

# Australia's first carbon neutral Insurance Broker

Corporate profile 2023-24





10,000 policies placed each year



Carbon neutral since 2016

\$

\$200m in professional indemnity cover

**Our executive team** has spent over 60 years with Elliott Insurance

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Helped clients receive over \$5 million in claim settlements in 2022





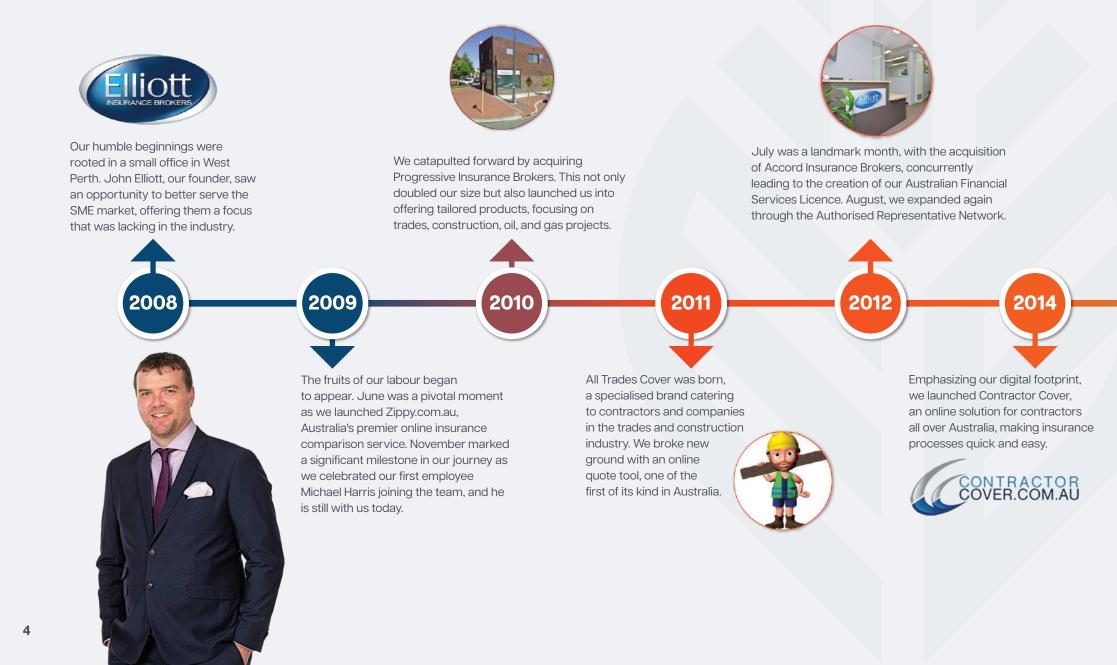
Over 5,000 hours

volunteered for community projects

# Contents

The Story of Elliott Insurance Broke	rs		
Our Company Values and Vision	24	· · · · · · · · · · · · · · · · · · ·	
Client Case Studies	1000	1	7
Executive Profiles	AT CONTRACT		
Our Services and Capabilities		· · · · · · · · · · · · · · · · · · ·	
Our Commitment to Sustainability			
<b>Recognitions and Accreditations</b>	1		
A Message from our Founder and C	EO		
Notes	are a		
Contact	11.1.		

# The Story of Elliott Insurance Brokers





In July, we acquired Swan District Insurance Solutions. That November, we took a significant step towards sustainability by releasing our Global Sustainability Commitment, setting the standard as Australia's first Carbon Neutral Broker.



We introduced the Executive Team, composed of our 10 year plus Elliott veterans, upholding our tradition of continuity and stability.

2019

#### ClimateClever

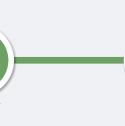
### **SeedCulture**

#### GREEN INSURANCE

We Acquired Green Insurance Brokers and underwent a transformation, rebranding to **Elliott Insurance – The Green Broker**, a title that mirrored our commitment to sustainability. We also formed strategic partnerships with organizations such as Seed Culture, Carbon Neutral, Climate Clever and Project Zero, amplifying our efforts in our Global Sustainability Commitment. Our growth continued, not just in size and scope, but also in the depth of our commitment to a greener, more sustainable future.

