Crawford®

Global Technical Services®

UK Engineering

Precision | Expertise | Results
Engineering claims, simplified.

The Crawford Engineering Team

Our expert team of qualified adjusters and specialist engineers is the largest of its kind in this field. This, combined with our full coverage across the UK & Ireland enables us to respond to and manage claims quickly and confidently, in all engineering specialisms or sectors.

Our expertise in your sector and innovative, integrated solutions distinguishes Crawford in the marketplace, resulting in more value, better outcomes and an exceptional experience for you.

- Dedicated accountability for claims with your engineering clients
- Confidently working with all stakeholders to deliver efficient process
- Protecting your reputation and strengthening your brand

Our Engineering specialists are closely aligned with our Construction team and work together where claims need multiple skills to achieve results. All of this speeds up the process of handling claims and improves the experience for your customers.

This expertise is regularly blended with in-house teams across our global footprint and with other specialist teams from within the UK, e.g. Major & Complex Loss, Crawford Forensic Accountancy teams and Crawford Environmental – again another true differentiator.

We can also provide a specialist Valuation and Salvage service to strengthen the accuracy of reserves and maximise potential for plant recovery/sale; and we offer training and guidance to Claims and Underwriting teams to assist our clients in developing their policy wording for new products.

- Engineering All Risks
- Renewable Energy – wind / solar / hydro
- Biogas / Anaerobic Digesters / CHP
- Contractors' Plant and Equipment
- Building services – lifts / boilers / air-con / water
- Cranes / Piling / Drilling & Lifting Plant
- Rail Operations
- Quarrying & recycling plant
- Computer & cyber
- Fire and flood damage
- Machinery inherent defects
- Generators and Electrical plant
- Agricultural machinery / Forestry equipment
- Machinery movement / in transit

Dominic Hayward

HND EngTech MSOE MIPlantE Cert CII Cert CILA BDMA Tech (Ins)

Head of Engineering

M: +44 (0) 7387 416 907
E: dominic.hayward@crawco.co.uk

Dominic Hayward, Head of Engineering at Crawford, brings over 20 years of experience in the engineering insurance sector. His career spans roles as an aircraft technician, engineer surveyor, and loss adjuster, giving him deep technical expertise particularly in lifting equipment, plant and machinery, and pressure systems. Dominic leads the Engineering team, driving service excellence and technical precision across projects. He is also trained in fire investigation from Edinburgh University, enhancing his ability to manage fire-related claims. Known for his clear communication and collaborative leadership, Dominic has successfully resolved complex engineering claims and built strong client relationships. His blend of hands-on experience, technical knowledge, and leadership makes him a key asset to Crawford.

Chaz Winterton

HNC BEng (Hons) ACII ACILA FIFAA

Regional Director

M: +44 (0) 7919 552 665
E: chaz.winterton@crawco.co.uk

Chaz is a highly respected Chartered Loss Adjuster and Insurance Practitioner with over 40 years of global experience. He has handled complex, high-value claims across sectors including power generation, industrial machinery, and railway infrastructure. His work has taken him from South Africa to the Arctic, and across the Americas and Australia. Known for his deep technical knowledge and practical insight, Chaz also mentors junior colleagues, supporting their professional growth.

Gus Dewing

BEng (Hons) CEng MIMechE

Regional Director

M: +44 (0) 7919 552 668
E: gus.dewing@crawco.co.uk

With 28 years of national and international experience, Gus is a Chartered Mechanical Engineer and seasoned loss adjuster known for his technical precision and insurance insight. His engineering background underpins his expertise in complex claims across renewable energy, heavy machinery, cranes, agricultural equipment, power generation, and industrial automation. Gus often leads high-value losses, applying a methodical, hands-on approach to assess intricate mechanical systems. His clear communication and collaborative style make him a trusted partner to clients and insurers worldwide.

