

AROUND THE WORLD

The Lloyd's Register Group operates worldwide through a network of entities which deliver our services and products to our clients efficiently and effectively. These bodies support our mission to protect life and property and advance transportation and engineering education and research.

Our global operations are divided into three geographical areas: Americas; Asia; and Europe, the Middle East and Africa (EMEA). Each has an operating entity which is responsible for the overall business of the Group in that region: Lloyd's Register Americas, Inc.; Lloyd's Register Asia; and Lloyd's Register EMEA.

The Group's activities in each area are tailored to suit the various local and regional markets. Different parts of the Group around the world pull together to work on major international projects. Examples in this review include: offices in Korea and Japan and the London Research Department that worked together to produce guidance notes for IMO Type B independent tanks for gas storage and transportation (page 27); our UK and Danish offices are working on the contract for interoperability NoBo and ISA services for the installation of the European Rail Traffic Management System to the Danish railway network (page 31); the refurbishment of the North Rankin A platform involves teams in London, Aberdeen, Perth and Kuala Lumpur (page 35); and Sandvik Materials Technology (SMT) needed a certification body that could operate globally so chose LRQA for its flexible multisite approach to management systems certification (page 43).

Americas



Paul Huber

President Lloyd's Register Americas, Inc. & Group Director of Operations

"Throughout every part of our Americas business, the common theme is our clients' need to reduce and manage their levels of risk."

Lloyd's Register has a long history in the Americas: one of our first overseas surveyors was appointed to Canada in 1852. Today, the Group operates in 18 countries throughout North America, South America and the Caribbean.

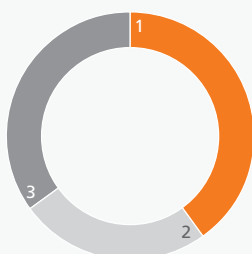
There have been plenty of challenges and opportunities in the region in the past year, and the rapid pace of change shows few signs of slowing. However, with the range of services and technical expertise the Group offers, we are well placed to provide our clients with the right solutions to meet their specific business needs.

In the Marine sector, owners and operators have been dealing with a host of issues that have arisen as new high-tech vessel designs move from the drawing board into the real world. New systems and regulations designed to help safeguard the environment, protect seafarers' well-being and enhance sustainability, all require a high level of crew competence. Services to support environmental protection and crew member well-being have been in particularly high demand in 2009/10. From reducing carbon dioxide emissions – especially in the wake of the COP15 Copenhagen climate change conference – to ship recycling programmes, to noise and vibration reduction, we are helping our clients find solutions to operate more sustainably and with less risk to the environment.

It was a challenging year for our Energy business but we performed admirably in the face of a difficult economic climate. In the United States, our compliance services experienced a growth of 14% in revenue over last year; in Canada, the same growth rate was an impressive 28%. We also see a number of opportunities ahead. The addition of Scandpower to the Group not only enhances our service

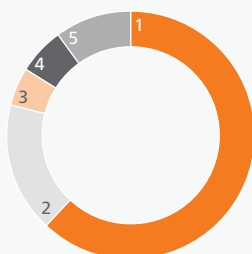
Americas

Breakdown by business
2009/10



1 Marine – 40%
2 LRQA – 25%
3 Energy – 35%

Breakdown by geography
2009/10



1 USA – 62%
2 Canada – 17%
3 Mexico – 5%
4 Brazil – 6%
5 Other Latin America – 10%

portfolio to the power sector but also increases the risk management services we can provide throughout the energy industry. Human Engineering now has a presence in the Americas, allowing us to provide local insight on how human processes change in the face of new technologies – a service in high demand in our region.

Unfortunately, several incidents have occurred in recent months which have highlighted the high level of risk under which companies in the energy industry operate. We expect a number of regulatory and legislative changes to affect companies operating in the region. However, because of the Group's track record in regulatory and safety compliance verification, we are in an excellent position to help our clients deal with the implications of these events.

Despite the economic downturn, Management Systems has had a busy year in the Americas. Through the employment of a new client care programme in our US business centre, LRQA USA has increased the revenue generated by its top 50 clients by 30% over the past two years. As in the global LRQA business, we have seen increased demand for our services, especially in the food sector. These clients are turning to us for assurance that all parts of their supply chain comply with international quality standards. This has become more challenging as supply chains have become increasingly global. We are also experiencing growth among our Central and South American clients as they are increasingly required to show compliance with international standards; LRQA Mexico, for example, has trebled its revenues over the past four years.

Throughout every part of our Americas business, the common theme is our clients' need to reduce and manage their levels of risk. And regardless of which company in the Lloyd's Register Group our clients work with, we are all committed to finding the right solutions to meet their specific operational and business needs. We will continue to invest in the technical expertise of our employees, monitor changing legislation and regulations, and contribute to the establishment of industry best practices for the safety of people, of property and of the environment – because life matters.