2023

2016



We committed \$125,000 to the One Heart Foundation,funding the establishment of a new children's home in Turbo, Kenya, thereby extending our impact beyond insurance.



2017

A milestone year as David Powell, after 11 years with EIB, ascended to directorship. Moreover, we marked a decade of consistent recognition, having been voted among the top 10 Brokerages in Australia for the tenth consecutive year.



2022





# **Our Company Values and Vision**

Our business exists to provide access to the best insurance advice, products, and services to clients of all sizes, while promoting sustainability and social responsibility.

#### **Our Vision**

To be the leading provider of sustainable insurance solutions.

#### **Our Mission**

Elliott Insurance is guided by three principles:

- 1. To provide solutions to our clients to support their business sustainability.
- 2. To develop both our people and our technology to become industry leading.
- 3. To seek partnerships that share our vision to create positive impact locally and globally.

**Our Why** To create positive outcomes in everything we do.

**Our How** To develop our people and our technology to deliver Sustainable solutions.

#### **Our What**

Access to the sustainable insurance advice, products and services to our clients.

**Our Promise** To provide demonstratable value to your business.

# **Client Case Studies**

## **Safeguarding Business Continuity**

**Client Type:** Caravan Park **Industry:** Hospitality & Tourism

#### **Solution & Impact:**

Our client, a thriving caravan park, faced significant property losses following a severe bushfire. With their accommodation cabins and the lone restaurant within a 15 km radius reduced to ashes, their revenue took a substantial hit.

At Elliott Insurance, we understand the intricate details of our clients' operations. Firstly our strategic and sustainable insurance program for the client covered property losses, enabling them to rebuild their accommodation cabins and restaurant over time. Our Business Interruption cover ensured a continued cash flow, replacing the lost gross profits during the interruption period.

To go beyond just minimal coverage, we had provided our client with Additional Increased Cost of Working (AICOW) cover. This optional cover in most business interruption policies came to the rescue, funding the purchase of a food van. The client was able to continue servicing the undamaged parts of the campsite, maintaining their high service standards and service their longstanding regular clientele. This helped maintain the businesses long term relationships and protected them from future losses.

### Total Property, Bl and AICOW claim: \$3,200,000.

ELLIOTT PRINCIPLE 1: "We provide solutions to our clients to support their business sustainability"

### Navigating Complex Risks with Technology

Client Type: Legal Firm Industry: Legal Services

#### **Solution & Impact:**

An established legal firm sought our advice on their risk exposure and appropriate insurance coverage. Operating from a rented office in the CBD, they primarily served local clients, with lawyers offering call-out visits and phone appointments.

Despite their operation model implying minimal business interruption even if they needed to relocate, they were investing approximately 50% of their annual premium in business interruption insurance for up to seven years.

Leveraging our expertise in risk management and advanced technology tools, we profiled their risk exposure meticulously and presented a robust risk management program. We optimised their insurance bill, eliminating the costly and irrelevant Business Interruption coverage. More importantly, considering the high risk and severity of cyber attacks in the legal sector, we recommended and implemented comprehensive cyber risk insurance.

When the client eventually experienced a cyber loss, our foresight ensured they had the right coverage.

Total cyber claim: \$22,700.

ELLIOTT PRINCIPLE 2: "We develop both our people and our technology to become industry leading"

W PRINCIPLE 3: "We seek partnerships that share our vision to create positive impact locally and globally"

# Promoting Sustainability through Partnerships

Client Type: Boutique Wine Bar & Solar Energy Provider Industry: Food & Beverage and Renewable Energy

#### **Solution & Impact:**

We at Elliott Insurance value partnerships with businesses that share our vision of sustainability.

