



Insurance | Risk Management | Consulting

# A NEW PATHWAY FOR YOUR BUSINESS

The Gallagher Way







# Gallagher

Insurance | Risk Management | Consulting

We are a Sales and Marketing Company  
dedicated to providing excellence in  
Risk Management Services to our clients.

The Gallagher Way. Since 1927.

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# Introducing a true merger partner

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When considering the next phase of your business, I believe it's important to work with a partner who shares your commitment to building trust with your clients and investing in the people who have helped you build a successful and highly regarded business.

From our humble beginnings over 95 years ago, Gallagher has grown into a global operation helping businesses large and small face their future with confidence. The family values which founded our business continue to drive the way we think and operate today.

Since we acquired OAMPS in 2014, expanding our Australian operation, we've been building our reach and capability through strategic investments in brokerages across the country.

I know a merger is a personal and a business decision; at Gallagher we treat it as such. Our ethos is for you to become our colleagues, not a 'hub' we oversee. Your business and your employees will have a opportunity to grow with a brokerage that is large enough to compete on a global scale, but agile in our thinking and approach.

I hope this document gives you an insight into how we work and what the next step in your business could be. I look forward to talking in confidence with you soon.

Yours faithfully,



**Sarah Lyons**

Chief Executive – Australia and Asia



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# Our expertise

## Placement

Placement helps us leverage our size and reputation in market, building strong relationships with carrier partners and also helping us access capacity through the London market.

## National Sales

The National Sales team supports our growth by generating new leads and prospects to present our services to. Helping build our new business pipeline and nurture prospects.

## Specialisms

Supporting branches with specialist expertise in our core industries and sectors, to tackle the challenging market conditions.



Construction



Marine



Transport



Agriculture



Energy



Aviation



Mining



Sport



Entertainment



Higher Education



Workplace Risk



Insolvency & Turnaround



Food Production



Professional & Financial risks

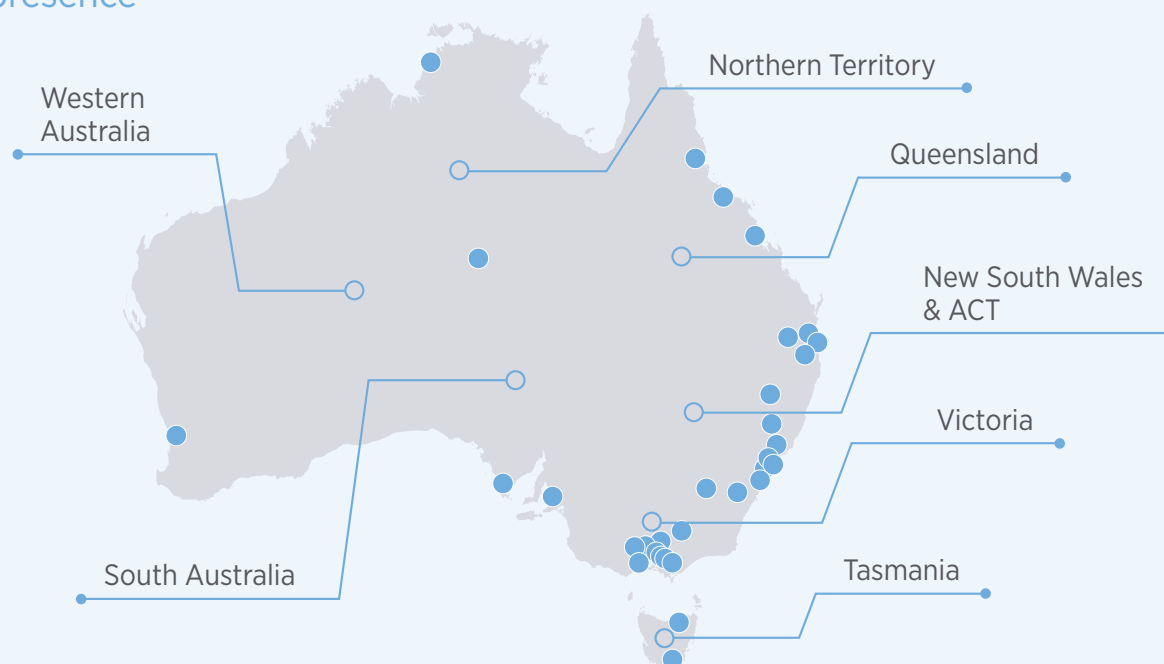


Trade Credit & Surety



Mergers & Acquisitions

## Our presence





# Be part of our story

Founded by Arthur J. Gallagher in Chicago in 1927 and listed on the NYSE in 1984, Gallagher has grown to be a leading insurance brokerage, risk management and consulting company. With significant reach internationally, our organisation employs over 52,000 people and our global network provides services in more than 130 countries\*.

In Australia, we've become the chosen partner to clients from small family run businesses through to multinational corporations.

The Gallagher network of regional and metropolitan branches across Australia means we're connected to local business communities because we're part of them ourselves, helping us better understand the unique risks and needs of every business we service.

