

ICSR is an advisory firm serving the insurance sector. We offer our services flexibly through advisory, co-sourcing and outsourcing models and have a Talent Pool of individuals experienced in Operations, Risk, Compliance, Governance & Company Secretarial, HR IT, Actuarial and other areas available to support our clients' needs.

Due to client demand we have also developed capacity to provide resources during times of increased activity such as:

- business restructures and re-organisations (e.g. Brexit, acquisition or Part VII transfers);
- the introduction of new regulatory requirements (e.g. GDPR, IDD etc.);
- the impact of major events (e.g. coronavirus);
- major projects or programme management requirements (e.g. Operational resilience, governance or culture reviews)
- business risk evaluation projects (e.g. Environmental scanning, climate change etc)
- other staffing issues that result in the need for additional support.

Our resources are available on a flexible basis that enables companies to engage talented individuals on a project basis to assist with short to medium-term projects that require additional expertise.

Our Talent Pool is our key resource pool. All are hand chosen or have come via recommendations from within the insurance market. Details of the skills available are on our website. In support we also have a specialist recruitment team ready to help ensure that we can match our clients' needs in terms of skills and experience level.



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Typical activities covered include the following:

Management

- Non-Executive Directors
- Syndicate and insurer CEOs,
- Chief Operating Officers
- Chief Information Officers
- Chief Risk Officers
- Compliance Directors
- Claims Directors
- Run-off Management
- Company Secretary

Operations

- Operating models for businesses and functions
- Business transformation and change projects
- Project and programme management
- IT change programmes
- Information Security frameworks
- Cyber security policy development
- Delegated authority management and reviews
- Appointed Representatives oversight and review

Risk

- Framework and operating model development, embedding and review including risk policies, appetite statement development and thresholds
- Operational resilience projects
- Risk register development and review
- Control mapping and documentation, assessment and effectiveness review
- Scenario stress testing
- Reporting and development of management information
- Product governance reviews and management
- Interaction with the PRA, FCA and Lloyd's

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Compliance

- Framework and operating model development, embedding and review including planning, manuals and compliance risk register
- Development and embedding of appropriate policies and processes covering financial crime, conflicts of interest, data protection, product governance and oversight, conduct risk, whistleblowing, SMCR, training and competence
- Advisory support on compliance with PRA, FCA and Lloyd's requirements such as perimeter guidance, ICOBs and Minimum Standards
- Management and oversight of monitoring activities including thematic reviews
- Reviews and remediation
- Complaints management and oversight
- Reporting and development of management information
- Interaction with the PRA, FCA and Lloyd's including regulatory submissions, applications for changes in permissions and change in control

Claims

- Claims management
- Complaints management and oversight
- Resourcing support for major 'event' scenarios

Corporate Governance and Company Secretarial

- Board effectiveness and governance reviews
- Skilled person reviews
- Companies house filings and other register maintenance
- Annual report preparation and review
- Part VII Arrangements and other corporate actions
- Board and committee planning and meeting preparation
- Minute taking