One of our clients, a boutique wine bar selling locally sourced wine, has a unique sustainability model – they encourage their customers to return, refill, and reuse wine bottles, which drastically reduces the carbon footprint of wine production. Proud to broker their account, we admire their drive to reuse over recycle.

Similarly, another client, a solar energy provider, echoes our vision for sustainable energy sources. They have been at the forefront of the renewable energy sector for over 20 years, manufacturing and installing solar panels optimised for all weather conditions. Through these partnerships, we believe we're getting one step closer to a sustainable future. Sustainable businesses weather the storms and grow tall over time

# **Executive Profiles**

#### **John Elliott**

### Chief Executive Officer – Joined 2008

John Elliott, the founder and driving force behind Elliott Insurance Brokers, has been instrumental in setting a strong foundation for the company, with an unwavering commitment to excellence. John brings nearly two decades of industry experience to steer the organisation into its next phase of growth.

His passion for people and the planet has fueled his efforts to weave sustainability into the core of Elliott Insurance Brokers' ethos. John's leadership is characterised by purposeful action and progressive strategies, setting the stage for innovation in the insurance industry.

#### **Qualifications and Industry Recognition**

- Insurance Business Young Guns (2016)
  - BRW Fast 100 (2014, 2015)
  - Australian Young Entrepreneur of the Year -Runner Up (2014)
    - Insurance Business Elite Brokers (2013, 2014)

### in LinkedIn: John Elliott

Email: jelliott@elliottinsurance.com.au

#### **David Powell** Broking Director – Joined 2012

David Powell is an accomplished industry leader with nearly 30 years of experience in the insurance sector. David has been instrumental in driving our broking operations forward. As Broking Director, he commands a wide-ranging knowledge of the insurance landscape, with particular expertise in managing hard-to-place risks.

David's specializations extend across various sectors, including arborists and food production, a testament to his deep understanding of complex and industry-specific insurance challenges. His leadership not only focuses on advocating for clients but also on fostering a culture of mentorship within the team, further enhancing Elliott Insurance Brokers' commitment to excellence.

#### **Qualifications and Industry Recognitions**

- Bachelor of Business, Accountancy/ Risk Management, Deakin University (1994–1996)
- Diploma of Insurance Broking
- Insurance Business Australia's Elite Broker of the Year Top 10 (2016, 2017, 2018)

#### In LinkedIn: David Powell

Email: dpowell@elliottinsurance.com.au

#### Arthur Elliott Executive Director – Joined 2008

Arthur Elliott, Executive Director at Elliott Insurance Brokers, is an accomplished professional with a career spanning over five decades in the insurance industry. As a Senior Associate of ANZIF, his expertise is fortified by over 25 years of experience working at one of the worlds largest international brokerages.

Arthur has been with our organisation since its inception in 2008.

His robust technical knowledge across a diverse range of product classes is a valuable resource for our organisation . His insightful guidance and professional wisdom contribute significantly to the enrichment of our management team and the professional growth of our personnel.

#### **Qualifications and Accreditations**

- Diploma of Financial Services in Insurance Broking (2003)
- Associate of the Australian Insurance Institute (1978-2020)
- Associate of the National Insurance Brokers Association (1991-2020)
- Founding Member of Steadfast (1996)

#### **Peter Blackmore** Executive Director – Joined 2022

Peter Blackmore provides a unique blend of experience and expertise amassed over 30 years in senior executive roles. Notably, he has spent 17 years as a CEO in Wesfarmers-owned insurance broking businesses and has been a Director at one of Australia's leading independent insurance analysis firms.

His specialisation in the insurance sector encompasses:

- Facilitating risk workshops for enterprise and project-specific risk
  profiling
- · Proficiency across all insurance classes and risk retention optimization
- Deep understanding of project development risks and insurance issues
- Innovation focusing on the intersection of sustainability and insurance practices.