Our people form part of those communities too and we're dedicated to creating an inclusive and nurturing environment for every individual. We're proud to be a gold certified Mental Health First Aid skilled workplace and a Top Insurance Employer recognised by Insurance Business Magazine.

\* Source: investor.ajg.com - Investor Presentation February 2023.

## Our story in numbers

30+

Metro and regional  
locations

1,100+

Professionals

125,000+

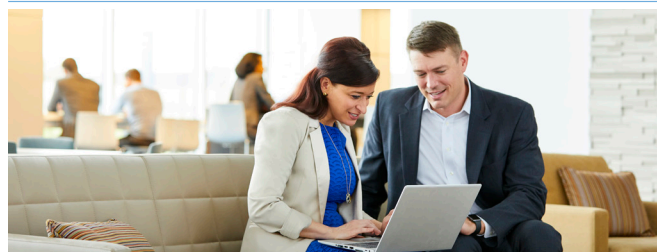
Clients



Insurance  
Business Top  
Insurance  
Employer 2023



Gold Mental  
Health First  
Aid Skilled  
Workplace



## Our performance driven culture

How do we ask our staff to contribute to our success:

### Organic Growth

Grow and retain revenue

### Productivity / Efficiency

Improve efficiency in operations, enabling brokers to spend more time with clients, improve systems and cost effectiveness

### External Growth (Acquisitions)

Identifying brokers for acquisitions

### People

Attract and retain talent and create a winning and enjoyable culture

# Our commitment to work with you

We've been committed to doing the right thing for over 95 years. Our merger team is dedicated to providing all necessary support to ensure your clients receive the very best service and your team are provided the opportunities to grow and be nurtured in a global family business.

## Dedicated and experienced merger team

Our processes for due diligence; getting to understand you and how you run your business and what makes your operation tick; have been tried and tested. A working group of professionals across all core functions of our business, will support you to make the merger as smooth as possible. The merger team leaders have planned and completed dozens of transactions, providing a consistent and well managed experience for every aspect of your business, guiding you through every step of the process.

Teams across finance, IT, products and placement, legal and compliance, operations, HR, claims, business development and marketing will continue to support you as your business evolves as part of Gallagher. Supporting your daily operation so you can remain focused on your clients and helping secure their business for the future.

## Australian brands that have joined the Gallagher family since 2014.

 	2024
  	2023
 	2022
 	2021
  	
  	
 	2020
  	2019
 	2018
  	
  	
 	2017
 	2016
	
  	2015
	2014

# A personal approach

In a challenging and changing market, we believe collaboration leads to confidence and shared positive outcomes. We take a personable approach to merger integration. We consider what drives each business, what made them a success and what their people do for their clients day to day.

We understand it's taken time to build what you have, to make your business a success and to create a positive workplace for your staff. We know that and it's our promise to respect the knowledge, experience and history of any business that joins our growing family.

## We are people focused

We don't make it all about the numbers. Having shared goals and finding cultural alignments is a vital piece of our merger strategy.

Understanding a new business and its systems will always present challenges, we provide you and your people in-depth training for every aspect of new and future roles at Gallagher. Through our on-boarding and training programs, we provide the opportunity to build on current experience to be able to service your clients in the best way possible.

## Gallagher College

Gallagher College puts personal and professional development in focus, providing a "one stop shop" for all training, learning and development and professional qualifications available at Gallagher. Your people will have access to a clearly defined learning curriculum specific to their individual role.

PICTURED: Chief Executive Sarah Lyons and other Executives in a Fireside chat for new employees (top left).



"The decision to merge with Gallagher was made because they bring global strength in a different way to other international brokers. When we first met Sarah Lyons, she explained to us the importance of the Gallagher family culture and that was on display throughout the integration. The merger team was friendly, professional and collaborative; always willing to assist in order to make us feel comfortable with the transition and to execute on the project to achieve the best outcomes for us and our team. Throughout the whole process we felt part of the Gallagher family."

**Simon Feldman | Branch Director, Caulfield**  
Formerly Director, Sound Insurance Services

# THE GALLAGHER WAY

Shared values at Gallagher are the rock foundation of the company and our culture. What is a shared value? These are concepts that the vast majority of the movers and shakers in the company passionately adhere to. What are some of Gallagher's shared values?

1. We are a sales and marketing company dedicated to providing excellence in risk management services to our clients.
2. We support one another. We believe in one another. We acknowledge and respect the ability of one another.
3. We push for professional excellence.
4. We can all improve and learn from one another.
5. There are no second-class citizens—everyone is important and everyone's job is important.
6. We're an open society.
7. Empathy for the other person is not a weakness.
8. Suspicion breeds more suspicion. To trust and be trusted is vital.
9. Leaders need followers. How leaders treat followers has a direct impact on the effectiveness of the leader.
10. Interpersonal business relationships should be built.
11. We all need one another. We are all cogs in a wheel.
12. No department or person is an island.
13. Professional courtesy is expected.
14. Never ask someone to do something you wouldn't do yourself.
15. I consider myself support for our sales and marketing. We can't make things happen without each other. We are a team.
16. Loyalty and respect are earned—not dictated.
17. Fear is a turnoff.
18. People skills are very important at Arthur J. Gallagher & Co.
19. We're a very competitive and aggressive company.
20. We run to problems—not away from them.
21. We adhere to the highest standards of moral and ethical behavior.
22. People work harder and are more effective when they're turned on—not turned off.
23. We are a warm, close company. This is a strength—not a weakness.
24. We must continue building a professional company—together—as a team.
25. Shared values can be altered with circumstances—but carefully and with tact and consideration for one another's needs.



