



BRITISH DAMAGE MANAGEMENT ASSOCIATION  
CONFERENCE 2024

# PROGRAMME

**25 YEARS OF INNOVATION:**  
HONOURING OUR PAST, AND EMBRACING OUR FUTURE



## WEDNESDAY 26<sup>TH</sup> JUNE - MORNING

8:30 - 10:30	<b>Registration, refreshments &amp; exhibition open</b>	
10:30 - 10:40	<b>Introduction and welcome to the Conference</b> <b>Adrian Jolly, British Damage Management Association - Chair</b> <b>Ant Gould, Director, Full Circle Corporate Communications</b>	 
10:40 - 11:10	<b>Build Back Better – Learning from recent events</b> <b>Gareth Boyd, CEO, Watertight International,</b> <b>Graham Brogden MBE, Managing Director, GJB Consultancy Ltd,</b> <b>and Ian Gibbs, National Technical Manager, Sedgwick</b>	  
11:10 - 11:20	<b>Q&amp;A</b> <b>Hosted by Ant Gould, Director, Full Circle Corporate Communications</b>	
11:20 - 12:20	<b>Claims Industry: Stakeholder Debate</b>       <b>Paul Hayman, CEO, MA Group Ltd</b> <b>Richard Done, Commercial Operations Director, Polygon</b> <b>Mark Baker, Claims Supply Chain Director, RSA</b> <b>Graham Crumb, CMO, Oakleafe Claims</b> <b>Tim Dawson, Technical Solutions Director, DASA</b> <b>Ian Gibbs, National Technical Manager, Sedgwick</b> <i>The stakeholder debate seeks to start a general market/supply chain discussion in relation to the current Claims / Damage Management supply chain. The panel will explore the challenges faced by the different participants in the supply chain such as capacity, correct tariff application, and BAU versus surge situation workflows. The panel will then accept questions from the audience.</i>	
12:20 - 13:30	<b>Lunch &amp; exhibition</b>	
13:30 - 14:30	<b>Keynote address</b> <b>Sir Tim Smit, KBE</b>  <i>Sir Tim is best known for his achievements in Cornwall. He 'discovered' and then restored 'The Lost Gardens of Heligan' with John Nelson, which is now one of the UK's best loved gardens.</i> <i>Sir Tim is also Executive Vice-Chair and Cofounder of the multi award-winning Eden Project in Cornwall. Since its opening in 2001, over 22 million people have come to see a once sterile pit, turned into a cradle of life containing world-class horticulture.</i> <i>Sir Tim has contributed to many television and radio programmes and has been the subject of 'This is Your Life' and a guest on 'Desert Island Discs'.</i>	

## WEDNESDAY 26<sup>TH</sup> JUNE - AFTERNOON

### Modern Methods of Construction: the impact on claims handling

14:30 - 15:00

UK Construction through the ages



David Hill, Technical Sales Manager Dantherm Group

15:00 - 15:15

Introduction to a Case Study



Adrian Jolly,  
British Damage Management Association - Chair

15:15 - 15:45

Break

15:45 - 16:15

Modernise Without Compromise



Dr Sahand Rasoulipour, Senior Researcher,  
Halliwell Fire Research

16:15 - 16:45

Fire safety pitfalls arising from modern  
methods of construction (MMC)



Tom Dale, Associate Fire Engineer and Forensic Fire  
Investigator, Hawkins

16:45 - 17:15

Cause, Extent, Severity & Resolution -  
Understanding contamination in modular construction



Jack Corden, Strategy Director, and  
Olivia French, Environmental Services Director, Davis French & Associates

17:15 - 17:25

Q&A

Hosted by Ant Gould, Director, Full Circle Corporate Communications

17:25 - 17:30

Nominated Charity, Alzheimer's Research UK

Ant Gould, Director, Full Circle Corporate Communications

19:00 - 21:00

Networking Buffet & Auction



## THURSDAY 27<sup>TH</sup> JUNE - MORNING

8.00 - 9.30		Registration, refreshments & exhibition open	
9.30 - 9.40		Day 2 Welcome Address Ant Gould, Director, Full Circle Corporate Communications	
			
