

PROGRAMME

WEDNESDAY 6TH NOVEMBER

Time	Activity	Speaker
10.00 - 12.00	Market leaders roundtable – What stops us connecting the supply chain? And then how do we deliver better customer service for lower cost?	N/A
10.00 - 12.00	Registration & exhibition open with tea/coffee	N/A
12.00 - 13.00	Lunch	N/A
13.00 - 13.15	Welcome address	Simon Ford, BDMA
13.15 - 13.30	BDMA – Our strategy	Adrian Jolly, BDMA
13.30 - 13.45	What do we do when the past is no indicator of the future?	David Williams, AXA
13.45 - 14.15	TECHNOLOGY – Insurtech: the disrupters	Manjit Rana
14.15 - 14.30	ENVIRONMENTAL – Can we effectively dry and repair properties, whilst at the same time making them more resilient?	Ian Gibbs, Sedgwick
14.30 - 14.45	LEGAL – Code of Practice and set of standards for making properties more resilient to flooding	Graham Brogden, Property Flood Resilience Roundtable
14.45 - 15.00	ENVIRONMENTAL – UKCMB activities and research projects	Hector Altamirano, UKCMB
15.00 - 15.30	Refreshments & exhibition	N/A
15.30 - 15.45	ENVIRONMENTAL – Toward consensus on defining and treating mould problems	Morten Reeslev, Mycometer
15.45 - 16.15	LEGAL – A group discussion: Is regulation of our industry necessary?	Roark McMaster, Bio Sweep UK
16.15 - 16.30	ENVIRONMENTAL – Drying of historic and conservation properties	Nathan Tilford, Smithers Purslow
16.30 - 16.45	ENVIRONMENTAL – Major Loss: your chance to shine	Mike Bond, Sedgwick
16.45 - 17.00	POLITICAL – Brexit: impact on labour and materials	Lee Sadowski, Crawford & Co
17.00 - 17.15	POLITICAL – State of the nation: a view of the UK property insurance landscape	Laura Hughes, ABI
17.15 - 17.30	TBC	TBC
17.30 - 18.00	SOCIAL – What would we do if we were Living Brave?	Guy Bloom, Living Brave
18.00 - 18.30	Panel discussion – review of day one findings	Paul Redington, Zurich, Mike Waterfield, BDMA, Greg French, BDMA, Ant Gould, Conference Chair
18.30	Conference close	Simon Ford, BDMA
18.30 - 20.30	Networking buffet & exhibition	N/A



PROGRAMME

THURSDAY 7TH NOVEMBER

Time	Activity	Speaker
8.20	Welcome to Day 2	Simon Ford, BDMA
8.30 - 8.45	Market leaders roundtable summary	Jeremy Sykes, Polygon
8.45 - 9.00	Market leaders roundtable summary Q&A	Jeremy Sykes, Polygon
9.00 - 9.45	The US perspective	Mark Davis, PuroClean
9.45 - 10.00	COMPETITIVE – The era of ‘mass adjusting’ is dead	Jim Pittman, Claims Consortium
10.00 - 10.15	ECONOMIC – The value of specialist restoration	Kathryn Rodgers, Harwell
10.15 - 10.30	ECONOMIC – Understanding the changing dynamics of the claims market, the impact of these changes and what the DR community can do to underpin their future success	Ian Sutcliffe, Valentis Advisory
10.30 - 10.45	ECONOMIC – Impact of climate change on the insurance sector	Dr Bronwyn Claire, ClimateWise
10.45 - 11.00	SOCIAL – Three ways to make your remote workers feel loved, healthy and productive	Alex Burbidge, Pro Safety Management
11.00 - 11.30	Refreshments & exhibition	N/A
11.30 - 11.45	SOCIAL – Building a winning team	Will Fraser, The Saracens Way
11.45 - 12.00	SOCIAL – Our industry; our people; our future!	Lynne Johnson, AVIVA
12.00 - 12.15	SOCIAL – A journey of innocence	Jennie Mills, Rainbow
12.15 - 12.30	TECHNOLOGICAL – Technology: yesterday, today and tomorrow	Steve Gargano, Sedgwick
12.30 - 13.00	TECHNOLOGICAL – Tech showcase panel discussion	TBC
13.00 - 14.30	Lunch	N/A
14.30 - 14.45	TECHNOLOGICAL – Connectivity benefits; now and in the future	Nick Hill, Agilis Mobile
14.45 - 15.00	COMPETITIVE – Ensuring excellent customer service delivery in the digital world	Mike Farley, Woodgate & Clark
15.00 - 15.15	COMPETITIVE – How motor is responding to the challenges insurers and other work providers offer	Kate Goodwin, Innovation Group
15.15 - 16.15	Panel discussion – review of conference findings	Paul Redington, Zurich, Mike Waterfield, BDMA, Greg French, BDMA, Ant Gould, Conference Chair
16.15 - 16.30	Closing remarks	Simon Ford, BDMA
18.00 - 19.00	Drinks reception	Simon Ford, BDMA
19.15 - 22.30	Dinner & awards	Simon Ford, Ant Gould

