional team of 12 engineers, 3 surveyors and 11 technicians.
* Was responsible for handling project managed and traditional subsidence claims for both domestic and commercial properties and the implementation of a full project managed service from initial assessment through to repairs.
* Provided specialist design and also assessment of structures and technical support to non-specialists.

**Thomas Vale Construction – Worcestershire November 1989 – January 1991**

**Senior Contracts Manager**

**Galliford Construction plc. - Midlands May 1982 – November 1989**

**Site Agent/Contracts Manager**

**MJH Construction Limited – Leicester September 1979 – May 1982**

**Site Agent**

**City Engineer`s Department July 1974 – September 1979**

**Leicester City Council**

**Graduate Trainee/Assistant Engineer**