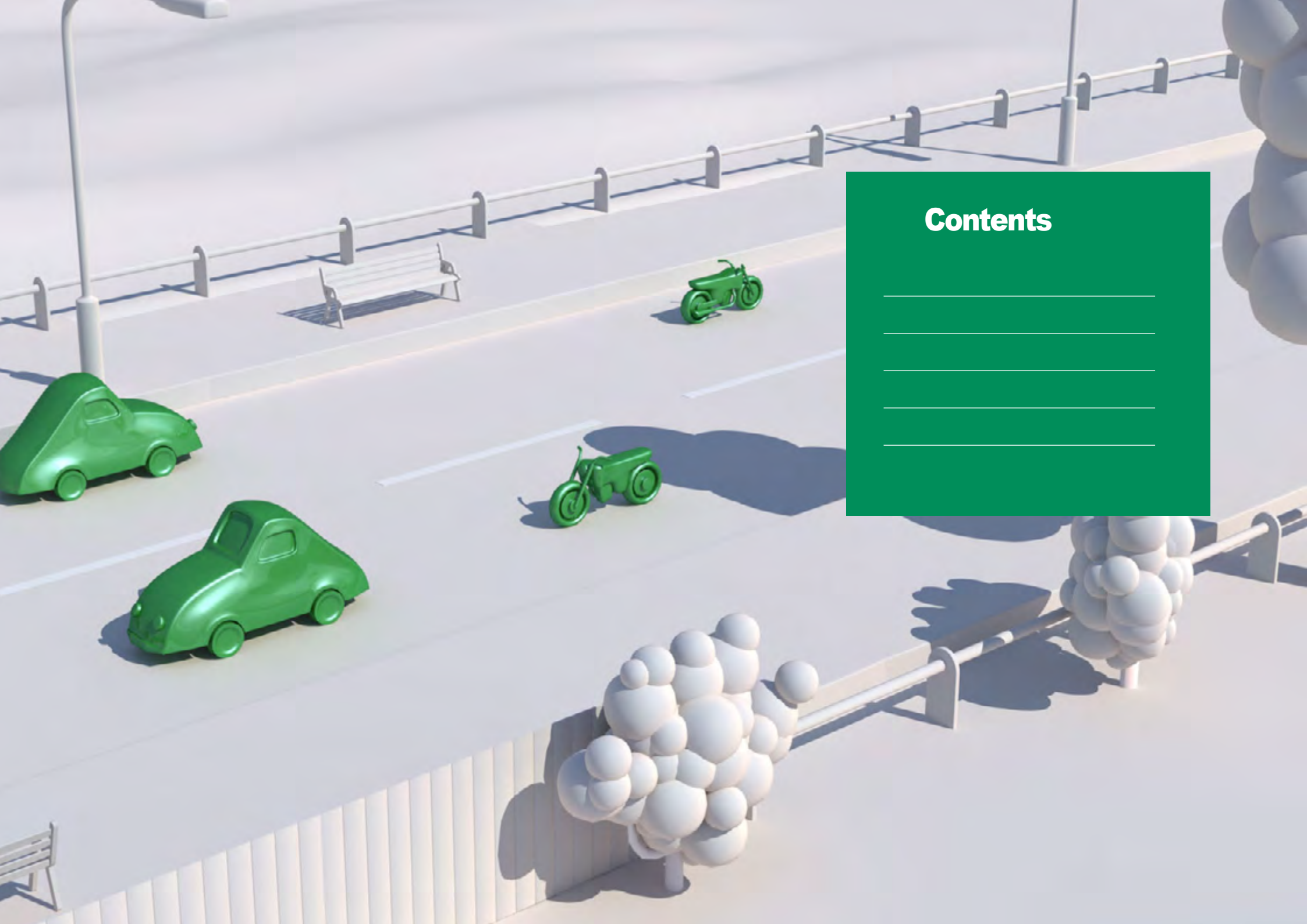




2014
Corporate Social Responsibility
(CSR) Annual Report



Contents



Welcome – Chief Executive's statement

Corporate Social Responsibility (CSR) is important to MIB, it underpins the way we operate and is an integral part of who we are and what we do. Our aim is to be socially responsible so that MIB is not only a great place to work but it has a positive impact on the business partners and communities that we work with.

