



Environmental Claims Management

Commercial Claims

When Experience Matters



Working for major commercial insurers and loss adjusters OHES provides a complete Environmental Claims Management Service.

Our commercially astute staff are acutely aware of the business interruption, regulatory involvement and loss of reputation which can be caused when an environmental incident occurs. We work closely with the client to ensure such disruption is minimised and pragmatic, cost effective solutions implemented in a timely fashion.

Since formation in 2002 we have successfully handled over 4000 environmental claims.

“I would like to thank you with regards the clean up of oil following the recent spill. The matter was handled in a very professional manner that inspired confidence at every stage”

Environmental Claims - Commercial



Environmental damage to commercial properties can create a host of problems including loss of rent, business interruption and loss of access.

Our nationwide team of experienced consultants will work closely with appointed loss adjusters and claimant's representatives to ensure that disruption is minimised and all processes and timelines are fully explained.

Often emergency containment work is required and clients are under pressure from regulators not only to commence remediation but also in connection with the threat of criminal prosecution. Our experience of working with the regulators helps reduce this pressure and is often of assistance in minimising the prospect of prosecution.

Other Benefits:

- * Swift investigation of damage and recommendation on remediation
- * Commercially aware staff
- * Cost effective solutions
- * Protection of brand and reputation
- * Effective liaison with regulators
- * Experience of environmental damage involving factories, offices, shopping centres, oil depots, road traffic collisions and rail crashes
- * Contaminated land Division
- * Ecology Division

Please contact us if we can be of any further help. All the services we provide follow recommended Codes of Practice and national guidance.



Case Study: Commercial Oil Loss

OHES were called to the site of a multinational beverage manufacturer following a large release of Gas Oil from their generator. The spillage had entered the trade effluent drainage system and forced factory production lines to stop. Oil had also entered and contaminated the ground and also surface water drainage so putting the environment at risk.

Facing an ever increasing business interruption claim it was imperative that immediate action was taken. OHES staff full took control of managing this loss by organising emergency clean up operations utilising our network of UKSpill accredited responders; our consultant mapped out contamination and initiated a programme of remediation on site and on adjacent third party land; throughout our staff communicated with the Environment Agency, Local Authority and affected third parties and held regular briefing sessions with our client and their insurers.

Rapid and decisive action greatly minimised claims costs and prevented our client from being prosecuted for causing pollution.



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