Matthew Brook

BEng (Hons) Dipl Eng AMIMechE

Regional Director

M: +44 (0) 7435 984 443
E: matthew.brook@crawco.co.uk

Matthew is a Chartered Loss Adjuster with over 22 years of experience, backed by a First-Class Honours degree in Mechanical Engineering and a strong foundation in hands-on engineering. His early career included assembling electric motors and designing equipment for the mining and textile sectors, later becoming a plant engineer in textile manufacturing. This practical background informs his expert handling of complex claims involving industrial machinery, computer systems, and electronic equipment. Known for his analytical approach and technical precision, Matthew is trusted for resolving challenging losses.

Chris Holmes

BSc (Elect Eng) MIET

Regional Director

M: +44 (0) 7917 327 176
E: chris.holmes@crawco.co.uk

Chris is a seasoned engineering loss adjuster with 28 years of experience, built on a foundation of 14 years in manufacturing and 6 years in insurance. His unique blend of practical engineering knowledge and insurance insight enables him to manage complex claims involving plant, machinery, and high-value assets. He has led cross-functional projects, particularly in the renewable energy sector, and is known for his expertise in mobile crane incidents. Chris has worked across more than 120 UK towns, giving him a broad understanding of regional risks. Calm and analytical, he brings clarity to technically demanding losses.

Liam Douglas

EngTech MSOE MIPlantE Dip CILA Cert CII

Senior Engineering Adjuster

M: +44 (0) 7788 582 516
E: liam.douglas@crawco.co.uk

Liam is a skilled engineering loss adjuster with a strong technical background, having started his career as a mobile handling equipment engineer before moving into loss adjusting in 2016. His hands-on experience in mechanical and electrical systems gives him a practical edge in assessing complex engineering claims. Based in the Midlands, Liam handles a wide range of losses, including plant, machinery, renewable energy, and mechanical failures. Known for his attention to detail, clear communication and proactive approach, he consistently delivers thorough and professional claim resolutions.

Andy Evans

ACFS AMIMI Cert CII GIFireE

Senior Engineering Adjuster

M: +44 (0) 7900 716 115
E: andrew.evans@crawco.co.uk

With over 36 years in the insurance industry, including 27 in loss adjusting, Andy is known for his integrity, technical expertise, and investigative skill. His background includes a key role as a senior investigator in counter-fraud, sharpening his ability to detect inconsistencies and resolve complex claims. Andy handles a wide range of engineering-related losses, including plant, machinery, renewable energy, and power generation equipment. He is also trained in fire investigation and is a graduate member of the Institute of Fire Engineers, enhancing his capability in fire-related claims. Based on a methodical and balanced approach, Andy delivers trusted insights to clients and insurers. His approachable personality and decades of experience make him a respected and memorable figure in the industry.

Jim Littleboy

Cert CII Cert CILA AFIAA

Senior Engineering Adjuster

M: +44 (0)7796 264 632
E: jim.littleboy@crawco.co.uk

Jim is a skilled loss adjuster who began his career in 2014 with a Crawford subsidiary. Starting with support on major losses, he quickly progressed to managing his own caseload, gaining experience in plant and machinery, contract all risks (CAR), and PFI claims. Since joining Crawford's Engineering team in 2018, Jim has focused on complex claims, particularly in the rail sector, where his analytical approach and technical insight are highly valued. He is currently working toward his Dip CILA qualification, reflecting his commitment to professional growth. Known for his hands-on involvement and fair, clear communication, Jim consistently delivers trusted outcomes for clients.

John Gallen

MSOE MBES Cert CII

Senior Engineering Adjuster

M: +44 (0) 7464 678 618
E: john.gallen@crawco.co.uk

John is a seasoned engineer and loss adjuster with over 25 years of experience across engineering, statutory inspection, and insurance. Since joining Crawford in 2015, he has built a strong reputation for his methodical handling of complex engineering claims across Ireland, including plant, machinery, and technical infrastructure. Based in Belfast, John combines deep technical knowledge with regional insight to deliver trusted outcomes for clients and insurers. Beyond his professional role, John has served as a Local Government Councillor and his dual expertise in engineering and governance reflects his commitment to both technical excellence and public service. Known for his integrity and dedication, John is respected for making a meaningful impact in both the insurance industry and his local community.