I would like to thank everyone who has contributed to our CSR programme for their effort and continued support during 2014. Our CSR programme would not be possible without the commitment and enthusiasm of the people who work here.

Under the guidance of a sponsor from the Executive Management Team (EMT), the Bureau's CSR team, made up of volunteers from across the business, drives our CSR agenda. The CSR team is tasked with developing fun, engaging and impactful ways in which our people can contribute towards MIB meeting its CSR targets, including raising money for our long standing business charity – The Children's Trust.

The Children's Trust (TCT) has been our business charity since 2008, supporting children and young adults with acquired brain injuries. Each year over 5,000 children suffer an acquired brain injury, 31% of which are due to involvement in road traffic accidents. Some of these injuries are suffered as a result of being involved in accidents with untraced and uninsured motorists and therefore the aims of TCT are synergistic with the MIB strategic mission, to reduce the level and impact of uninsured driving in the UK. We are very proud of our involvement with TCT and plan to maintain our CSR agenda to support this worthy cause.

Chief Executive's statement continued

Our CSR strategy is supported by explicit targets and remains focused on four key areas: Workplace, Community, Marketplace and Environment.



Workplace

Workplace – strengthening our reputation as an employer of choice and ensuring our people are recognised for their work - we want our people to be proud and motivated to work at MIB



Community

Community – engaging with and positively impacting the communities in which we operate – we encourage our people to be responsible citizens and to support projects, organisations and services that work towards the common good and improvement of the community.



Marketplace

Marketplace – building strong relationships with our stakeholders - we remain fully committed to developing and supporting valuable business relationships with all our stakeholders



Environment

Environment – operating responsibly to reduce our impact on the environment - we take our environmental responsibility seriously; in particular, in 2014 we focused on reducing our paper usage to mitigate the impact we have on the environment.

Key CSR highlights for 2014:

Donating
over £21,000
to The Children's
Trust

Increasing the
proportion of staff
participating in the
Give as You Earn
scheme to 54%

Decreasing the
volume of customer
complaints to 0.37
per 1,000 claims

Reducing our
travel expenses
by over £39,000



MIIB
Motor Insurers' Bureau

The logo is displayed on a frosted glass wall. The letters 'MIIB' are in a large, outlined, sans-serif font. A solid green circle is positioned above the 'i'. Below the acronym, the words 'Motor Insurers' Bureau' are written in a smaller, solid, sans-serif font. The background shows a blurred office interior with a person walking past.



Business overview

2014 was another successful but challenging year for MIB. On the plus side was the continuing reduction in the levy collected from the members. The levy for 2014 was £247m which is a substantial reduction from the “high point” £417m collected in 2008. During 2014 the enhanced e-learning platform, Insight@MIB, was implemented and provides a series of MIB bespoke, generic and management workshops.

Learning and Development

As MIB's business environment becomes more complex, the need to invest in the professional development of our people becomes ever more important. Learning and Development initiatives in 2014 have strengthened MIB's reputation as an employer of choice, retaining Investors in People (IIP) and Chartered Insurance Institute (CII) accreditation for the Claims Academy. During 2014 the enhanced e-learning platform, Insight@MIB, was implemented and provides a series of MIB bespoke, generic and management workshops.

Continuous Insurance Enforcement and the Police Helpline

Through working closely with the DVLA, the message about Continuous Insurance Enforcement (CIE) is being delivered directly to uninsured drivers. In November, the 2 millionth Insurance Advisory Letter (IAL) was issued to an uninsured driver and IALs are proving to be a very powerful means of direct marketing in the campaign to reduce uninsured driving. However, in terms of police engagement, attainment of the previous years' excellent results has been more challenging. We have seen a reduction in police activity reflected in reduced vehicle seizures and lower volume of calls to the Police Helpline (PHL). A number of initiatives will be introduced in 2015 to re-invigorate our work with the police.

Claims Management

The claims services teams found attainment of some key performance indicators challenging in 2014, nevertheless it was pleasing to see that the quality scores remained high. In addition, fraud savings once again exceeded target and excellent progress was made in our performance against our Customer Charter targets.

