

#StopAdani

Name	Position	Email and Phone	
Robert Childs	Hiscox Group Chairman, Deputy Chairman of Lloyd's	robert.childs@hiscox.com	LinkedIn profile
Kate Markham	CEO - Hiscox @ Lloyd's	kate.markham@hiscox.com +44 20 7448 6812	LinkedIn profile
Paul Lawrence	Chief Underwriting Officer at Hiscox @ Lloyd's, and member of Lloyd's Member Association Board	paul.lawrence@hiscox.com +44 20 3321 5634	LinkedIn profile
Bronek Masojada	CEO, Hiscox Group	bronek.masojada@hiscox.com	LinkedIn profile
Aki Hussain	Chief Financial Officer, Hiscox Group	aki.hussain@hiscox.com	LinkedIn profile
Joanne Musselle	Chief Underwriting Officer, Hiscox Group	joanne.musselle@hiscox.com	LinkedIn profile
Katie Bergin	Hiscox Group media contact	Katie.bergin@hiscox.com +44 787 295 3065	

Action #1: Social media swarm!

By swarming Hiscox on social media, we can create an unrelenting cacophony using every possible avenue, so that everywhere their social media managers, customer service staff and executives turn, all they see and hear is #StopAdani.

Take your selfie

1. Make a quick protest sign - key messages below
2. Take a selfie holding your sign
3. Post your selfie online via instructions below

Bombard Hiscox

Twitter: Tweet your selfie and tag @hiscoxUK @hiscoxUKHelp HiscoxComms @hiscoxSmallBiz and @ClimateWise

LinkedIn: Post your selfie on LinkedIn with a message and tag @Hiscox

Facebook: Post your selfie on Facebook with a message and tag @HiscoxSmallBiz

Key messages

"Hiscox: stand for climate action not climate destruction and rule out Adani!"

"Hiscox: Be climate wise! Rule out Adani!"

Action #2: Calendar Jam

This action is a little bit cheeky - it's about jamming up the online calendars of the executives of Hiscox. It's simple, fun, and impossible to ignore!

CALENDAR JAM STEPS

1. Open your Google Calendar, Outlook Calendar or Apple Calendar (skip to next action if you don't have this)
2. Pick a time in your calendar between now and 3rd March, 8pm-4am AEDT (9am-5pm London time). Make the title of your events something like 'Announce coal policy, rule out Adani' or 'Reminder: Rule out coal & Adani'
3. Unlike with the emails action, where we sent the emails one-by-one to people, you can invite all the Hiscox executives to the same calendar invitation
4. We'd also like you to include the email address stopadanicomms@gmail.com so that we can also see all the invitation that you're sending
5. Copy the email addresses below and paste into the invite field of your event. Make sure to click "send invitations" so they get an email notification as well.
6. Rinse and repeat. Hot tip - multiple invitations are more effective than long events.

List of emails to copy and paste: robert.childs@hiscox.com,
kate.markham@hiscox.com, paul.lawrence@hiscox.com,
bronek.masojada@hiscox.com, aki.hussain@hiscox.com,
joanne.musselle@hiscox.com, Katie.bergin@hiscox.com, stopadanicomms@gmail.com

Action #3: Phone Calls

This action is about having a conversation with staff members with the aim of connecting, informing, and respectfully calling on them to take action.

PHONE CALL REPORT BACK

To help us collect intel on how Hiscox are reacting, if you get through to someone at Hiscox, please email info@stopadani.com with info about what happened and what was said.

PHONE CALL TIPS

- [CONTACT SPREADSHEET](#): All contact details are in this spreadsheet.

- **International calling:** Many mobile phone plans include calling minutes to the UK or only charge a very small fee for a short call. You can also [sign up to Skype free for a month here](#) to make free calls.
- **Dialing:** If you can't dial a "+" instead dial "0011". For example +44 20 7621 4500 becomes 0011 44 20 7621 4500.
- **Call not connecting:** Try dialing "0011" at the start instead of a "+", or try waiting a minute then dialing again.

HIDE YOUR NUMBER

You don't have to hide your phone number, but the companies are more likely to pick up if they can't see you are calling from Australia. Many of them have been briefed to avoid Australian callers. See instructions on how to do this below.

HIDE YOUR NUMBER ON ANDROID

1. Open your Android's Settings.
2. Scroll down and tap Call Settings. It's under the "Device" header.
3. Tap Voice Call.
4. Tap Additional Settings.
5. Tap Caller ID. A pop-up will appear.
6. Tap Hide number. Your phone number is now hidden from caller ID when you make outbound calls.

HIDE YOUR NUMBER ON IPHONE:

1. Open the Settings app and scroll down to tap on the Phone option.
2. Tap Show My Caller ID, then turn the toggle off to hide your number.

PHONE CALL TALKING POINTS

- Be polite and respectful - they are probably also concerned about the climate
- Let them know that you are calling from Australia - what a novelty for them!
- Let them know about Adani's coal mine in Australia and why you're concerned
- Ask them if they have heard about Adani's coal mine in Australia
- Let them know that many Lloyd's insurers have rule out insuring Adani
- Let them know you are ringing to ask that Hiscox takes action for a safe climate by publicly ruling out providing insurance for Adani's coal mine
- **IMPORTANT:** If you get through to a staff member and they say 'they aren't involved' or 'they won't be involved' **ask for them to send it to you in writing. Let them know your email address so they can send it to you.**
- If you don't get through, that's okay! Just leave a message.

EXAMPLE SCRIPT

Hi there, am I speaking with [staff name]? [listen]

Hi [staff name], my name is [your name]. I'm calling from Australia. I'm calling because I have some questions about Hiscox's involvement with Adani's Carmichael coal project in Australia. Do you know about this coal mine? [listen]

I'm really concerned about this coal mine because [your reasons].

We know there are Lloyd's insurers working with Adani. We have reason to believe that Hiscox could be one of the insurers involved, as it hasn't joined the growing list of other Lloyd's insurers that have ruled out insuring Adani's coal project.

I'm calling you, because as a Hiscox employee, your voice is powerful. Many of us are calling Hiscox employees, calling on Hiscox to be a climate champion and rule out insuring this coal project. Is this something you would like to see Hiscox do? [listen]

Firstly, we're looking for a written statement along the lines of: "Hiscox will not provide insurance for Adani's Carmichael coal mine, rail, or port." Even if Hiscox is currently insuring Adani, we will take this as a commitment to not re-extend the insurance.

Would you be willing to raise this internally? [listen]

Secondly, we'd love if you can share any thoughts you have via an anonymous survey for Hiscox staff. It only takes 2 minutes to complete and we're incredibly careful to not share the information. The link is marketforces.org.au/hiscoxsurvey/

May I send you an email with the link to the survey? [listen]

Thanks so much for taking the time to talk with me today [staff name]. I really appreciate it. Please don't hesitate to get in touch. You can email info@stopadani.com anytime and all contact is kept strictly confidential. Thanks again!

Action #4: Contact the Hiscox Board on LinkedIn

Instructions:

1. Jump on LinkedIn ([you can sign up for free here](#))
2. Click on a LinkedIn profile in the "contacts" table at the top of this document to go to a Hiscox board member or executive's page
3. Use the "connect" or "message" function to send them a message asking them to rule out insuring new coal & Adani (key messages below)
4. If using the "connect" option, you can add a message of up to 300 characters.
5. Contact as many board members and executives as you can!