Mark Hawkins

IEng MIMechE Dip CILA Cert CII BDMA Tech (Ins)

Senior Engineering Adjuster

M: +44 (0) 7768 670 345
E: mark.hawkins@crawco.co.uk

Mark is an Incorporated Engineer with over 28 years of hands-on experience, developed during a distinguished Royal Navy career. A High Voltage Competent Engineer, he has deep expertise in diesel engines, gas turbines, HVAC, hydraulics, and electrical systems, making him well-equipped to handle complex engineering claims. Since transitioning to the insurance sector, Mark has applied his technical knowledge and disciplined approach to loss adjusting across the South West of England, earning trust for his clarity and confidence in resolving intricate cases. Mark's blend of technical skill, operational discipline, and personable nature makes him a valuable asset in the field of engineering loss adjusting.

Dominic Cousins

MSOE MBES Dip CILA Cert CII BDMA Tech (Ins)

Engineering Adjuster

M: +44 (0) 7768 688 796
E: dominic.cousins@crawco.co.uk

Dominic joined the team in 2023, bringing 10 years of hands-on engineering experience in manufacturing and inspection. His background includes preventative and reactive maintenance of industrial plant, along with statutory examination of pressure systems and lifting equipment. This dual expertise gives him a strong foundation for assessing a wide range of engineering claims. Known for his attention to detail and methodical approach, Dominic delivers clear, accurate reporting and quickly grasps complex technical issues. Based in the field, he is valued for his proactive mindset and effective communication. His curiosity and enthusiasm, combined with solid engineering know-how, make him a valuable and committed member of the team.

Simon Elliott

BEng (Hons) IEng MIET Cert CILA Cert CII BDMA Tech (Ins)

Engineering Adjuster

M: +44 (0) 7748 106 184
E: simon.elliott@crawco.co.uk

Simon is an Incorporated Engineer with over 27 years of experience, honed through a distinguished Royal Navy career specializing in aviation engineering systems. His expertise spans gas turbines, hydraulics, and pneumatics, all managed in high-pressure, mission-critical environments.
Now based in South Wales, Simon applies his deep technical knowledge to engineering loss adjusting, delivering precise assessments of mechanical and fluid power system failures. He holds a dual First-Class Honours degree in Engineering and Management, reflecting both technical excellence and leadership. His disciplined, personable approach makes him a trusted and valued team member.

Joe Hall

MSOE MIPlantE

Engineering Adjuster

M: +44 (0) 7824 545 437
E: joseph.hall@crawco.co.uk

Joe joined Crawford in June 2024, following 8 years in the Royal Navy as a Weapons and Sensors Engineer. Specialising in electrical and electronic systems, he maintained and repaired complex controls and RADAR technologies in high-pressure environments. His military background instilled technical precision, leadership, and resilience – qualities he now applies to engineering loss adjusting. Joe's expertise in diagnostics and preventative maintenance supports accurate, efficient claim assessments. His blend of technical skill, discipline, and personable nature makes him a valued member of the team.

Logistical and administrative support

Our team of engineering adjusters is ably supported by our Engineering PA, Engineering Secretary and Adjusting Assistant. Watch out for their names on any correspondence – but feel free to reach out to them if you have difficulty contacting your adjuster.

Terri Lay

Engineering Secretary

M: +44 (0) 7471 996 645
E: terri.lay@crawco.co.uk

Kerry Bailey

Adjusting Assistant

M: +44 (0) 7788 393 077
E: kerry.bailey@crawco.co.uk

Our Global Technical Services (GTS) team includes chartered adjusters, chartered mechanical engineers, and plant and machinery specialists with real-world experience across conventional, renewable, and electromechanical sectors. Whether it's industrial manufacture and production, plant, machinery, renewable energy or mechanical failures, we bring practical insight and global consistency to every claim.

Crawford® GTS

Learn more at
www.crawco.co.uk