Delivering new services

The range of services that we provide to the wider insurance industry has continued to expand so that almost 25% of resources are now charged out to Non-MIB Management Services Client Companies. In December a major industry project to deliver the IT system for the new MyLicence service was completed well within budget. The service will enable insurance providers to access a driver licence record direct from DVLA rather than having to rely upon information provided by the customer.

Two new industry projects involving MIB project management and IT build capability also commenced in 2014. The first of these is the Ministry of Justice (MoJ) initiative, Medco, which involves MIB building another web-service facility for claimant representatives to identify, through a random allocation process, a medical practitioner or medical reporting organisation (MRO) to undertake a medico-legal report. The second is the askCUEPI web-service facility to enable claimant representatives to check the number of previous personal injury claims of their clients.

Governance

Good risk management is also critical to the success of the organisation particularly where a significant amount of what is done involves the management of other people's data. To have renewed our ISO 27001 certification for the Information Security Management System and ISO 22301 for the Business Continuity Management System was a major achievement.

Strategic Objectives

The key strategic objectives for 2014 remained unchanged from 2013.

Significantly
reduce the level
and impact of
uninsured driving
in the UK

Compensate
victims of
uninsured and
untraced drivers
fairly and
promptly

Provide first
class outsourced
services for cross
industry data asset
management



Workplace

In 2014, MIB continued its commitment to high standards and the professional development of its staff through new learning initiatives and recognising hard work through our award schemes.

The MIB Qualifications Framework (MQF) which links promotion and progression to a level of academic or vocational qualification supports the MIB's continuing drive to increase professionalism and to support our Chartered Insurer status. Every person working at MIB should feel proud about the contribution they make, be able to work well together and have confidence in each other's skills and expertise.

What we have done

Learning and development

Key highlights include:

Over a third of all MIB staff undertaking qualification studies in 2014

A 13% increase in the number of employees qualified at or above their required MQF level

74% of all staff undertaking a CII qualification successfully gaining a qualification at Certificate, Diploma or Advanced Diploma level

Retaining IIP and CII accreditation for the Claims Academy



Employee communication and engagement

Nearly 80% of staff completed a voluntary annual 'Pulse Survey' which enables them to voice their opinions about employment at the MIB. The survey helps us make positive changes to the workplace and also see how we compare to other companies. We have taken our 2014 results and benchmarked them against the Towers Watson (TW) norm of UK insurance companies. It is pleasing to see that we are ahead in our scores for a number of areas when compared to the norm of UK Insurance companies.

Based on results from the staff engagement survey of 2014:

88% of staff say
"I understand how the objectives of my department fit into the overall corporate goals"

84% of staff say
"I am personally motivated to help the Bureau be successful"

73% of staff say
"I am proud to tell others I work for the Bureau"

MIB also maintained its 'Pennies from Heaven Gold Award' in 2014. This award recognises the generosity of MIB employees. The 'Give as You Earn' scheme sees staff round down their salaries every month to donate their "spare" pennies to The Children's Trust.

Workplace continued



STAR Award winners of 2014: Debra Rowlett, Angela Barnes, Lynn Usher and Sara Errington

Staff achievement and recognition (STAR awards)

MIB has a reward and recognition award scheme in place that recognises examples of outstanding service, commitment and drive.

The purpose of the awards is to encourage everyone to strive above and beyond their responsibilities, embrace the values of the Bureau and offer a consistent, first class service to both internal and external customers.

There are three types of awards in place to recognise excellence in our staff. The awards are divided into three types, the annual awards, employee of the month and instant awards.

Annual Chief Executive Award

Lynn Usher, Project Manager was recognised by our Chief Executive as the member of staff who stood out over and above her peers for consistently demonstrating MIB's core values. Lynn professionally managed delivery of a strategically important project, MyLicence, for the whole insurance industry to time and to budget. Lynn continually went the extra mile to ensure the quality and integrity of the work carried out on the project.

Annual Customer service award

Debra Rowlett, Contact Centre Representative was the 2014 winner of this award for her passion for the service MIB provides and what it stands for. Debra was the highest scoring Contact Centre Representative with regard to her call quality and also represented the Contact Centre to a variety of high profile visitors throughout the year. She embodies efficiency and MIB's Customer Focus value.