#### **Qualifications**

- · Master Of Int'l Relations (Environmental Economics), Curtin University
- · Diploma of Financial Services (Insurance Broking)
- Graduate of the Australian Institute of Company
  Directors

#### in LinkedIn: Peter Blackmore

Email: pblackmore@elliottinsurance.com.au



#### Rachael Milne Chief Financial Officer – Joined 2012

Rachael Milne holds an instrumental role as Chief Financial Officer at Elliott Insurance, bringing strategic insight and strong financial stewardship. She has established efficient financial systems and processes, ensuring robust fiscal management and strict compliance. Her role expands beyond finances to include broad business management, underlining her multifaceted expertise.



Working in close collaboration with CEO John Elliott, Rachael has been a key player in strategic planning, project execution, and business development. Her contributions have been pivotal in advancing the company to its current standing. Additionally, Rachael is dedicated to promoting the professional growth of team members, providing support as they navigate their career paths.

#### **Qualifications and Accreditations**

- Certificate IV in Bookkeeping
- Diploma in Professional Coaching

In LinkedIn: Rachael Milne

Email: rmilne@elliottinsurance.com.au

• BAS Agent, License 24634573

#### Nastasiya Dromgool Operations Advisor – Joined 2013

Nastasiya Dromgool's journey with Elliott Insurance Brokers began a decade ago. Her remarkable aptitude for process optimization in the position of Operations Advisor, showcases her multifaceted expertise across the breadth of our operations.

Her acumen extends beyond routine operations, as she has honed her skills to master every aspect of Elliott Insurance Brokers. Her exceptional command over operations is instrumental in ensuring the seamless functionality of our services.

#### Qualifications

- Master's degree, International Relations and Affairs, University of Sydney Mar 2011
- Bachelor of Business Administration–BBA, International Business, Charles Sturt University, Mar 2010

#### In LinkedIn: Nastasiya Dromgool

Email: ndromgool@elliottinsurance.com.au

# **Our Services and Capabilities**

### Your Customised Risk Advisory Panel

At Elliott Insurance, we believe in a personalised approach to managing risk. Therefore, we assemble a bespoke team of advisors uniquely suited to cater to your specific needs, creating a personalised boardroom for risk management strategies.

Our strategic alliance with Australia's foremost insurance product and service buying group empowers our clients. You gain exclusive access to expert advice on risk management, thereby enhancing your business resilience and sustainability.



### **Insurance Broking**

Beyond risk advisory, we provide a full suite of traditional broking services. Our emphasis is on pro-activity, planning, and best practices, including pre-insurance renewal strategies established three months in advance and a hands-on approach to claim settlement. Our insurance broking services incorporate clients' positive risk management practices into insurance negotiations, making us more than just a seller of insurance products.

### **Sustainability Advisory**

In line with our mission to support business sustainability, we offer advisory services that identify sustainability opportunities and initiatives. Our in-house experts manage stakeholder engagement strategies and plans, data collection and reporting, and media and social media engagements.



# **Risk Profiling**

We provide comprehensive risk profiling services that range from enterprise-wide to project-specific analyses. Key risk areas such as physical, financial, legal, and people are thoroughly addressed. Our services include desktop, online, and workshopbased assessments. We also evaluate self-insurance risk tolerance and appetite levels, leveraging our extensive experience from conducting numerous risk assessments.



### Loss Adjustment and Claims Preparation

We collaborate with leading claims preparation specialists to assist clients in presenting larger claims. This has resulted in over \$1,000,000 in additional claim settlements for our clients.

#### OUR SERVICES AND CAPABILITIES



## Worker Health and Safety (WHS)

With workers' compensation often comprising one of the highest components of insurance costs, we offer specialised services to manage these costs effectively. Our in-house expertise assists clients in injury prevention, claims management, and in enhancing overall worker safety. We recognize the consequences for Directors of poor WHS practices and offer proactive strategies to mitigate such risks.



#### **Contract Review Service**

Our clients often face additional liabilities present in agreements and contracts they sign. To address this, we offer a free legal contract review service that provides advice on recommended changes to agreements, suggested modifications to the insurance program, and advice on managing additional liabilities.