9.40 - 10.00		25 Years <i>In this session we will celebrate 25 years since the founding of the BDMA in 1999.</i>	
10.00 - 11.00		Motivational Speaker Colin MacLachlan	
		<p>Colin joined the army in 1989 and after 9 years in the Royal Scots passed selection first time aged 23 into 22 SAS. Colin was involved in some of the higher profile and daring missions of the recent period.</p> <p>Colin is now involved in TV, Books, Radio, and Video Games. He also works with charities including as an Ambassador for the Lee Rigby Foundation, Pilgrim Bandits, and the NSPCC. He has also just founded his own charity Who Dares Cares that aims to link and support veterans as well as others that encounter stress.</p>	
11.00 - 11.30		Break	
The Future: Artificial Intelligence and impacts on the claims sector			
11.30 - 11.55		11.55 - 12.20	
The AI Code of Conduct for Claims		How AI can support the Insurance Supply Chain?	
 			
Eddie Longworth, Founder & Director, JEL Consulting Ltd and Chris Hall, Managing Director, QuestGates		Wayne Calderbank, Group Data and Performance Director, Claims Consortium Group	
12.20 - 12.35		Automated, intelligent drying.... Myth or Reality? Alan James, UK Sales Director, Dantherm Group	
		Headline Sponsors DANTHERMGROUP	
12.35 - 12.45		Q&A Hosted by Ant Gould, Director, Full Circle Corporate Communications	

## THURSDAY 27<sup>TH</sup> JUNE - AFTERNOON

12:45 - 14:00		Lunch & exhibition	
Attracting & retaining new talent to the industry			
14:00 - 15:00		15:00 - 15:15	
Attracting and retaining talent: How to stand out from the crowd		Using innovation to attract the best talent	
			
Prof. Jo Clarke, Managing Director, Petros		Ola Jacob, UK & Ireland Business Development Director, Descartes Underwriting	
15:15 - 15:30			
Attracting and Retaining Top Talent in the UK Disaster Restoration Industry			
			
Justin Sifford, Senior Partner, Wylander			
15:30 - 15:35		Q&A	
Hosted by Ant Gould, Director, Full Circle Corporate Communications			
15:35 - 16:05		Break	
16:05 - 16:20		16:20 - 16:35	
Bridging the Skills Gap in Disaster Management		Embracing diverse skillsets	
			
Liam Hanlon, Managing Director,The Forshaw Group		Nathalie Crystal, Senior Public Relations Manager   Global Co-Chair, Disability and Neurodiversity Colleague Resource Group, Sedgwick	
16:35 - 16:45		Q&A	
Hosted by Ant Gould, Director, Full Circle Corporate Communications			
16:45 - 16:50		Day 2 Close	
Ant Gould, Director, Full Circle Corporate Communications			
16:50 - 16:55		BDMA Chair's Closing Words	
Adrian Jolly, Integrated Damage Solutions & BDMA Chair			



## THURSDAY 27<sup>TH</sup> JUNE - EVENING

19.00 - 19.30

Chair's drinks reception

19.30 - late

Dinner & Awards

*Black Tie preferred but not mandatory*

with celebrity presenter

**Paul Sinha**



Paul is frequently heard on BBC Radio 4 and BBC 5Live displaying his knowledge, passion and wit on a wide variety of subjects - either on his own shows or on popular programmes such as *The News Quiz*, *Just A Minute*, *The Now Show* and *Fighting Talk*. He has written and presented a number of shows for Radio 4, including; *The Sinha Test*, *The Sinha Games*, *Paul Sinha's Perfect Pub Quiz* and *Paul Sinha's History Revision* - the last which earning him a Rose d'Or for Best Radio Comedy. On television he has appeared on *QI*, *Would I Lie to You?*, *Gogglebox* and *Taskmaster*; and as a quiz obsessive (and a regular fixture in the UK's top 20 best quizzers) Paul has realised life-long dreams by appearing on *University Challenge* (*The Professionals*) and *Mastermind*.

Paul is an Edinburgh Festival Fringe veteran and has debuted more than a dozen solo shows there, touring many of them around the UK afterwards. His comedy has taken him far and wide, from near neighbours; Ireland, France, Switzerland and Spain to the much further afield South Africa, India, New Zealand and Hong Kong.

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