Ashton West presents the Chief Executive Award

Annual Team player award

The 2014 Team Player award was won by Angela Barnes, Receptionist. Angela was recognised for her help to others on a daily basis and taking responsibility for matters outside her area. She has consistently resolved issues with a calm, professional manner and assisted external and internal customers to ensure the smooth running of the organisation.

Annual Performance and Training award

Sara Errington, Claims Handler was the 2014 winner of the Performance and Training Award for her commitment and proactive approach to her learning. Sara has been studying a NVQ level 3 in Management and also started her ILM level 6 in Management.

Employee of the Month award

The Employee of the Month award scheme successfully continued in 2014. This award aims to recognise individuals who provide a level of service above and beyond what is normally expected on them. It highlights individuals who stand out for a particular piece of work, the positive impact they have on their colleagues and those who have a strong focus on customer service. Winners receive shopping vouchers to the value of £200.

Instant Value awards

Instant Value Awards recognise situations where an employee has demonstrated that they are living and breathing the MIB values. Over 20 Instant Value awards were presented in 2014 with winners receiving £25 shopping vouchers.

Workplace continued

2014 targets and results

Staff participation in Give as You Earn scheme

Target
50%

Result
54%

Uptake of new starters in Give as You Earn scheme

Target
70%

Result
69%

Employee engagement

Target
Exceed industry norm

Result
Norm exceeded



What we intend to do in 2015

We will continue in 2015 to strive for excellence across the business with new learning initiatives being implemented and recognising hard work through our award schemes. Leadership skills will also be a key focus for Learning Development in 2015. There will be a continued commitment to increasing the number of people achieving a professional qualification and supporting areas of growth across the business.

MIB will continue with our engagement strategy and deliver the Pulse Survey in 2015 to encourage constructive feedback and to share best practice. The CSR team will work to increase staff engagement around CSR activities including quarterly induction meetings for new recruits and new events for 2015.



A day out at Willen Lake: 2014 Dragon Boat team

Community



MIB's proud 2014 Milton Keynes marathon relay runners

Getting green fingered at The Children's Trust site in Tadworth

MIB believe that community activities are not just something we choose to do, but that the engagement of our staff in community activities is an essential part of our business.

In 2014 MIB continued to develop its long established partnership with The Children's Trust. The Children's Trust provides care, education, therapy and rehabilitation to children with multiple disabilities and complex health needs, some of which were suffered as the result of road traffic accidents. Our commitment has driven our fundraising capabilities and allowed us to assist a very important charity, whose aims are synergistic with MIB's mission to reduce the level and impact of uninsured driving in the UK.

What we have done

Dragon Boat Race

Crews from MIB and our partner solicitors, Berryman's Lace Mawer (BLM), competed in the annual Milton Keynes Dragon Boat Festival at Willen Lake. Both companies competed in three races against other local organisations, including a race within a race between MIB and BLM, which saw the latter win by a 'dragons tongue' for the third year in a row.

Gardening Challenge & Staff Volunteering Policy

A team of volunteers from across the business spent the day at The Children's Trust in Tadworth assisting the head gardener for the day. The feedback was very positive and included comments such as:

- "I loved it as much as I have for the last two years I have done it and can't wait to see if I can join the team again next year"
- "Had a great day, will definitely be back next year. It was hard work but great to mingle with other MIB staff that I didn't know. Such a lovely place to visit"
- "I think it's a great team bonding day out for staff where we get to work alongside colleagues that we wouldn't normally spend time with"

Sporting Challenges

In May staff from across MIB took part in the Milton Keynes half marathon and corporate relay races raising over £1,400 from the event.

Summer Ball

The MIB Summer Ball was held in July, the event included a magician, photo booth, raffle and a memorable game of 'heads and tails'. The event raised over £800 for our fundraising pot.

Children's Trust Christmas Fair

The Children's Trust holds an annual Christmas Fair and in 2014 we had the privilege of attending and running a tombola and cake stall. The cakes and tombola prizes were donated by our generous staff.

Drinks Machine Donations

Over £9000 was raised through the nominal charge for employees purchasing selected drinks from vending machines with all proceeds going to The Children's Trust.