### Claims Triage and Dispute Resolution

In instances where claim settlement or policy placement outcomes are not as desired, we provide access to the Steadfast Triage. This service negotiates fair and reasonable outcomes by providing clients access to the highest levels of management with Australian insurers and underwriting agencies, free of charge.

Our mission? To transform insurance from a necessity into an all-inclusive service that fortifies every facet of your business against risk.

One Vision, Two Realms. Pioneering Sustainability in Insurance

# **Our Commitment to Sustainability**

#### Why We Are The Green Broker

Elliott Insurance Brokers has consistently demonstrated a proactive commitment to environmental responsibility and sustainability. Our journey towards becoming **Australia's most advanced "Green Broker"** is a testimony to our dedication to integrating sustainable practices into our business model.

Here are the key milestones that illustrate our commitment:

In 2016, we became **Australia's first carbon-neutral insurance broker**, reflecting our ongoing commitment to minimise our environmental footprint. We have helped **raise over \$1,000,000 for community, national, and global programs** in support of the United Nations Sustainable Development Goals (UN SDGs), aligning our financial resources with our sustainability goals.

Since 2016, over 20% of shareholder returns have been allocated towards sustainability-related initiatives, showing our financial commitment to fostering a more sustainable world.

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In 2016 we became the first insurance broker internationally to commit to the United Nations Global Compact, emphasising our dedication to sustainability and responsible business practices on a global scale.



Global Compact Network Australia

#### OUR COMMITMENT TO SUSTAINABILITY



In 2022, we joined the Clean Energy Council, underscoring our commitment to fostering renewable energy solutions.

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Executive Director **Peter Blackmore, an expert in sustainability strategy,** joined our team to lead our ongoing commitment to environmental responsibility

In 2023, we acquired Green Insurance Brokers, further cementing our position in the green insurance space.

education for all employees, underlining our belief in the importance of individual awareness and action in achieving our sustainability goals.

We have partnered with Seed

Culture to provide sustainability

GREEN INSURANCE

✓ SeedCulture

As we move forward, our continued **commitment to sustainability** not only benefits our company but also provides distinct advantages for our clients. Businesses and directors increasingly face pressure to address sustainability within their organisations, across a multitude of industries. Our unique background in both insurance and sustainability positions us to guide our clients on the risks and opportunities associated with sustainable practices.

In addition, we are actively working with our industry to create **products and incentives for the renewable energy sector** and its participants, further linking our sustainability goals with our business offerings.

Our recent rebranding to **Elliott Insurance – The Green Broker** underlines our long-term dedication to sustainability. This rebrand reflects our ongoing commitment to environmental responsibility, serving as a reminder that when you choose Elliott Insurance, you're choosing a partner **dedicated to green practices and sustainability**.

# **Recognitions and Accreditations**

Elliott Insurance The Green Broker, has spent the past fifteen years earning a reputation through a dedication to excellence, innovation, and sustainability. From being consistently **ranked among the top 10 insurance brokers in Australia for a decade** to obtaining independent certifications, our achievements underscore our commitment to our clients and to a greener and more sustainable future in the insurance industry.









# A Message from our Founder and CEO

#### To Our Partners, Clients, and Colleagues,

As I look back on the trajectory of Elliott Insurance Brokers since 2008, I are reminded of the steadiness, persistence, and dedication that has marked our progress. We have remained committed to our initial values, setting a course that has brought us to where we are today.

#### At the heart of our operations is our exceptional

**team**, embodying the very qualities that have defined our journey so far. Our management team, all of whom have been with us for over a decade, fortifying the foundations of our organisation. In fact, over the past two years, **25% of our team has marked their ten-year anniversary** with us–a testament to the enduring relationships we cultivate, the loyalty we cherish, and the shared commitment that fuels our mission. I must make a special mention of Michael Harris, our first team member, who remains an integral part of our mission even today.