# The Gallagher Way

Aside from the business benefits, joining Gallagher connects you with our community of people passionate about doing the right thing, treating each other with respect, understanding and kindness.

## Our unique culture

We pride ourselves on our unique culture, built upon the 25 tenets of The Gallagher Way. It's the essence of how we do business and the values that guide our team.

We believe in always doing what is right for our clients, their communities and their people.

It's what we were founded on 95 years ago. And it's why we continue to be recognised year after year.

## Be yourself at Gallagher

Gallagher is committed to driving an inclusive workplace for the benefit of our clients, employees and the communities in which we live and work.

We foster an environment that embraces the diverse talents, perspectives and ideas of all employees, enabling everyone to reach their fullest potential.

We strive to create a culture of respect and trust that is part of our Gallagher Way heritage, and is a source of strength in the marketplace.

**We are all one Gallagher and stronger together.**

## Reconciliation Action Plan

Our Reflect Reconciliation Action Plan (RAP) forms part of our commitment to creating an inclusive and diverse business for the benefit of our clients, employees and their communities.

We acknowledge, respect and celebrate the rich diversity of histories and cultures of Australia's First Nations Peoples. Our RAP commits us to building and strengthening our connection with the Aboriginal and Torres Strait Islander communities of this country.

## A HISTORY OF INTEGRITY

Dedicated to doing what's right for our clients, colleagues, and communities.

Since 1927, Gallagher has led with integrity, ethics and purpose —the building blocks of The Gallagher Way. Founded on the principles of transparency and accountability, we've upheld our commitment to ethical business through decades of growth, change and expansion. For nearly a century, we've proudly built a reputation of trust and integrity with our clients and colleagues.



PICTURED: RAINBOW REGION [2020] David & Noni Cragg. Bundjalung heritage Commissioned to support our first Reflect Reconciliation Action Plan.



"The decision to partner with Gallagher was an easy one. Even though our situation was a little bit unique, the team at Gallagher were able to find solutions for everything we threw at them. They showed a level of professionalism and patience of the highest standard through the entire process and have made the transition into the group seamless and easy. Now that we are on board and working with the full team, it is abundantly clear that we made the right choice for our clients, our staff and ourselves."

**Scott Fawke | Client Manager, Sunshine Coast**  
Formerly Director of Ausure - Coast & Country



"Joining the Gallagher Family in November 2022 was by far the best decision I have ever made as a business owner. I couldn't be prouder to have sold my company to someone who's values and vision aligns with ours."

Everything we were promised by Sarah Lyons, and Michael Lewin from the Merger and Acquisitions team, was delivered and the professionalism and ease of the transition has blown me away. We were up and running day 1 and back to client meetings day 2."

**Jodi Sharman | Corporate Manager, Melbourne**  
Formerly Managing Director of JLS Insurance Consulting



# Partnerships with impact

Gallagher proudly partners with organisations, events, and teams that touch communities around the globe. From worthwhile charities to the excitement of elite sports, the mission and the message of Gallagher are on display through our partnerships.

Like ours, your business will have sponsorships and not-for-profit initiatives it supports. Our promise is that the partnerships and charitable activity you have always undertaken, will remain a part of our combined businesses going forward.



OFFICIAL SPONSOR OF SPECIAL  
OLYMPICS SPORT AND COACH  
PROGRAMMING

## Special Olympics

Gallagher is proud to work with Special Olympics Australia, supporting people with an intellectual disability to participate in sport. Gallagher also has a global partnership with Special Olympics International, promoting inclusion, equality and acceptance around the world.



PICTURED: Chief Executive Sarah Lyons joins teams from Sydney and Wollongong with Special Olympics Australia to hold an 'inclusive games'.



PICTURED: Volunteers from Sydney support local Youth Carnivals. Championing inclusion for young people with intellectual disabilities.



# What to expect

Every merger has its differences, be it the type of transaction, scale of business or complexity of products and services offered, but we approach each and every one with respect and with the ethics that underpin our business. An open and transparent discussion sets the tone for every merger. The process we go through, and the vision of your business being part of Gallagher will be clearly laid out, with leaders from each area of our working group on hand to take you through every step of the process from start to finish.



## We're ready to talk

No matter the size of the merger, we start the process for every transaction the same way, with a conversation. For a confidential and open discussion around the prospects your business could access when joining Gallagher, we're here and ready to talk with you when the time is right.

### Talk to Us

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PICTURED: Teams and leaders from around the country come together for a national conference.

**Building Confidence.  
Together.**

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