Community continued

In line with previous years, £3,000 was donated by MIB to The Children's Trust, which helped achieve a final donation total of nearly £21,000.

Charitable Donations

Target

£3,000

Result

£3,000

Further donations through fund raising activities

Target

£12,000

Result

£18,959

Undertake CSR events

Target

5

Result

5



What we intend to do in 2015:

MIB is committed to continuing to further develop our partnership with The Children's Trust in 2015. Planned activities for 2015 include: the Gardening Challenge at The Children's Trust site in Tadworth, the MK Marathon in May 2015, a stall at the Children's Trust Christmas Fair and the Summer Ball.



Teamwork gets the job done at 2014 gardening challenge

Marketplace

MIB stakeholders' and the Police remain crucial to our success and we continue to work at enhancing relationships and where possible satisfying the needs and expectations of all interested parties. Maintaining public awareness is a key focus including promoting use of the MID enquiry services to the public, the police and Solicitors.

What we have done

Customer satisfaction

Complaints for 2014 closed within forecast. We received 104 complaints against a forecast of 109 this equates to 0.37 complaints per 1,000 open claims.

The Customer Engagement Index ended with a customer net satisfaction score of 71.5% against a target of 75%. This result was largely driven by a disappointing quarter three score and immediate action was taken to respond to and deal with the feedback provided. Revised processes will be introduced from the beginning of 2015 to help improve engagement in key areas.

Uninsured driving

New claims received ended the year showing a year on year increase and this is an area of concern. As the overall vehicle parc has increased during 2014 and more vehicle miles have been driven, it is difficult to know whether the increase in claims is entirely due to these factors or whether uninsured driving is on the increase. What is very clear is that the rate of progress has slowed and we have more to do to try and address this.

We have also seen a reduction in police activity reflected in reduced vehicle seizures for uninsured driving and lower volume of calls to the Police Helpline (PHL). A number of initiatives will be introduced in 2015 to re-invigorate our work with the police.

Anti Fraud

MIB have maintained the trend of achieving an incremental increase in identified fraud savings year on year, with the final result being just under £21.8 million. This exceeded the target by over 5% and was more than £2.2 million above the 2013 result.

MIB continued to provide managed services to the Insurance Fraud Bureau (IFB) to support the IFB's work to detect and disrupt organised motor insurance fraud. Supporting the IFB to achieve ISO 27001 certification for the first time was an important element of the managed service in 2014.

Delivering new services

The range of services that MIB provide to the wider insurance industry, particularly in the data management arena, continued to expand in 2014. A key highlights included a major industry project to deliver the IT system for the new MyLicence service. The service will enable insurance providers to access a driver licence record direct from DVLA.

Customer engagement index -
net satisfaction score

Target
75%

Result
71.5%

Volume of Customer
Complaints per 1,000 claims

Target
0.40

Result
0.37

Identified Fraud Savings

Target
£20.6m

Result
£21.79m

Marketplace continued

What we intend to do in 2015:

New industry projects for 2015 include:

- the Ministry of Justice (MoJ) initiative, Medco, which involves MIB building a web-service facility for claimant representatives to identify, through a random allocation process, a medical practitioner or medical reporting organisation (MRO) to undertake a medico-legal report.
- askCUEPI web-service facility to enable claimant representatives to check the number of previous personal injury claims of their clients.

Both projects are part of the MoJ reform of the Civil Justice process for personal injury claims and it is pleasing to note the continued confidence in the utilisation of MIB skill and expertise in delivering these services.

The key priorities for 2015 will be driven by our existing strategic objectives, with the addition of operating best practice in governance of the organisation which also underpins the key projects and initiatives for 2015.



Customer engagement index –
net satisfaction score

Target
75%

Volume of Customer
Complaints per 1,000 claims

Target
0.40

Identified Fraud Savings

Target
£21.79m

Environment



The MIB is committed to operating the business in a manner that accounts for the environmental impact created by its day to day operations. Our aim is to increase staff awareness of environmental issues which impact the MIB in order to reduce energy usage, carbon emissions and waste.