This enduring relationship extends beyond our team to our clients. We are pleased to note that more than 50 of our original clients continue to work with us, growing alongside us over the years. **Our commitment to the community**, both locally and overseas, has been an integral part of our journey. We have actively engaged in sustainable initiatives, using our profits to support projects and programs that resonate with our team and our clients.

Looking ahead, we are excited to seek out individuals and organisations that align with our vision, inviting them to join us on this journey.

For those contemplating a partnership with Elliott Insurance Brokers – The Green Broker, we extend our invitation to you. Together, we can create stability and sustainability, not just in your business, but also within our wider communities.

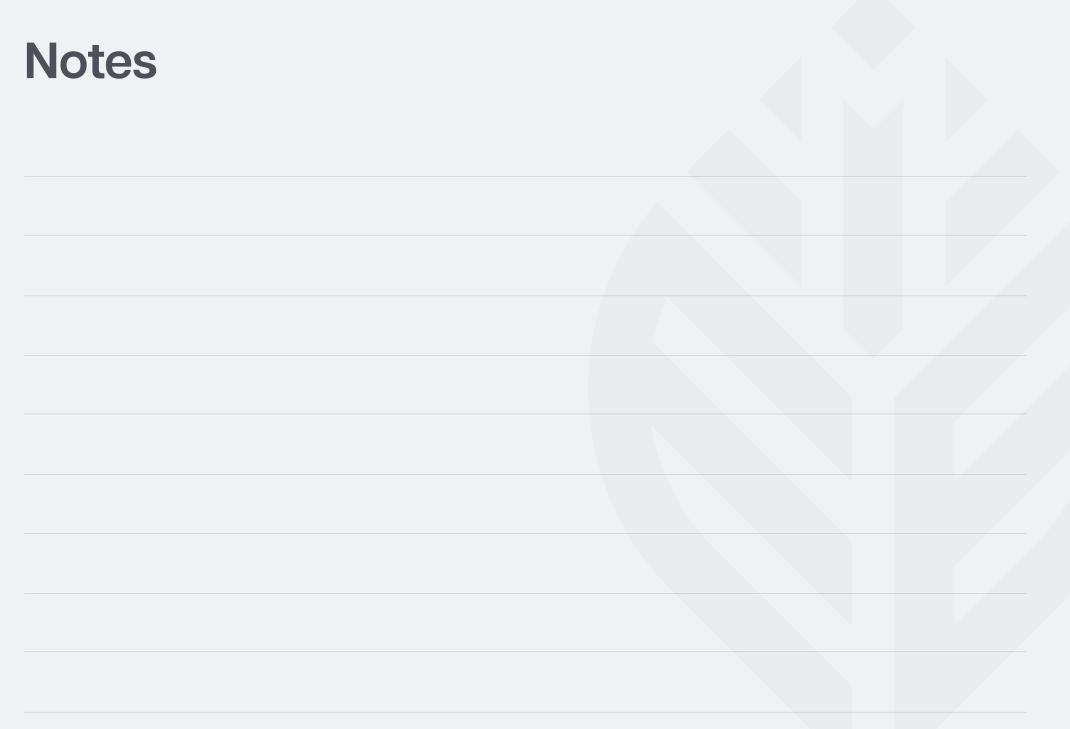
John A Must

Sincerely, John Elliott





Notes	



# Contact

Thank you for choosing to find out more about Elliott Insurance "The Green Brokers" and learning about our journey, our services and our plans for the future. We invite you to connect with us:

- Contact one of our Executives directly
- Fill out an online enquiry on our website
- Feedback through the channels listed below
- · Becoming a referral partner for a more sustainable insurance solutions
- **Donate** please feel free to donate to one of our partner foundations through any of the links below.

#### **Your Feedback**

We would love to hear any feedback in relation to our sustainability approach. Please connect with us and follow our journey.

#### Connect



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# **Our charity partners**





skincheckchampions.com

oneheart.foundation