

# Continuing Professional Development Certificate

## Educational Visit to McLaren's Aviation at London Heathrow Airport

**Date:** Friday 11 May 2018

**Time:** 11.00am - 3.30pm

**Speakers:** McLaren's Surveyors

This 3 ½ hour CPD visit to McLaren's Aviation offices at London Heathrow Airport offered a behind the scenes look at how a leading UK and world aviation loss adjuster operates, concentrating on airport operations and the role of the aviation surveyor. This visit was hosted by McLaren's London based surveyors. The visit programme gave a brief explanation on airport operations, pointed out areas of heightened risk and listened into air traffic controllers and ground controllers as they direct the multimillion dollar aircraft around this busy airfield. Attendees learned about the role of the aviation surveyor and the hosts liability adjusters will provide a brief on the area of risk and insurance on the ramp, talking about the interaction between the airlines, airport and ground handlers. During the visit, the hosts provided examples and explanations of typical insurance claims, preparation of estimates and management of clients' explanations.

### During this visit members will gain an insight into:

- Operations at Heathrow Airport
- An understanding of the complexity of operations at a major international airport
- An understanding of the role of the aviation loss adjuster, their activities and their interaction with the insurance market
- An understanding of the liability arising from ground operations and the contractual agreements in place to cover handling of aircraft on the ramp.



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