What we have done

Travel expenses

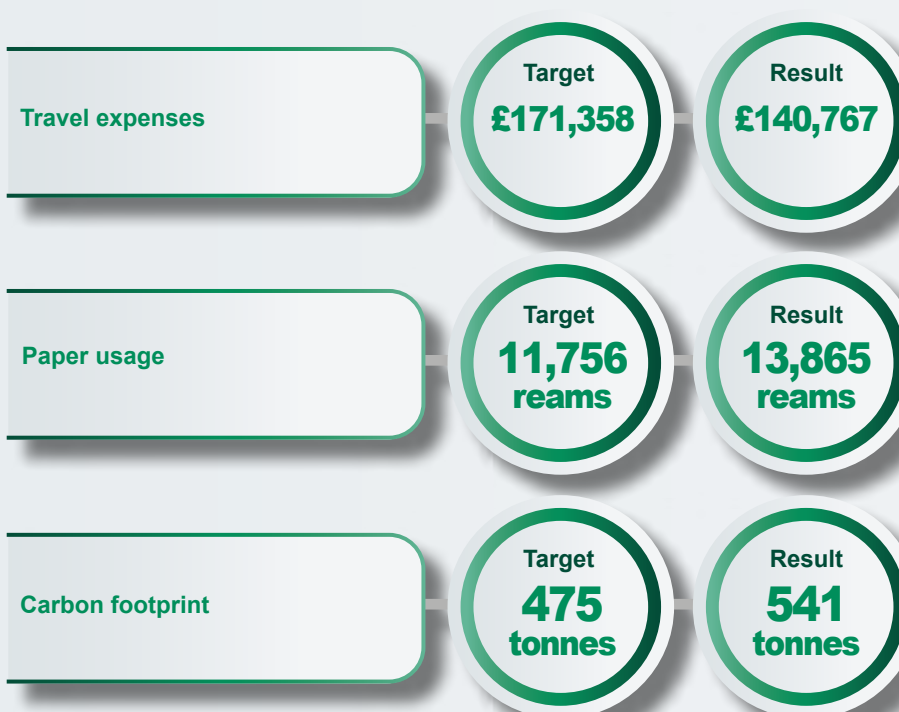
We have continued to encourage the use of video and teleconferencing equipment as an alternative to staff travelling to meetings. There is now a dedicated room for videoconferencing and it is hoped this will result in a significant reduction in travel expenses.

Paper usage

Improving the Bureau's printing practices and reducing its environmental impact has been a key priority in 2014. A combination of technology, behavioural and policy opportunities have been introduced to reduce paper usage, including the introduction of new more efficient 'double sided' printers and a reduction in the total number of printers used by the business. Despite missing the ambitious 2014 target for paper usage, we still used about 415,000 fewer pieces of A4 paper in 2014 compared to 2013.

Reducing our carbon footprint

The MIB is committed to reducing its carbon footprint by regularly incorporating practices which aim to reduce our carbon emissions and energy usage. We have installed PIR sensors in meeting rooms to save electricity and light fittings have been replaced on a rolling programme. Where lamps or fittings fail, they are replaced with more energy efficient products. Regular maintenance and replacement of building plant is also undertaken to ensure that the building is running as energy efficiently as possible.



Environment continued

What we intend to do in 2015

A key focus for 2015 will be trying to reduce our carbon footprint. Installation of a new BMS (Business Management System) is planned for 2015 and this should enable more efficient running of the heating, ventilation and air-conditioning equipment. In addition, MIB will undertake an ESOS (The Energy Savings Opportunity Scheme) compliance audit in 2015 and will be looking to implement the recommendations that are made following this review. The ESOS has been established by the Department of Energy and Climate Change in response to the requirement for all Member States of the European Union to implement Article 8 of the Energy Efficiency Directive. An ESOS assessment requires participants to measure their total energy consumption; to conduct energy audits to identify cost-effective energy efficiency recommendations; and to report compliance to the Environment Agency.

In order to reduce our impact on the environment the CSR Team aims to enhance staff awareness by encouraging:

- a reduction in the use of personal fans and heaters
- staff to turn off monitors at night
- video and teleconferencing
- double sided printing
- staff to use the Bureau's car sharing scheme

Travel expenses

Target
£133,728

Paper usage

Target
**13,172
reams**

Carbon footprint

Target
**514
tonnes**





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